

File No.: 04-1000-20-2025-107

March 7, 2025

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 February 12, 2025 under the ***Freedom of Information and Protection of Privacy Act*** for:

**Record of the animal type referenced in the call related to Animal Concern calls and reports made by the public to 3-1-1 (information that is not available in the Open Data portal). Date range: January 1, 2024 to December 31, 2024.**

All responsive records are attached.

Under Part 5 of the Act, 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 (2025-107); 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**

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. You may also contact 3-1-1 (604-873-7000) if you require accommodation or do not have access to email.

Encl. (Response Package)

:pm

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001214963	Dog	Mobile App	Attained - Case Closed	2/2/24 10:26 AM	2/2/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417603	Stray dog at large	Mobile App	Attained - Case Closed	4/21/24 7:27 PM	4/22/24 11:57 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001696414	Other	Phone	Attained - Case Closed	8/7/24 11:39 AM	8/7/24 11:44 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001134642	Dog	Phone	Attained - Case Closed	1/9/24 9:37 AM	1/9/24 10:20 AM	DBL_Animal Services Administration
Animal Concern Case	201001417459	Dog attacked by dog	Phone	Attained - Case Closed	4/21/24 3:52 PM	4/21/24 4:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001231936	Other	Phone	Attained - Case Closed	2/10/24 10:41 AM	2/10/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001474474	Dog off leash	Phone	Attained - Case Closed	5/10/24 12:10 PM	5/10/24 12:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001476403	Dog off leash	Phone	Attained - Case Closed	5/11/24 3:46 PM	5/11/24 4:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001488693	Dog	Phone	Attained - Case Closed	5/17/24 2:52 PM	5/17/24 3:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001503426	Dog off leash	Phone	Attained - Case Closed	5/25/24 3:38 PM	5/25/24 3:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001509248	Dog	Chat	Attained - Case Closed	5/28/24 3:05 PM	5/28/24 3:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001693404	Stray dog at large	Phone	Attained - Case Closed	8/6/24 10:22 AM	8/6/24 11:54 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001697659	Dog	Phone	Attained - Case Closed	8/7/24 4:59 PM	8/7/24 5:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001719608	Dog attacked by dog	Phone	Attained - Case Closed	8/19/24 12:43 PM	8/19/24 1:02 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001726420	Other	Phone	Attained - Case Closed	8/22/24 1:58 PM	8/22/24 2:01 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001788910	Dog off leash	Phone	Attained - Case Closed	9/5/24 10:34 AM	9/5/24 11:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001804926	Other	Phone	Attained - Case Closed	9/13/24 12:35 PM	9/13/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001884463	Chicken	Phone	Attained - Case Closed	10/13/24 1:19 PM	10/13/24 1:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001925967	Dog off leash	Phone	Attained - Case Closed	10/25/24 6:25 PM	10/26/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001979286	Dog	Phone	Attained - Case Closed	11/23/24 1:10 PM	11/23/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002009870	Human attacked by dog	Mobile App	Attained - Case Closed	11/28/24 1:33 PM	11/28/24 1:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002019430	Dog attacked by dog	Phone	Attained - Case Closed	12/3/24 3:42 PM	12/3/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001500422	Stray dog at large	Mobile App	Attained - Case Closed	5/24/24 6:35 AM	5/24/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001474600	Dog	Mobile App	Attained - Case Closed	5/10/24 12:43 PM	5/10/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001882495	Stray dog at large	Phone	Attained - Case Closed	10/11/24 12:57 PM	10/11/24 1:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001795112	Dog	WEB	Attained - Case Closed	9/9/24 9:20 AM	9/9/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703566	Dog off leash	Phone	Attained - Case Closed	8/10/24 4:47 PM	8/10/24 4:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002072354	Dog off leash	Mobile App	Attained - Case Closed	12/28/24 9:28 AM	12/28/24 9:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001927381	Dog	Mobile App	Attained - Case Closed	10/27/24 5:28 PM	10/27/24 6:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001476389	Aggressive dog poorly contained	Mobile App	Attained - Case Closed	5/11/24 3:34 PM	5/11/24 3:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001413032	Dog off leash	Phone	Attained - Case Closed	4/18/24 1:43 PM	4/18/24 1:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001377369	Stray dog at large	Phone	Missed - Case Closed	3/29/24 1:36 PM	3/30/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001463006	Dog	Phone	Attained - Case Closed	5/5/24 7:50 AM	5/5/24 9:29 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001465974	Holding stray cat	WEB	Attained - Case Closed	5/6/24 5:44 PM	5/6/24 6:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001867523	Dog	WEB	Attained - Case Closed	10/3/24 10:32 AM	10/3/24 12:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001397874	Other	Mobile App	Attained - Case Closed	4/10/24 2:05 PM	4/10/24 2:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449176	Dog off leash	Mobile App	Attained - Case Closed	4/27/24 1:16 PM	4/27/24 1:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001737204	Stray dog at large	Mobile App	Attained - Case Closed	8/28/24 5:49 PM	8/28/24 5:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001131185	Dog	Phone	Attained - Case Closed	1/7/24 2:57 PM	1/7/24 4:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001413820	Dog off leash	Phone	Attained - Case Closed	4/18/24 6:39 PM	4/19/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001550980	Human attacked by dog	Phone	Attained - Case Closed	6/7/24 11:05 AM	6/7/24 1:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001720361	Dog	Phone	Attained - Case Closed	8/19/24 3:54 PM	8/19/24 3:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001793108	Dog attacked by dog	Mobile App	Attained - Case Closed	9/7/24 8:36 AM	9/7/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001127803	Stray dog at large	Mobile App	Attained - Case Closed	1/5/24 9:05 AM	1/5/24 10:41 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001942375	Dog off leash	Phone	Attained - Case Closed	11/5/24 9:25 AM	11/5/24 10:55 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001496127	Dog	Phone	Attained - Case Closed	5/22/24 12:20 PM	5/22/24 12:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001204744	Other	Phone	Attained - Case Closed	1/30/24 8:46 AM	1/30/24 8:51 AM	DBL_Animal Services Administration
Animal Concern Case	201001583605	Licence cancellation	Mobile App	Attained - Case Closed	6/23/24 12:42 PM	6/23/24 1:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001629405	Dog	Phone	Attained - Case Closed	7/9/24 10:02 PM	7/10/24 9:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001608567	Dog barking	WEB	Attained - Case Closed	6/29/24 9:13 PM	6/30/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884356	Dog barking	Mobile App	Attained - Case Closed	10/13/24 11:36 AM	10/13/24 12:32 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001631692	Dog off leash	Phone	Attained - Case Closed	7/10/24 6:05 PM	7/11/24 9:22 AM	DBL_Animal Services Administration
Lost Pets Case	201001807552	Dog	WEB	Attained - Case Closed	9/15/24 6:45 PM	9/16/24 11:43 AM	DBL_Animal Services Administration
Animal Concern Case	201001818378	Dog	Mobile App	Attained - Case Closed	9/21/24 8:11 AM	9/21/24 9:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001397724	Stray dog at large	Phone	Attained - Case Closed	4/10/24 1:20 PM	4/10/24 1:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001134882	Holding stray	WEB	Attained - Case Closed	1/9/24 10:28 AM	1/9/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703496	Dog barking	Phone	Attained - Case Closed	8/10/24 3:45 PM	8/10/24 4:11 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001720339	Dog off leash	Phone	Attained - Case Closed	8/19/24 3:49 PM	8/19/24 4:04 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001404705	Dog	WEB	Attained - Case Closed	4/14/24 8:05 PM	4/15/24 9:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001647208	Dog ownership	Phone	Attained - Case Closed	7/18/24 1:04 PM	7/18/24 2:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001685341	Dog attacked by dog	WEB	Attained - Case Closed	7/31/24 5:58 PM	7/31/24 6:07 PM	DBL_Animal Services Dispatch
		Dog attacked by dog					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001961430	Dog	Mobile App	Attained - Case Closed	11/15/24 9:22 AM	11/15/24 9:51 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001423932	Dog off leash Dog	Phone	Attained - Case Closed	4/24/24 2:08 PM	4/24/24 2:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001310996	Dog	Mobile App	Attained - Case Closed	3/14/24 9:16 AM	3/14/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001497394	Dog waste not picked up Dog	WEB	Attained - Case Closed	5/22/24 5:13 PM	5/22/24 5:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001492684	Dog off leash Dog	Mobile App	Attained - Case Closed	5/21/24 10:41 AM	5/21/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001673041	Dog off leash Stray dog at large	Phone	Attained - Case Closed	7/25/24 3:30 PM	7/25/24 3:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001897918	Dog	Mobile App	Attained - Case Closed	10/21/24 7:23 PM	10/22/24 8:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001897782	Dog attacked by dog Dog	Phone	Attained - Case Closed	10/21/24 5:28 PM	10/21/24 5:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001615506	Aggressive dog poorly contained Dog	Mobile App	Attained - Case Closed	7/3/24 1:05 PM	7/3/24 1:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001685439	Dog off leash Dog	Phone	Attained - Case Closed	7/31/24 7:17 PM	8/1/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001337561	Dog attacked by dog Dog	WEB	Attained - Case Closed	3/18/24 12:56 PM	3/18/24 1:03 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001340992	Dog attacked by dog Other	Phone	Attained - Case Closed	3/20/24 8:03 AM	3/20/24 9:53 AM	DBL_Animal Services Administration
Animal Concern Case	201001204436	Dog	WEB	Attained - Case Closed	1/29/24 8:35 PM	1/30/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001511773	Dog attacked by dog Dog	Mobile App	Attained - Case Closed	5/29/24 3:15 PM	5/29/24 3:24 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001588117	Dog off leash Dog ownership	Phone	Attained - Case Closed	6/25/24 12:30 PM	6/25/24 12:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001504651	Dog	Mobile App	Attained - Case Closed	5/27/24 9:06 AM	5/27/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001257600	Dog off leash Dog	WEB	Attained - Case Closed	2/24/24 5:09 PM	2/24/24 6:19 PM	311_Contact Centre
Animal Concern Case	201001813100	Stray dog at large Dog	Mobile App	Attained - Case Closed	9/18/24 12:44 PM	9/18/24 1:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378456	Dog off leash Other	Phone	Missed - Case Closed	3/30/24 4:33 PM	4/2/24 7:40 AM	311_Contact Centre
Animal Concern Case	201002073194	Other Dog	Phone	Attained - Case Closed	12/29/24 10:31 AM	12/29/24 10:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002014637	Human attacked by dog Dog	WEB	Attained - Case Closed	12/2/24 6:31 AM	12/2/24 11:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001422596	Dog attacked by dog Dog	WEB	Attained - Case Closed	4/24/24 7:34 AM	4/24/24 8:56 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001475559	Dog off leash Other	Phone	Attained - Case Closed	5/10/24 5:10 PM	5/10/24 5:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001612675	Dog	Phone	Attained - Case Closed	7/2/24 2:11 PM	7/2/24 3:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001620712	Dog attacked by dog Dog	WEB	Attained - Case Closed	7/5/24 12:12 PM	7/5/24 12:40 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001708576	Aggressive dog poorly contained Other	Phone	Attained - Case Closed	8/13/24 12:56 PM	8/13/24 1:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001461848	Dog	Mobile App	Attained - Case Closed	5/3/24 6:17 PM	5/4/24 11:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001639583	Dog off leash Dog	Phone	Attained - Case Closed	7/15/24 12:50 PM	7/15/24 1:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001470684	Stray dog at large Dog	Phone	Attained - Case Closed	5/8/24 4:40 PM	5/8/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001470079	Dog barking Dog	WEB	Attained - Case Closed	5/8/24 1:55 PM	5/8/24 2:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001213455	Dog barking Dog	Mobile App	Attained - Case Closed	2/1/24 3:39 PM	2/1/24 3:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001586776	Dog off leash Dog	WEB	Attained - Case Closed	6/24/24 8:32 PM	6/25/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637267	Dog barking Dog	WEB	Attained - Case Closed	7/13/24 4:04 PM	7/13/24 4:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001213472	Dog barking Dog	Mobile App	Attained - Case Closed	2/1/24 3:42 PM	2/1/24 3:51 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001626824	Dog off leash By-laws	Mobile App	Attained - Case Closed	7/9/24 5:29 AM	7/9/24 9:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001215861	Dog	Mobile App	Attained - Case Closed	2/2/24 1:14 PM	2/2/24 1:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001215884	Dog off leash Dog	Mobile App	Attained - Case Closed	2/2/24 1:19 PM	2/2/24 1:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001733846	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	8/27/24 11:55 AM	8/27/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001794186	Dog barking Dog	WEB	Attained - Case Closed	9/8/24 9:37 AM	9/8/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001472549	Dog barking Dog	Mobile App	Attained - Case Closed	5/9/24 2:02 PM	5/9/24 2:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001346110	Dog barking Dog	WEB	Attained - Case Closed	3/22/24 1:21 PM	3/22/24 1:43 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001631900	Dog barking Dog	Phone	Attained - Case Closed	7/10/24 8:35 PM	7/11/24 9:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001145877	Licence cancellation	WEB	Attained - Case Closed	1/14/24 5:05 PM	1/14/24 5:11 PM	DBL_Animal Services Administration
Animal Concern Case	201001610163	Dog	Phone	Missed - Case Closed	7/1/24 2:45 PM	7/2/24 11:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001618828	Dog off leash Dog	Phone	Attained - Case Closed	7/4/24 2:54 PM	7/4/24 3:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001652176	Dog off leash Dog	Phone	Attained - Case Closed	7/21/24 8:51 AM	7/21/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001705444	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	8/12/24 10:49 AM	8/12/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001938911	Other Dog	Phone	Attained - Case Closed	11/3/24 11:34 AM	11/3/24 12:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001247405	Aggressive dog poorly contained Dog	Phone	Missed - Case Closed	2/19/24 3:10 PM	2/20/24 1:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417465	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	4/21/24 4:05 PM	4/21/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390640	Dog off leash Dog	Phone	Attained - Case Closed	4/6/24 11:55 AM	4/6/24 12:22 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001491981	Stray dog at large	WEB	Attained - Case Closed	5/20/24 6:12 PM	5/21/24 8:30 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001697586	Dog	Phone	Attained - Case Closed	8/7/24 4:25 PM	8/7/24 4:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001473541	Dog	WEB	Attained - Case Closed	5/10/24 2:00 AM	5/10/24 9:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001684840	Dog off leash Dog	WEB	Attained - Case Closed	7/31/24 2:46 PM	7/31/24 2:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783748	Human attacked by dog Dog	Mobile App	Attained - Case Closed	9/2/24 5:04 PM	9/3/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001134377	Dog off leash Dog	Mobile App	Attained - Case Closed	1/9/24 7:56 AM	1/9/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001592260	Dog off leash Dog	Phone	Attained - Case Closed	6/26/24 6:55 PM	6/27/24 9:08 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001343099	Human attacked by dog Bird	WEB	Attained - Case Closed	3/20/24 10:25 PM	3/21/24 11:30 AM	DBL_Animal Services Administration
Animal Concern Case	201001861331	Dog	WEB	Missed - Case Closed	9/29/24 10:49 PM	10/1/24 11:06 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001347786	Attack in progress** Dog	Phone	Attained - Case Closed	3/24/24 8:14 AM	3/24/24 10:01 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001950210	Dog	WEB	Attained - Case Closed	11/8/24 3:01 PM	11/8/24 3:33 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001781143	Dog barking By-laws	Mobile App	Attained - Case Closed	8/30/24 5:37 PM	8/31/24 10:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001386481	Dog	WEB	Attained - Case Closed	4/4/24 10:57 AM	4/4/24 1:25 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001862845	Dog attacked by dog Other	Phone	Attained - Case Closed	10/1/24 10:27 AM	10/1/24 11:01 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001643198	Dog ownership	Mobile App	Attained - Case Closed	7/16/24 5:38 PM	7/17/24 9:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001882231	Dog Other	WEB	Attained - Case Closed	10/11/24 11:37 AM	10/11/24 12:19 PM	311_Contact Centre
Animal Concern Case	201002069257	Dog Dog off leash	Phone	Attained - Case Closed	12/24/24 3:52 PM	12/24/24 4:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001338895	Dog Other	WEB	Attained - Case Closed	3/19/24 8:52 AM	3/19/24 10:36 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001292919	Licence cancellation	Phone	Attained - Case Closed	3/4/24 1:15 PM	3/4/24 2:38 PM	DBL_Animal Services Administration
Animal Concern Case	201001737144	Dog Other	Phone	Attained - Case Closed	8/28/24 5:02 PM	8/28/24 5:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001512538	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	5/30/24 5:34 AM	5/30/24 12:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001793585	Dog Dog off leash	Mobile App	Attained - Case Closed	9/7/24 1:41 PM	9/7/24 1:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819417	Dog Dog barking	WEB	Attained - Case Closed	9/22/24 12:06 PM	9/22/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001790614	Dog Dog off leash	Mobile App	Attained - Case Closed	9/5/24 7:26 PM	9/6/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001821898	Dog Dog off leash	Mobile App	Attained - Case Closed	9/23/24 5:55 PM	9/24/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001922786	Dog Dog off leash	Phone	Attained - Case Closed	10/24/24 10:16 AM	10/24/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001930394	Dog Dog attacked by dog	Phone	Attained - Case Closed	10/29/24 11:01 AM	10/29/24 11:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001986733	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/27/24 11:24 AM	11/27/24 11:58 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002013557	Dog	Phone	Attained - Case Closed	11/30/24 2:08 PM	11/30/24 2:42 PM	DBL_Animal Services Administration
Animal Concern Case	201001310159	Dog Other	Phone	Attained - Case Closed	3/13/24 3:23 PM	3/13/24 3:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001348306	Dog Dog off leash	Phone	Attained - Case Closed	3/24/24 4:20 PM	3/24/24 4:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001508798	Dog Stray dog at large	Phone	Attained - Case Closed	5/28/24 1:29 PM	5/28/24 1:38 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001560146	By-laws	Mobile App	Attained - Case Closed	6/11/24 8:20 PM	6/12/24 10:48 AM	DBL_Animal Services Administration
Animal Concern Case	201001610168	Dog Dog off leash	Phone	Missed - Case Closed	7/1/24 2:49 PM	7/2/24 11:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001307855	Dog Dog attacked by dog	WEB	Attained - Case Closed	3/12/24 2:54 PM	3/12/24 3:03 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001884595	By-laws	Mobile App	Attained - Case Closed	10/13/24 3:32 PM	10/13/24 3:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001219107	Dog Dog off leash	Phone	Attained - Case Closed	2/5/24 7:32 AM	2/5/24 8:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001650723	Dog Other	Phone	Attained - Case Closed	7/19/24 6:02 PM	7/20/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001472867	Dog Dog off leash	Phone	Attained - Case Closed	5/9/24 3:28 PM	5/9/24 3:33 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001809282	cat	WEB	Attained - Case Closed	9/16/24 2:56 PM	9/16/24 3:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001452539	Dog Dog off leash	Mobile App	Attained - Case Closed	4/29/24 5:22 PM	4/29/24 5:48 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001286379	Licence update	WEB	Attained - Case Closed	2/29/24 9:47 AM	2/29/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001261129	Licence cancellation	WEB	Attained - Case Closed	2/26/24 10:44 PM	2/27/24 11:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001261130	Licence cancellation	WEB	Attained - Case Closed	2/26/24 10:46 PM	2/27/24 10:59 AM	DBL_Animal Services Administration
Animal Concern Case	201001781982	Dog Dog off leash	Mobile App	Attained - Case Closed	8/31/24 3:46 PM	8/31/24 4:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783549	Dog Dog off leash	Phone	Missed - Case Closed	9/2/24 2:30 PM	9/3/24 10:35 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001228979	Licence cancellation	Phone	Attained - Case Closed	2/8/24 3:45 PM	2/8/24 3:49 PM	DBL_Animal Services Administration
Animal Concern Case	201001246163	Dog Human attacked by dog	WEB	Attained - Case Closed	2/17/24 9:36 PM	2/18/24 8:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001716542	Dog Dog off leash	Phone	Attained - Case Closed	8/16/24 5:25 PM	8/17/24 12:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001869012	Dog Dog off leash	Phone	Attained - Case Closed	10/3/24 5:36 PM	10/3/24 5:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001872486	Dog Dog off leash	Phone	Attained - Case Closed	10/6/24 1:11 PM	10/6/24 1:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001872393	Dog Dog off leash	Mobile App	Attained - Case Closed	10/6/24 11:53 AM	10/6/24 12:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001805630	Dog Dog waste not picked up	WEB	Attained - Case Closed	9/13/24 4:05 PM	9/13/24 5:14 PM	311_Contact Centre
Animal Services Inquiry Case	201001337048	By-laws	WEB	Attained - Case Closed	3/18/24 10:49 AM	3/18/24 11:51 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001700096	By-laws	Mobile App	Attained - Case Closed	8/8/24 4:23 PM	8/8/24 5:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001731557	Dog Dog off leash	Mobile App	Attained - Case Closed	8/26/24 12:13 PM	8/26/24 12:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001790446	Dog Dog off leash	WEB	Attained - Case Closed	9/5/24 5:29 PM	9/5/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001782019	Dog Dog off leash	Mobile App	Attained - Case Closed	8/31/24 4:18 PM	8/31/24 4:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001926756	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	10/26/24 5:49 PM	10/27/24 9:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001486703	Dog Dog off leash	Mobile App	Attained - Case Closed	5/16/24 4:46 PM	5/16/24 4:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001735072	Dog Dog off leash	Mobile App	Attained - Case Closed	8/27/24 6:35 PM	8/27/24 6:41 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001476179	cat	WEB	Attained - Case Closed	5/11/24 12:15 PM	5/11/24 12:33 PM	DBL_Animal Services Administration
Lost Pets Case	201001237143	cat	Phone	Attained - Case Closed	2/13/24 1:21 PM	2/13/24 1:53 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001476868	Other	Phone	Attained - Case Closed	5/12/24 10:12 AM	5/12/24 10:14 AM	DBL_Animal Services Administration
Animal Concern Case	201001610050	Dog Dog off leash	Mobile App	Missed - Case Closed	7/1/24 1:39 PM	7/2/24 11:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001780941	Pet bird Holding stray	Phone	Attained - Case Closed	8/30/24 3:40 PM	8/30/24 4:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001255080	Dog Stray dog at large	Mobile App	Attained - Case Closed	2/23/24 9:19 AM	2/23/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001725435	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/22/24 9:44 AM	8/22/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001809765	Dog Stray dog at large	Phone	Attained - Case Closed	9/16/24 6:14 PM	9/16/24 6:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001790532	Dog Unlicensed dog	WEB	Attained - Case Closed	9/5/24 6:22 PM	9/5/24 6:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001556893	Dog Dog off leash	Mobile App	Attained - Case Closed	6/10/24 4:38 PM	6/10/24 5:01 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001872467	Dog	Mobile App	Attained - Case Closed	10/6/24 12:55 PM	10/6/24 1:11 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001949099	Dog	Mobile App	Attained - Case Closed	11/8/24 10:28 AM	11/8/24 2:14 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001292429	Dog	Mobile App	Attained - Case Closed	3/4/24 11:26 AM	3/4/24 11:34 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001945111	Dog	Mobile App	Attained - Case Closed	11/6/24 12:09 PM	11/6/24 1:52 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001311925	Dog	Phone	Attained - Case Closed	3/14/24 12:52 PM	3/14/24 1:09 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001725529	Dog	Phone	Attained - Case Closed	8/22/24 10:11 AM	8/22/24 10:15 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201002014146	Dog	Mobile App	Attained - Case Closed	12/1/24 12:23 PM	12/1/24 1:12 PM	DBL_Animal Services Dispatch
		Dog off leash					
Lost Pets Case	201001607715	cat	WEB	Attained - Case Closed	6/29/24 6:50 AM	6/29/24 10:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001288822	Licence cancellation	WEB	Attained - Case Closed	3/1/24 10:47 AM	3/1/24 11:20 AM	DBL_Animal Services Administration
Lost Pets Case	201001607856	cat	Phone	Attained - Case Closed	6/29/24 10:13 AM	6/29/24 10:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001461775	Dog	Mobile App	Attained - Case Closed	5/3/24 5:05 PM	5/3/24 5:21 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001586668	Dog	Phone	Attained - Case Closed	6/24/24 6:43 PM	6/25/24 10:13 AM	DBL_Animal Services Dispatch
		Dog attacked by dog					
Dog Licence Case	201001131334	Licence update	WEB	Attained - Case Closed	1/7/24 5:55 PM	1/8/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001580154	Dog	Mobile App	Attained - Case Closed	6/21/24 9:09 AM	6/21/24 10:03 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Lost Pets Case	201001807511	Dog	WEB	Attained - Case Closed	9/15/24 5:49 PM	9/15/24 6:00 PM	DBL_Animal Services Administration
Animal Concern Case	201001204114	Pet bird	Phone	Attained - Case Closed	1/29/24 5:17 PM	1/29/24 5:33 PM	DBL_Animal Services Dispatch
		Other					
Dog Licence Case	201001307772	Licence cancellation	WEB	Attained - Case Closed	3/12/24 2:32 PM	3/12/24 2:35 PM	DBL_Animal Services Administration
Animal Concern Case	201001342892	Dog	WEB	Attained - Case Closed	3/20/24 5:38 PM	3/20/24 5:51 PM	DBL_Animal Services Dispatch
		Dog barking					
Dog Licence Case	201001303762	Licence cancellation	WEB	Attained - Case Closed	3/10/24 4:10 PM	3/10/24 4:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001934186	Dog	Phone	Attained - Case Closed	10/31/24 9:38 AM	10/31/24 12:20 PM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Dog Licence Case	201001386427	Licence update	WEB	Attained - Case Closed	4/4/24 10:43 AM	4/4/24 11:08 AM	DBL_Animal Services Administration
Animal Concern Case	201002075782	Dog	Mobile App	Attained - Case Closed	12/30/24 7:08 PM	12/31/24 8:11 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001229218	Dog	WEB	Attained - Case Closed	2/8/24 5:21 PM	2/8/24 5:45 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001900082	Dog	Mobile App	Attained - Case Closed	10/22/24 6:43 PM	10/23/24 8:10 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001803860	Dog	Mobile App	Attained - Case Closed	9/12/24 6:44 PM	9/13/24 12:01 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Services Inquiry Case	201001476145	Other	Phone	Attained - Case Closed	5/11/24 11:46 AM	5/11/24 11:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001728912	Dog	Phone	Attained - Case Closed	8/23/24 7:30 PM	8/24/24 10:06 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201002056146	Dog	WEB	Attained - Case Closed	12/17/24 10:19 AM	12/17/24 11:22 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001929485	Dog	Phone	Attained - Case Closed	10/28/24 5:07 PM	10/28/24 6:02 PM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001691230	Dog	WEB	Attained - Case Closed	8/4/24 12:06 PM	8/4/24 12:25 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001786626	Dog	Phone	Attained - Case Closed	9/4/24 10:01 AM	9/4/24 10:14 AM	DBL_Animal Services Dispatch
		Dog barking					
Dog Licence Case	201001248434	Licence cancellation	Phone	Attained - Case Closed	2/20/24 11:08 AM	2/20/24 11:12 AM	DBL_Animal Services Administration
Animal Concern Case	201001409609	Dog	WEB	Attained - Case Closed	4/17/24 8:16 AM	4/17/24 10:43 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001884791	Dog	WEB	Missed - Case Closed	10/14/24 1:29 AM	10/15/24 10:24 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001353848	Dog	Phone	Attained - Case Closed	3/27/24 1:22 PM	3/27/24 1:25 PM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001485375	Dog	Phone	Attained - Case Closed	5/16/24 10:20 AM	5/16/24 10:27 AM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001560469	Dog	WEB	Attained - Case Closed	6/12/24 8:57 AM	6/12/24 10:42 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001563058	Dog	WEB	Attained - Case Closed	6/13/24 9:10 AM	6/13/24 11:33 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001570150	Dog	WEB	Attained - Case Closed	6/17/24 10:25 AM	6/17/24 10:52 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001574156	Dog	WEB	Attained - Case Closed	6/18/24 3:24 PM	6/18/24 5:11 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001575219	Dog	WEB	Attained - Case Closed	6/19/24 9:48 AM	6/19/24 10:21 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001587208	Dog	WEB	Attained - Case Closed	6/25/24 9:06 AM	6/25/24 12:13 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001623413	Dog	WEB	Attained - Case Closed	7/7/24 10:39 AM	7/7/24 11:39 AM	DBL_Animal Services Dispatch
		Dog off leash					
Dog Licence Case	201001080459	Licence cancellation	Phone	Attained - Case Closed	1/2/24 10:10 AM	1/2/24 10:28 AM	DBL_Animal Services Administration
Animal Concern Case	201001200443	Dog	WEB	Attained - Case Closed	1/28/24 12:59 PM	1/28/24 1:08 PM	DBL_Animal Services Dispatch
		Other					
Animal Concern Case	201002031575	Dog	Phone	Attained - Case Closed	12/9/24 6:38 PM	12/10/24 8:28 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001490527	Dog	Phone	Attained - Case Closed	5/19/24 10:32 AM	5/19/24 10:37 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Services Inquiry Case	201001249918	Other	Phone	Attained - Case Closed	2/20/24 5:01 PM	2/20/24 5:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001871189	Dog	Phone	Attained - Case Closed	10/4/24 7:56 PM	10/5/24 10:51 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001409918	Dog	Phone	Attained - Case Closed	4/17/24 9:58 AM	4/17/24 10:13 AM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001730518	Dog	WEB	Attained - Case Closed	8/25/24 7:34 PM	8/26/24 10:18 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001671838	Dog	WEB	Attained - Case Closed	7/25/24 10:35 AM	7/25/24 10:55 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001807130	Dog	Phone	Attained - Case Closed	9/15/24 11:41 AM	9/15/24 12:10 PM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001211603	Dog	Phone	Attained - Case Closed	2/1/24 9:51 AM	2/1/24 9:58 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Services Inquiry Case	201001896985	Dog ownership	Phone	Attained - Case Closed	10/21/24 1:17 PM	10/21/24 1:28 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001306006	Other	Phone	Attained - Case Closed	3/11/24 5:17 PM	3/11/24 5:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001145942	Licence cancellation	WEB	Attained - Case Closed	1/14/24 6:27 PM	1/14/24 6:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001939473	Dog	WEB	Attained - Case Closed	11/4/24 12:04 AM	11/4/24 10:25 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Feeding Wildlife Case	201001460134		WEB	Attained - Case Closed	5/3/24 9:21 AM	5/3/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001677415	Dog	Phone	Attained - Case Closed	7/28/24 12:33 PM	7/28/24 1:05 PM	DBL_Animal Services Dispatch
		Dog attacked by dog					
Animal Concern Case	201001963606	Pet bird	Mobile App	Attained - Case Closed	11/16/24 7:56 AM	11/16/24 8:16 AM	DBL_Animal Services Dispatch
		Holding stray					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001810004	Dog	WEB	Attained - Case Closed	9/17/24 7:47 AM	9/17/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001132050	Licence cancellation	Phone	Attained - Case Closed	1/8/24 10:24 AM	1/8/24 10:38 AM	DBL_Animal Services Administration
Animal Concern Case	201001254929	Dog Stray dog at large	Mobile App	Attained - Case Closed	2/23/24 8:11 AM	2/23/24 10:16 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001336024		Phone	Attained - Case Closed	3/17/24 12:03 PM	3/17/24 12:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001377355	Dog Stray dog at large	Phone	Missed - Case Closed	3/29/24 1:23 PM	3/30/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002065956	Dog Other cat	Mobile App	Attained - Case Closed	12/22/24 6:39 PM	12/23/24 8:41 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001391346		WEB	Attained - Case Closed	4/7/24 10:33 AM	4/7/24 12:14 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001303924	Wildlife	Mobile App	Attained - Case Closed	3/10/24 10:37 PM	3/11/24 11:10 AM	311_Contact Centre
Feeding Wildlife Case	201001978405		WEB	Attained - Case Closed	11/22/24 4:37 PM	11/22/24 6:12 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001716496	cat	WEB	Attained - Case Closed	8/16/24 4:50 PM	8/17/24 12:30 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001347969	Other	Phone	Attained - Case Closed	3/24/24 11:43 AM	3/25/24 8:51 AM	311_Contact Centre
Animal Concern Case	201001378183	Dog Dog off leash	WEB	Attained - Case Closed	3/30/24 12:43 PM	3/30/24 3:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001380087	Dog Dog off leash	Mobile App	Missed - Case Closed	4/1/24 12:41 PM	4/2/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001500377	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	5/23/24 11:09 PM	5/24/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001338334	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/18/24 4:15 PM	3/18/24 4:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001445614	Dog Dog attacked by dog	WEB	Attained - Case Closed	4/25/24 12:23 PM	4/25/24 12:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001240500	Dog Dog off leash	Phone	Attained - Case Closed	2/14/24 4:40 PM	2/14/24 4:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001802307	Dog Dog off leash	WEB	Attained - Case Closed	9/12/24 10:11 AM	9/12/24 10:32 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001337424	Donation	Phone	Attained - Case Closed	3/18/24 12:22 PM	3/18/24 12:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001387839	Dog Dog off leash	Phone	Attained - Case Closed	4/4/24 5:11 PM	4/4/24 5:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001723337	Dog Dog off leash	Mobile App	Attained - Case Closed	8/21/24 9:21 AM	8/21/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001238369	Dog Dog barking	WEB	Attained - Case Closed	2/13/24 10:23 PM	2/14/24 9:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001247534	Dog Other	Phone	Missed - Case Closed	2/19/24 5:12 PM	2/20/24 1:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001300187	Dog Dog off leash	Phone	Attained - Case Closed	3/7/24 5:17 PM	3/7/24 5:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001734747	Dog Dog barking	WEB	Attained - Case Closed	8/27/24 3:48 PM	8/27/24 4:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001475330	Dog Dog barking	WEB	Attained - Case Closed	5/10/24 3:48 PM	5/10/24 3:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001308292	Dog Dog off leash	Mobile App	Attained - Case Closed	3/12/24 5:15 PM	3/12/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001265797	Dog Dog off leash	Mobile App	Attained - Case Closed	2/28/24 5:17 PM	2/28/24 5:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001343145	Dog Other	WEB	Attained - Case Closed	3/21/24 7:36 AM	3/21/24 11:38 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001450027	Dog Other	WEB	Attained - Case Closed	4/28/24 4:41 PM	4/29/24 9:27 AM	311_Contact Centre
Animal Concern Case	201001336281	Dog Dog off leash	Phone	Attained - Case Closed	3/17/24 4:32 PM	3/17/24 4:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001300171	Dog Dog off leash	Mobile App	Attained - Case Closed	3/7/24 5:09 PM	3/7/24 5:17 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001686965	Dog	WEB	Attained - Case Closed	8/1/24 1:33 PM	8/1/24 1:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001213864	Dog Dog off leash	Mobile App	Attained - Case Closed	2/1/24 5:21 PM	2/1/24 5:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001679810	Dog Dog barking	Phone	Attained - Case Closed	7/29/24 2:49 PM	7/29/24 3:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001732105	Dog Dog barking	Phone	Attained - Case Closed	8/26/24 2:15 PM	8/26/24 2:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001385603	Dog Dog barking	WEB	Attained - Case Closed	4/3/24 6:26 PM	4/4/24 1:10 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001420744	Fees and fines	Phone	Attained - Case Closed	4/23/24 10:33 AM	4/23/24 10:46 AM	DBL_Animal Services Administration
Animal Concern Case	201001387808	Dog Dog barking	WEB	Attained - Case Closed	4/4/24 4:57 PM	4/4/24 5:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001229204	Dog Dog off leash	Phone	Attained - Case Closed	2/8/24 5:15 PM	2/8/24 5:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314558	Dog Dog off leash	Phone	Attained - Case Closed	3/15/24 3:23 PM	3/15/24 3:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001344745	Dog Dog off leash	Phone	Attained - Case Closed	3/21/24 4:45 PM	3/21/24 4:56 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001561612	Other	Phone	Attained - Case Closed	6/12/24 1:13 PM	6/12/24 1:40 PM	DBL_Animal Services Administration
Lost Pets Case	201001720570	Dog	Phone	Attained - Case Closed	8/19/24 5:24 PM	8/19/24 5:46 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001409430	Volunteering	WEB	Attained - Case Closed	4/16/24 8:51 PM	4/17/24 10:19 AM	DBL_Animal Services Administration
Animal Concern Case	201001554806	Dog Stray dog at large	Phone	Attained - Case Closed	6/10/24 9:19 AM	6/10/24 9:40 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001541925	Other	Phone	Attained - Case Closed	6/3/24 8:26 PM	6/4/24 12:55 PM	311_Contact Centre
Animal Concern Case	201001563080	Dog Dog off leash	Mobile App	Attained - Case Closed	6/13/24 9:14 AM	6/13/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001563108	Dog Dog off leash	Mobile App	Attained - Case Closed	6/13/24 9:22 AM	6/13/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001737277	Dog Dog off leash	Mobile App	Attained - Case Closed	8/28/24 7:10 PM	8/29/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001344806	Dog Dog off leash	Phone	Attained - Case Closed	3/21/24 5:20 PM	3/21/24 5:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001477272	Dog Dog off leash	Phone	Attained - Case Closed	5/12/24 4:11 PM	5/12/24 4:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001344785	Dog Dog off leash	Mobile App	Attained - Case Closed	3/21/24 5:04 PM	3/21/24 5:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001971036	Dog Stray dog at large	WEB	Attained - Case Closed	11/19/24 11:56 PM	11/20/24 10:40 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001757521		Phone	Attained - Case Closed	8/29/24 8:44 AM	8/29/24 11:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002026311	Dog Dog waste not picked up	Phone	Attained - Case Closed	12/6/24 12:54 PM	12/6/24 1:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257598	Dog Stray dog at large	Phone	Attained - Case Closed	2/24/24 5:07 PM	2/24/24 8:01 PM	311_Contact Centre
Animal Concern Case	201001287972	Dog Dog off leash	Mobile App	Attained - Case Closed	2/29/24 4:32 PM	2/29/24 4:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001814384	Other Other	Phone	Attained - Case Closed	9/19/24 8:38 AM	9/19/24 9:51 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001308697	Other	Phone	Attained - Case Closed	3/13/24 8:30 AM	3/13/24 10:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001737295	Dog Dog off leash	WEB	Attained - Case Closed	8/28/24 7:43 PM	8/29/24 11:54 AM	311_Contact Centre

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001132967	Dog Other	WEB	Attained - Case Closed	1/8/24 1:13 PM	1/8/24 2:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001153364	Dog Dog barking	Phone	Attained - Case Closed	1/17/24 1:49 PM	1/17/24 2:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001212270	Dog Dog barking	WEB	Attained - Case Closed	2/1/24 12:00 PM	2/1/24 12:03 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001796493	cat	WEB	Attained - Case Closed	9/9/24 2:31 PM	9/9/24 3:06 PM	DBL_Animal Services Administration
Animal Concern Case	201001811710	Other Other	Phone	Attained - Case Closed	9/17/24 4:18 PM	9/17/24 4:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001719731	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/19/24 1:14 PM	8/19/24 1:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001818123	Dog Human attacked by dog	Phone	Attained - Case Closed	9/20/24 5:14 PM	9/20/24 5:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001305899	Dog Dog barking	Phone	Attained - Case Closed	3/11/24 4:40 PM	3/11/24 4:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001309324	Dog Dog barking	Phone	Attained - Case Closed	3/13/24 11:35 AM	3/13/24 1:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001346897	Dog Dog barking	WEB	Attained - Case Closed	3/22/24 8:18 PM	3/23/24 12:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001403949	Dog Dog barking	WEB	Attained - Case Closed	4/13/24 8:20 PM	4/14/24 10:39 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002056669		Phone	Attained - Case Closed	12/17/24 12:17 PM	12/17/24 12:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002011922	Pet bird Holding stray	Phone	Attained - Case Closed	11/29/24 12:43 PM	11/29/24 1:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819721	Dog Dog off leash	Phone	Attained - Case Closed	9/22/24 5:52 PM	9/22/24 5:53 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001712525	Other	Mobile App	Attained - Case Closed	8/15/24 8:22 AM	8/15/24 10:18 AM	311_Contact Centre
Animal Concern Case	201001212666	Dog Dog off leash	WEB	Attained - Case Closed	2/1/24 1:09 PM	2/1/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001962240	Dog Stray dog at large	Phone	Attained - Case Closed	11/15/24 12:30 PM	11/15/24 12:36 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001217059	Licence update	WEB	Attained - Case Closed	2/2/24 6:22 PM	2/3/24 10:27 AM	DBL_Animal Services Administration
Animal Concern Case	201001584420	Dog Other	Phone	Attained - Case Closed	6/24/24 9:28 AM	6/24/24 2:55 PM	311_Contact Centre
Animal Concern Case	201001347701	Dog Stray dog at large	Phone	Attained - Case Closed	3/23/24 7:42 PM	3/24/24 10:00 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001861350	cat	WEB	Attained - Case Closed	9/29/24 11:46 PM	10/1/24 11:43 AM	DBL_Animal Services Administration
Animal Concern Case	201001302529	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/9/24 1:38 AM	3/9/24 9:33 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001297470	Dog	WEB	Attained - Case Closed	3/6/24 1:51 PM	3/6/24 1:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001819835	Dog Dog barking	WEB	Attained - Case Closed	9/22/24 9:48 PM	9/23/24 12:38 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001859321	Dog	Phone	Attained - Case Closed	9/27/24 2:58 PM	9/27/24 4:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001470771	Dog Stray dog at large	Phone	Attained - Case Closed	5/8/24 5:30 PM	5/8/24 5:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001157027	Dog Other	WEB	Attained - Case Closed	1/18/24 10:04 PM	1/19/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310306	Dog Stray dog at large	Phone	Attained - Case Closed	3/13/24 4:12 PM	3/13/24 4:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001706577	Dog Dog barking	Phone	Attained - Case Closed	8/12/24 3:02 PM	8/12/24 3:43 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001719503	Ticket	Phone	Attained - Case Closed	8/19/24 12:22 PM	8/19/24 1:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001857965	Dog Dog barking	WEB	Attained - Case Closed	9/26/24 7:04 PM	9/27/24 1:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001622129	Dog Dog off leash	Mobile App	Attained - Case Closed	7/6/24 8:04 AM	7/6/24 9:15 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001127655	Licence cancellation	WEB	Attained - Case Closed	1/5/24 6:51 AM	1/5/24 10:23 AM	DBL_Animal Services Administration
Animal Concern Case	201001492100	Dog Dog barking	WEB	Attained - Case Closed	5/20/24 11:12 PM	5/21/24 9:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001577827	Dog Human attacked by dog	Phone	Attained - Case Closed	6/20/24 10:24 AM	6/20/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002029145	Dog Dog barking	WEB	Attained - Case Closed	12/9/24 2:38 AM	12/9/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001354546	Dog Dog off leash	Phone	Attained - Case Closed	3/27/24 4:50 PM	3/27/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387796	Dog Dog off leash	WEB	Attained - Case Closed	4/4/24 4:51 PM	4/4/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001574460	Dog Dog off leash	Phone	Attained - Case Closed	6/18/24 4:52 PM	6/18/24 4:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001574996	Dog Dog off leash	Phone	Attained - Case Closed	6/19/24 8:32 AM	6/19/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001252355	Dog Stray dog at large	Phone	Attained - Case Closed	2/21/24 8:23 PM	2/22/24 8:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001149068	Dog Dog barking	WEB	Attained - Case Closed	1/16/24 6:59 AM	1/16/24 10:58 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001394461	Other	WEB	Attained - Case Closed	4/9/24 9:20 AM	4/9/24 4:55 PM	311_Contact Centre - General Feedback
Feeding Wildlife Case	201001295408		WEB	Attained - Case Closed	3/5/24 2:12 PM	3/5/24 2:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001633683	Dog Dog off leash	Mobile App	Attained - Case Closed	7/11/24 2:31 PM	7/11/24 2:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001947375	Dog Human attacked by dog	WEB	Attained - Case Closed	11/7/24 12:27 PM	11/7/24 1:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001697697	Dog Dog barking	WEB	Attained - Case Closed	8/7/24 5:25 PM	8/7/24 6:12 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001568606	Dog	WEB	Attained - Case Closed	6/15/24 2:58 PM	6/15/24 3:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001796827	Dog Dog off leash	Mobile App	Attained - Case Closed	9/9/24 4:00 PM	9/9/24 4:05 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001261149		WEB	Attained - Case Closed	2/27/24 6:39 AM	2/27/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001232069	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/10/24 12:05 PM	2/10/24 12:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001211459	Dog Other	Mobile App	Attained - Case Closed	2/1/24 9:20 AM	2/1/24 12:54 PM	311_Contact Centre
Animal Concern Case	201001215684	Dog Dog waste not picked up	Phone	Attained - Case Closed	2/2/24 12:41 PM	2/2/24 1:07 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001217022	Licence update	WEB	Attained - Case Closed	2/2/24 5:49 PM	2/2/24 5:54 PM	DBL_Animal Services Administration
Animal Concern Case	201001229450	Dog Human attacked by dog	WEB	Attained - Case Closed	2/8/24 11:46 PM	2/9/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001249602	Dog Dog waste not picked up	WEB	Attained - Case Closed	2/20/24 3:30 PM	2/20/24 4:38 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001503396	Dog	WEB	Attained - Case Closed	5/25/24 3:17 PM	5/25/24 4:01 PM	DBL_Animal Services Administration
Animal Concern Case	201002041901	Dog Dog barking	Phone	Attained - Case Closed	12/10/24 8:03 AM	12/10/24 8:32 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001724925	cat	WEB	Attained - Case Closed	8/21/24 6:42 PM	8/22/24 10:07 AM	311_Contact Centre
Dog Licence Case	201001144258	Licence cancellation	WEB	Attained - Case Closed	1/12/24 6:04 PM	1/13/24 10:45 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001286375		Mobile App	Missed - Case Closed	2/29/24 9:47 AM	3/1/24 7:15 AM	311_Contact Centre - General Feedback



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Feeding Wildlife Case	201002056545		WEB	Attained - Case Closed	12/17/24 11:47 AM	12/17/24 12:08 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001961636		WEB	Attained - Case Closed	11/15/24 10:16 AM	11/15/24 10:20 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001726770	Dog ownership	Phone	Attained - Case Closed	8/22/24 3:51 PM	8/22/24 3:54 PM	DBL_Animal Services Administration
Animal Concern Case	201001794168	Dog	WEB	Attained - Case Closed	9/8/24 9:26 AM	9/8/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001795179	Dog barking	WEB	Attained - Case Closed	9/9/24 9:35 AM	9/9/24 11:15 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001876343	Dog barking	WEB	Attained - Case Closed	9/9/24 9:35 AM	9/9/24 11:15 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001876343	Other	Phone	Attained - Case Closed	10/8/24 12:50 PM	10/8/24 2:35 PM	311_Contact Centre
Feeding Wildlife Case	201001308021		Mobile App	Attained - Case Closed	3/12/24 3:47 PM	3/12/24 3:54 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001809691		Phone	Attained - Case Closed	9/16/24 5:25 PM	9/16/24 5:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001691901	Dog	Mobile App	Missed - Case Closed	8/5/24 9:12 AM	8/6/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001648355	Other	WEB	Attained - Case Closed	7/18/24 9:54 PM	7/19/24 11:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001506281	Dog	WEB	Attained - Case Closed	7/18/24 9:54 PM	7/19/24 11:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001506281	Dog barking	WEB	Attained - Case Closed	5/27/24 2:35 PM	5/27/24 2:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001506281	Dog	WEB	Attained - Case Closed	5/27/24 2:35 PM	5/27/24 2:40 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001224745	Dog off leash	WEB	Attained - Case Closed	5/27/24 2:35 PM	5/27/24 2:40 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001224745	Wildlife	Mobile App	Attained - Case Closed	2/6/24 11:16 PM	2/7/24 9:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001154292	Licence update	WEB	Attained - Case Closed	1/17/24 7:10 PM	1/18/24 10:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001265466	Licence cancellation	WEB	Attained - Case Closed	2/28/24 3:35 PM	2/28/24 3:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001623369	Dog	Phone	Attained - Case Closed	7/7/24 10:10 AM	7/7/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001636751	Stray dog at large	WEB	Attained - Case Closed	7/13/24 10:16 AM	7/13/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001620394	Dog	WEB	Attained - Case Closed	7/13/24 10:16 AM	7/13/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001620394	Dog barking	Phone	Attained - Case Closed	7/5/24 10:55 AM	7/5/24 11:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001859775	Dog	Phone	Attained - Case Closed	7/5/24 10:55 AM	7/5/24 11:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001859775	Dog barking	Phone	Attained - Case Closed	9/27/24 7:19 PM	9/28/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001859775	Other	Phone	Attained - Case Closed	9/27/24 7:19 PM	9/28/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001954472	Dog	WEB	Attained - Case Closed	11/12/24 11:39 AM	11/12/24 1:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001954472	Dog barking	WEB	Attained - Case Closed	11/12/24 11:39 AM	11/12/24 1:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001606949	Dog	WEB	Attained - Case Closed	6/28/24 3:03 PM	6/28/24 3:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001606949	Aggressive dog poorly contained	WEB	Attained - Case Closed	6/28/24 3:03 PM	6/28/24 3:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001558123	Dog	Phone	Attained - Case Closed	6/11/24 10:50 AM	6/11/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001558123	Dog off leash	Phone	Attained - Case Closed	6/11/24 10:50 AM	6/11/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001242539	Dog	Phone	Attained - Case Closed	2/15/24 3:10 PM	2/15/24 3:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001242539	Aggressive dog poorly contained	Phone	Attained - Case Closed	2/15/24 3:10 PM	2/15/24 3:51 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001658756	Wildlife	Mobile App	Attained - Case Closed	7/24/24 8:37 AM	7/24/24 10:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001129828	Dog	Mobile App	Attained - Case Closed	1/5/24 7:25 PM	1/6/24 11:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001129828	Dog waste not picked up	Mobile App	Attained - Case Closed	1/5/24 7:25 PM	1/6/24 11:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001727568	Dog	WEB	Attained - Case Closed	8/23/24 9:57 AM	8/23/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001727568	Dog barking	WEB	Attained - Case Closed	8/23/24 9:57 AM	8/23/24 11:15 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001080535	Licence cancellation	WEB	Attained - Case Closed	1/2/24 10:25 AM	1/2/24 10:41 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001291765	Volunteering	WEB	Attained - Case Closed	3/4/24 8:40 AM	3/4/24 10:07 AM	DBL_Animal Services Administration
Animal Concern Case	201001732782	Dog	WEB	Attained - Case Closed	8/26/24 6:17 PM	8/27/24 10:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001732782	Dog barking	WEB	Attained - Case Closed	8/26/24 6:17 PM	8/27/24 10:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001807353	Dog	Phone	Missed - Case Closed	9/15/24 3:13 PM	9/17/24 3:12 PM	311_Contact Centre
Animal Concern Case	201001807353	Stray dog at large	Phone	Missed - Case Closed	9/15/24 3:13 PM	9/17/24 3:12 PM	311_Contact Centre
Animal Concern Case	201001608604	Dog	WEB	Attained - Case Closed	6/29/24 11:07 PM	6/30/24 12:58 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001608604	Dog barking	WEB	Attained - Case Closed	6/29/24 11:07 PM	6/30/24 12:58 PM	311_Contact Centre - General Feedback
Animal Concern Case	201002027275	Dog	Phone	Attained - Case Closed	12/6/24 7:46 PM	12/7/24 12:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002027275	Dog waste not picked up	Phone	Attained - Case Closed	12/6/24 7:46 PM	12/7/24 12:03 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001708558	cat	Phone	Attained - Case Closed	8/13/24 12:53 PM	8/13/24 1:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001637986	Dog	Phone	Attained - Case Closed	7/14/24 1:56 PM	7/14/24 2:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001637986	Other	Phone	Attained - Case Closed	7/14/24 1:56 PM	7/14/24 2:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001577036	Dog	Phone	Attained - Case Closed	6/19/24 7:14 PM	6/20/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001577036	Human attacked by dog	Phone	Attained - Case Closed	6/19/24 7:14 PM	6/20/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001243233	Dog	Mobile App	Attained - Case Closed	2/15/24 9:50 PM	2/16/24 8:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001243233	Stray dog at large	Mobile App	Attained - Case Closed	2/15/24 9:50 PM	2/16/24 8:53 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001589303	Dog	Phone	Attained - Case Closed	6/25/24 5:48 PM	6/25/24 5:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001291670	Licence cancellation	WEB	Attained - Case Closed	3/4/24 6:53 AM	3/4/24 10:08 AM	DBL_Animal Services Administration
Animal Concern Case	201001245668	Dog	Phone	Attained - Case Closed	2/17/24 11:18 AM	2/17/24 11:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001245668	Dog off leash	Phone	Attained - Case Closed	2/17/24 11:18 AM	2/17/24 11:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001246613	Dog	Phone	Attained - Case Closed	2/18/24 4:55 PM	2/18/24 5:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001246613	Dog off leash	Phone	Attained - Case Closed	2/18/24 4:55 PM	2/18/24 5:05 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001258177	Dog	Phone	Attained - Case Closed	2/25/24 2:57 PM	2/25/24 3:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001404168	Dog	Phone	Attained - Case Closed	4/14/24 10:12 AM	4/14/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001404168	Dog off leash	Phone	Attained - Case Closed	4/14/24 10:12 AM	4/14/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001477037	Dog	Phone	Attained - Case Closed	5/12/24 12:40 PM	5/12/24 1:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001477037	Dog off leash	Phone	Attained - Case Closed	5/12/24 12:40 PM	5/12/24 1:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001692685	Dog	Phone	Attained - Case Closed	8/5/24 6:08 PM	8/6/24 12:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001692685	Dog off leash	Phone	Attained - Case Closed	8/5/24 6:08 PM	8/6/24 12:13 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001796860	Dog	Phone	Attained - Case Closed	9/9/24 4:12 PM	9/9/24 4:16 PM	DBL_Animal Services Administration
Lost Pets Case	201001796860	Dog	Phone	Attained - Case Closed	9/9/24 4:12 PM	9/9/24 4:16 PM	DBL_Animal Services Administration
Lost Pets Case	201001807461	Dog	Phone	Attained - Case Closed	9/15/24 4:58 PM	9/15/24 5:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001860714	Dog	Phone	Attained - Case Closed	9/29/24 9:02 AM	9/29/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001860714	Other	Phone	Attained - Case Closed	9/29/24 9:02 AM	9/29/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001861661	Dog	WEB	Missed - Case Closed	9/30/24 11:24 AM	10/1/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001861661	Aggressive dog poorly contained	WEB	Missed - Case Closed	9/30/24 11:24 AM	10/1/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001715225	Dog	WEB	Attained - Case Closed	8/16/24 10:47 AM	8/16/24 12:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001715225	Human attacked by dog	WEB	Attained - Case Closed	8/16/24 10:47 AM	8/16/24 12:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001622321	Dog	Phone	Attained - Case Closed	7/6/24 10:21 AM	7/6/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001622321	Other	Phone	Attained - Case Closed	7/6/24 10:21 AM	7/6/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001589168	Dog	WEB	Attained - Case Closed	6/25/24 4:45 PM	6/25/24 4:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001589168	Holding stray	WEB	Attained - Case Closed	6/25/24 4:45 PM	6/25/24 4:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001714842	Other	Phone	Attained - Case Closed	8/16/24 8:47 AM	8/16/24 1:57 PM	311_Contact Centre
Animal Concern Case	201001714842	Other	Phone	Attained - Case Closed	8/16/24 8:47 AM	8/16/24 1:57 PM	311_Contact Centre
Animal Concern Case	201002075794	Dog	WEB	Attained - Case Closed	12/30/24 8:15 PM	12/31/24 8:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002075794	Holding stray	WEB	Attained - Case Closed	12/30/24 8:15 PM	12/31/24 8:01 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001547143	Dog ownership	Phone	Attained - Case Closed	6/5/24 4:56 PM	6/5/24 5:08 PM	DBL_Animal Services Administration
Lost Pets Case	201001538209	cat	WEB	Attained - Case Closed	6/5/24 4:56 PM	6/5/24 5:08 PM	DBL_Animal Services Administration
Animal Concern Case	201001538209	cat	WEB	Attained - Case Closed	6/2/24 8:31 AM	6/2/24 9:48 AM	DBL_Animal Services Administration
Animal Concern Case	201001791446	Dog	Phone	Attained - Case Closed	9/6/24 11:05 AM	9/6/24 12:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001791446	Human attacked by dog	Phone	Attained - Case Closed	9/6/24 11:05 AM	9/6/24 12:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001967611	Pet reptile	Phone	Attained - Case Closed	11/18/24 5:27 PM	11/18/24 5:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001967611	Other	Phone	Attained - Case Closed	11/18/24 5:27 PM	11/18/24 5:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001967489	Pet reptile	Phone	Attained - Case Closed	11/18/24 4:36 PM	11/18/24 4:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001967489	Other	Phone	Attained - Case Closed	11/18/24 4:36 PM	11/18/24 4:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001780423	Other	Phone	Missed - Case Closed	8/30/24 12:51 PM	8/31/24 2:11 PM	311_Contact Centre
Animal Concern Case	201001780423	Other	Phone	Missed - Case Closed	8/30/24 12:51 PM	8/31/24 2:11 PM	311_Contact Centre
Animal Concern Case	201001569132	Dog	Mobile App	Attained - Case Closed	6/16/24 11:38 AM	6/16/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001569132	Dog off leash	Mobile App	Attained - Case Closed	6/16/24 11:38 AM	6/16/24 11:52 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001350470	cat	Phone	Attained - Case Closed	3/25/24 5:45 PM	3/25/24 5:49 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001383089	Other	Phone	Attained - Case Closed	4/2/24 5:35 PM	4/2/24 5:38 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001578073	Dog	Phone	Attained - Case Closed	6/20/24 11:15 AM	6/20/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001696581	Dog attacked by dog	WEB	Attained - Case Closed	8/7/24 12:17 PM	8/7/24 12:46 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002014908	Dog barking By-laws	WEB	Attained - Case Closed	12/2/24 9:16 AM	12/2/24 9:50 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001224355	Ticket	Phone	Attained - Case Closed	2/6/24 4:41 PM	2/6/24 5:35 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001873015		Phone	Attained - Case Closed	10/7/24 8:52 AM	10/7/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001251585	Dog	WEB	Attained - Case Closed	2/21/24 2:20 PM	2/21/24 2:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001697611	Human attacked by dog	Phone	Attained - Case Closed	8/7/24 4:41 PM	8/7/24 4:50 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001218591	Dog	Phone	Attained - Case Closed	2/4/24 1:04 PM	2/4/24 1:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002017663	Dog	Phone	Attained - Case Closed	12/3/24 9:31 AM	12/3/24 11:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002014333	Dog barking	Phone	Attained - Case Closed	12/1/24 3:21 PM	12/1/24 4:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002015334	Dog	Phone	Attained - Case Closed	12/2/24 10:52 AM	12/2/24 12:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002018371	Other	Phone	Attained - Case Closed	12/2/24 10:52 AM	12/2/24 12:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002018371	Dog	WEB	Attained - Case Closed	12/3/24 11:42 AM	12/3/24 12:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002018640	Aggressive dog poorly contained	Mobile App	Attained - Case Closed	12/3/24 12:36 PM	12/3/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002021931	Dog	Phone	Attained - Case Closed	12/3/24 12:36 PM	12/3/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002021931	Aggressive dog poorly contained	Phone	Attained - Case Closed	12/4/24 3:39 PM	12/4/24 3:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001338573	Dog	Phone	Attained - Case Closed	3/18/24 6:45 PM	3/19/24 10:04 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001638329	Dog off leash	Mobile App	Attained - Case Closed	7/14/24 9:01 PM	7/15/24 10:28 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001987871		Phone	Attained - Case Closed	11/27/24 3:40 PM	11/27/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001927115	Dog	Phone	Attained - Case Closed	10/27/24 12:26 PM	10/27/24 12:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001655260	Dog attacked by dog	WEB	Attained - Case Closed	7/22/24 4:39 PM	7/23/24 9:28 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001655260	Other	WEB	Attained - Case Closed	7/22/24 4:39 PM	7/23/24 9:28 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001257260	Other	Mobile App	Attained - Case Closed	2/24/24 11:52 AM	2/24/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257260	Dog	Mobile App	Attained - Case Closed	2/24/24 11:52 AM	2/24/24 1:19 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001309668	Dog off leash Licence cancellation	Phone	Attained - Case Closed	3/13/24 12:58 PM	3/13/24 1:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001302591	Licence cancellation	Phone	Attained - Case Closed	3/13/24 12:58 PM	3/13/24 1:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001302591	Dog	Phone	Attained - Case Closed	3/9/24 9:04 AM	3/9/24 9:28 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001926466	Dog off leash	WEB	Attained - Case Closed	10/26/24 12:53 PM	10/26/24 1:53 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001196690		WEB	Attained - Case Closed	1/26/24 10:34 AM	1/26/24 10:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001196690	Licence cancellation	WEB	Attained - Case Closed	1/26/24 10:34 AM	1/26/24 10:52 AM	DBL_Animal Services Administration
Lost Pets Case	201001537863		Phone	Attained - Case Closed	6/1/24 3:42 PM	6/1/24 4:11 PM	DBL_Animal Services Administration
Lost Pets Case	201001537863	Dog	Phone	Attained - Case Closed	6/1/24 3:42 PM	6/1/24 4:11 PM	DBL_Animal Services Administration
Lost Pets Case	201001554309	cat	Phone	Attained - Case Closed	6/9/24 6:47 PM	6/10/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001169529		Phone	Attained - Case Closed	1/23/24 5:23 PM	1/24/24 9:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001169529	Licence update	Phone	Attained - Case Closed	1/23/24 5:23 PM	1/24/24 9:23 AM	DBL_Animal Services Administration
Animal Concern Case	201001398718		Mobile App	Attained - Case Closed	4/10/24 10:19 PM	4/11/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001398718	Dog	Mobile App	Attained - Case Closed	4/10/24 10:19 PM	4/11/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001979808	Aggressive dog poorly contained	Phone	Attained - Case Closed	11/24/24 8:17 AM	11/24/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001979808	Dog	Phone	Attained - Case Closed	11/24/24 8:17 AM	11/24/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001377386	Other	Phone	Missed - Case Closed	3/29/24 1:54 PM	3/30/24 11:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001377386	Dog	Phone	Missed - Case Closed	3/29/24 1:54 PM	3/30/24 11:13 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001707272	Stray dog at large	WEB	Attained - Case Closed	8/12/24 9:08 PM	8/13/24 11:18 AM	DBL_Animal Services Administration
Lost Pets Case	201001707272	cat	WEB	Attained - Case Closed	8/12/24 9:08 PM	8/13/24 11:18 AM	DBL_Animal Services Administration
Animal Concern Case	201002008537		WEB	Attained - Case Closed	11/27/24 11:33 PM	11/28/24 9:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002008537	Dog	WEB	Attained - Case Closed	11/27/24 11:33 PM	11/28/24 9:05 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001418692	Dog off leash	WEB	Attained - Case Closed	4/22/24 12:05 PM	4/22/24 12:06 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001418692	Dog ownership	WEB	Attained - Case Closed	4/22/24 12:05 PM	4/22/24 12:06 PM	DBL_Animal Services Administration
Animal Concern Case	201001081040		Phone	Attained - Case Closed	1/2/24 11:56 AM	1/2/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001081040	Dog	Phone	Attained - Case Closed	1/2/24 11:56 AM	1/2/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001502046	Human attacked by dog	WEB	Attained - Case Closed	5/24/24 2:47 PM	5/24/24 3:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001502046	Dog	WEB	Attained - Case Closed	5/24/24 2:47 PM	5/24/24 3:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001502182	Dog attacked by dog	Phone	Attained - Case Closed	5/24/24 3:21 PM	5/24/24 3:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001502182	Dog	Phone	Attained - Case Closed	5/24/24 3:21 PM	5/24/24 3:48 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001609496	Dog attacked by dog	Phone	Attained - Case Closed	7/1/24 7:28 AM	7/3/24 8:00 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001609496	Dog ownership	Phone	Attained - Case Closed	7/1/24 7:28 AM	7/3/24 8:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001897559		Phone	Attained - Case Closed	10/21/24 3:50 PM	10/21/24 4:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001897559	Dog	Phone	Attained - Case Closed	10/21/24 3:50 PM	10/21/24 4:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001714372	Human attacked by dog	Phone	Attained - Case Closed	8/15/24 4:57 PM	8/15/24 5:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001714372	Dog	Phone	Attained - Case Closed	8/15/24 4:57 PM	8/15/24 5:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001782802	Stray dog at large	Phone	Attained - Case Closed	9/1/24 4:25 PM	9/1/24 4:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001782802	Dog	Phone	Attained - Case Closed	9/1/24 4:25 PM	9/1/24 4:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002011156	Other	WEB	Attained - Case Closed	11/29/24 9:46 AM	11/29/24 11:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002011156	Dog	WEB	Attained - Case Closed	11/29/24 9:46 AM	11/29/24 11:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001626398	Aggressive dog poorly contained	Phone	Attained - Case Closed	7/8/24 5:28 PM	7/8/24 5:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626398	Dog	Phone	Attained - Case Closed	7/8/24 5:28 PM	7/8/24 5:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626519	Aggressive dog poorly contained	Phone	Attained - Case Closed	7/8/24 6:35 PM	7/9/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626519	Dog	Phone	Attained - Case Closed	7/8/24 6:35 PM	7/9/24 1:26 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001240994	Dog barking	Phone	Attained - Case Closed	2/15/24 8:31 AM	2/15/24 9:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001818272		WEB	Attained - Case Closed	9/20/24 8:14 PM	9/21/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001818272	Dog	WEB	Attained - Case Closed	9/20/24 8:14 PM	9/21/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707153	Dog barking	WEB	Attained - Case Closed	8/12/24 6:43 PM	8/13/24 9:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707153	Dog	WEB	Attained - Case Closed	8/12/24 6:43 PM	8/13/24 9:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001654093	Stray dog at large	WEB	Attained - Case Closed	7/22/24 12:34 PM	7/22/24 12:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001654093	Dog	WEB	Attained - Case Closed	7/22/24 12:34 PM	7/22/24 12:57 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001682215	Aggressive dog poorly contained	WEB	Attained - Case Closed	7/30/24 2:01 PM	7/30/24 2:25 PM	DBL_Animal Services Administration
Lost Pets Case	201001682215	cat	WEB	Attained - Case Closed	7/30/24 2:01 PM	7/30/24 2:25 PM	DBL_Animal Services Administration
Animal Concern Case	201002069691		Phone	Missed - Case Closed	12/25/24 3:42 PM	12/27/24 12:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002069691	Dog	Phone	Missed - Case Closed	12/25/24 3:42 PM	12/27/24 12:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001339636	Dog attacked by dog	Phone	Attained - Case Closed	3/19/24 12:12 PM	3/19/24 3:06 PM	311_Contact Centre
Animal Concern Case	201001339636	Dog	Phone	Attained - Case Closed	3/19/24 12:12 PM	3/19/24 3:06 PM	311_Contact Centre
Animal Concern Case	201001378107	Other	WEB	Attained - Case Closed	3/30/24 11:42 AM	3/30/24 4:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378107	Dog	WEB	Attained - Case Closed	3/30/24 11:42 AM	3/30/24 4:05 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001463261	Dog barking	WEB	Attained - Case Closed	5/5/24 12:42 PM	5/5/24 12:45 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001463261	Other	WEB	Attained - Case Closed	5/5/24 12:42 PM	5/5/24 12:45 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001463262		WEB	Attained - Case Closed	5/5/24 12:43 PM	5/5/24 12:49 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001463262	Dog ownership	WEB	Attained - Case Closed	5/5/24 12:43 PM	5/5/24 12:49 PM	DBL_Animal Services Administration
Animal Concern Case	201001463291		WEB	Attained - Case Closed	5/5/24 1:01 PM	5/5/24 1:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001463291	Other	WEB	Attained - Case Closed	5/5/24 1:01 PM	5/5/24 1:10 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001464869	Holding stray	WEB	Attained - Case Closed	5/6/24 12:43 PM	5/6/24 12:47 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001464869	Other	WEB	Attained - Case Closed	5/6/24 12:43 PM	5/6/24 12:47 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001474584		WEB	Attained - Case Closed	5/10/24 12:37 PM	5/10/24 12:39 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001474584	Other	WEB	Attained - Case Closed	5/10/24 12:37 PM	5/10/24 12:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001536156		WEB	Attained - Case Closed	5/31/24 1:29 PM	5/31/24 1:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001536156	Other	WEB	Attained - Case Closed	5/31/24 1:29 PM	5/31/24 1:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001548081	Other	WEB	Attained - Case Closed	6/6/24 10:13 AM	6/6/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001548081	Other	WEB	Attained - Case Closed	6/6/24 10:13 AM	6/6/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001563724	Other	WEB	Attained - Case Closed	6/13/24 11:49 AM	6/13/24 11:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001563724	Other	WEB	Attained - Case Closed	6/13/24 11:49 AM	6/13/24 11:50 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001578422	By-laws	WEB	Attained - Case Closed	6/20/24 12:38 PM	6/20/24 12:45 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001578422		WEB	Attained - Case Closed	6/20/24 12:38 PM	6/20/24 12:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001681928		WEB	Attained - Case Closed	7/30/24 12:54 PM	7/30/24 12:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001681928	Other	WEB	Attained - Case Closed	7/30/24 12:54 PM	7/30/24 12:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001681928	Other	WEB	Attained - Case Closed	7/30/24 12:54 PM	7/30/24 12:56 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001690104	Other	WEB	Attained - Case Closed	8/3/24 10:48 AM	8/3/24 10:49 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001691244	Other	WEB	Attained - Case Closed	8/4/24 12:13 PM	8/4/24 12:39 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001979812		Phone	Attained - Case Closed	11/24/24 8:25 AM	11/24/24 11:01 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001514760	Dog	Phone	Attained - Case Closed	5/30/24 8:07 PM	5/31/24 8:48 AM	DBL_Animal Services Administration
Animal Concern Case	201001537097	Dog Stray dog at large	WEB	Attained - Case Closed	5/31/24 7:12 PM	6/1/24 8:16 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001537691	Dog	Phone	Attained - Case Closed	6/1/24 1:49 PM	6/1/24 2:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001130709	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	1/6/24 6:51 PM	1/7/24 10:18 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001512140	Other	Phone	Attained - Case Closed	5/29/24 4:56 PM	5/29/24 5:00 PM	DBL_Animal Services Administration
Animal Concern Case	201001587801	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	6/25/24 11:21 AM	6/25/24 11:31 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001819243		WEB	Attained - Case Closed	9/22/24 9:23 AM	9/22/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001782942	Dog Human attacked by dog	Mobile App	Missed - Case Closed	9/1/24 8:16 PM	9/3/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001514011	Dog Stray dog at large	Phone	Attained - Case Closed	5/30/24 2:15 PM	5/30/24 2:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001587809	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	6/25/24 11:23 AM	6/25/24 11:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001955599	Pet rat Holding stray	Phone	Attained - Case Closed	11/12/24 4:21 PM	11/12/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001229361	Dog Stray dog at large	Phone	Attained - Case Closed	2/8/24 7:39 PM	2/9/24 8:54 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001984259	Donation	Phone	Attained - Case Closed	11/26/24 11:33 AM	11/26/24 11:48 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001556846	Volunteering	Phone	Attained - Case Closed	6/10/24 4:25 PM	6/10/24 4:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001383800	Licence cancellation	WEB	Attained - Case Closed	4/3/24 10:11 AM	4/3/24 10:53 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001619440	Dog ownership	Mobile App	Attained - Case Closed	7/4/24 7:00 PM	7/5/24 11:58 AM	311_Contact Centre - General Feedback
Lost Pets Case	201001537775	Dog	WEB	Attained - Case Closed	6/1/24 2:46 PM	6/1/24 3:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001629132	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/9/24 6:10 PM	7/10/24 9:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001509609	Dog Human attacked by dog	Phone	Attained - Case Closed	5/28/24 4:44 PM	5/28/24 4:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001643740	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/17/24 8:53 AM	7/17/24 9:26 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001728523		Mobile App	Attained - Case Closed	8/23/24 3:06 PM	8/23/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002027212	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	12/6/24 6:42 PM	12/7/24 11:22 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001643340	Dog	Phone	Attained - Case Closed	7/16/24 7:28 PM	7/17/24 9:42 AM	DBL_Animal Services Administration
Animal Concern Case	201001616914	Dog Dog barking	Mobile App	Attained - Case Closed	7/3/24 8:51 PM	7/4/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001503279	Dog Stray dog at large	Phone	Attained - Case Closed	5/25/24 1:48 PM	5/25/24 1:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001702373	Dog Other	Phone	Attained - Case Closed	8/9/24 3:45 PM	8/9/24 3:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001567725	Dog Stray dog at large	Phone	Attained - Case Closed	6/14/24 6:04 PM	6/14/24 6:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001514019	Dog Stray dog at large	Phone	Attained - Case Closed	5/30/24 2:18 PM	5/30/24 2:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001345469	Dog Dog attacked by dog	WEB	Attained - Case Closed	3/22/24 10:22 AM	3/22/24 11:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001504471	Dog Dog off leash	Phone	Attained - Case Closed	5/27/24 7:50 AM	5/27/24 9:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001490212	Other Other	Phone	Missed - Case Closed	5/18/24 6:24 PM	5/21/24 7:53 AM	311_Contact Centre
Animal Concern Case	201001687840	Dog Dog barking	Phone	Attained - Case Closed	8/1/24 9:49 PM	8/2/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001621757	Dog Other	Phone	Attained - Case Closed	7/5/24 4:59 PM	7/5/24 5:12 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001224749	Licence cancellation	Mobile App	Attained - Case Closed	2/6/24 11:25 PM	2/7/24 8:22 AM	DBL_Animal Services Administration
Lost Pets Case	201001612298	Dog	Phone	Attained - Case Closed	7/2/24 12:59 PM	7/2/24 2:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001340502	Dog Human attacked by dog	Phone	Attained - Case Closed	3/19/24 4:08 PM	3/19/24 4:29 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001698079	Wildlife	Mobile App	Attained - Case Closed	8/8/24 7:42 AM	8/8/24 10:22 AM	311_Contact Centre
Animal Concern Case	201001313061	Dog Other	WEB	Attained - Case Closed	3/15/24 1:45 AM	3/15/24 8:47 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001346526	Dog	Phone	Attained - Case Closed	3/22/24 3:33 PM	3/22/24 4:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001462292	Dog Other	Phone	Attained - Case Closed	5/4/24 11:03 AM	5/4/24 11:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001253943	Dog Dog off leash	Mobile App	Attained - Case Closed	2/22/24 2:05 PM	2/22/24 2:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001859291	Dog Stray dog at large	Phone	Attained - Case Closed	9/27/24 2:50 PM	9/27/24 3:24 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001509334	Dog ownership	Phone	Attained - Case Closed	5/28/24 3:24 PM	5/28/24 3:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001288150	Dog Human attacked by dog	Phone	Attained - Case Closed	2/29/24 7:17 PM	3/1/24 10:38 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001623642	Dog ownership	Phone	Attained - Case Closed	7/7/24 1:08 PM	7/7/24 1:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001927214	Dog Other	Phone	Attained - Case Closed	10/27/24 2:08 PM	10/27/24 2:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001347097	Dog	Phone	Attained - Case Closed	3/23/24 9:59 AM	3/23/24 1:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001716233	Dog Stray dog at large	Phone	Attained - Case Closed	8/16/24 3:17 PM	8/16/24 3:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001250482	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/21/24 9:52 AM	2/21/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001251069	Dog Human attacked by dog	Phone	Attained - Case Closed	2/21/24 12:02 PM	2/21/24 12:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001388547	Dog Dog attacked by dog	Phone	Attained - Case Closed	4/5/24 10:05 AM	4/5/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001649016	Dog Dog attacked by dog	WEB	Attained - Case Closed	7/19/24 10:51 AM	7/19/24 12:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001954819	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	11/12/24 12:58 PM	11/12/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001969357	Dog Dog attacked by dog	WEB	Attained - Case Closed	11/19/24 12:41 PM	11/19/24 1:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001971470	Dog Dog attacked by dog	WEB	Attained - Case Closed	11/20/24 9:35 AM	11/20/24 12:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002060321	Dog Human attacked by dog	WEB	Attained - Case Closed	12/18/24 7:59 PM	12/19/24 8:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001954481	Dog Other	Phone	Attained - Case Closed	11/12/24 11:40 AM	11/12/24 2:15 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001716585	Other	Phone	Attained - Case Closed	8/16/24 6:26 PM	8/17/24 9:56 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001632051	Dog	Mobile App	Attained - Case Closed	7/11/24 7:10 AM	7/11/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001550105	Dog barking	WEB	Attained - Case Closed	6/6/24 8:54 PM	6/7/24 12:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001955992	Dog	WEB	Attained - Case Closed	11/12/24 9:07 PM	11/13/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002031488	Dog attacked by dog	Phone	Attained - Case Closed	12/9/24 5:27 PM	12/9/24 6:13 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001806378	Other	Phone	Attained - Case Closed	9/14/24 12:48 PM	9/14/24 2:26 PM	DBL_Animal Services Administration
Lost Pets Case	201001818187	cat	Phone	Attained - Case Closed	9/20/24 6:02 PM	9/21/24 10:27 AM	DBL_Animal Services Administration
Animal Concern Case	201001347093	Dog	Phone	Attained - Case Closed	3/23/24 9:54 AM	3/23/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001227418	Holding stray	WEB	Attained - Case Closed	2/8/24 9:23 AM	2/8/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001978700	Dog barking	Phone	Attained - Case Closed	11/22/24 8:34 PM	11/23/24 1:03 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001396241	Dog	Phone	Attained - Case Closed	4/9/24 5:26 PM	4/9/24 5:36 PM	DBL_Animal Services Administration
Dog Licence Case	201001240403	Dog barking	WEB	Attained - Case Closed	2/14/24 4:11 PM	2/14/24 4:28 PM	DBL_Animal Services Administration
Animal Concern Case	201001861564	Other	Phone	Missed - Case Closed	9/30/24 10:19 AM	10/1/24 11:02 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001294079	Dog off leash	WEB	Attained - Case Closed	3/5/24 8:22 AM	3/5/24 9:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001257473	Licence cancellation	WEB	Attained - Case Closed	2/24/24 2:55 PM	2/24/24 3:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001342993	Dog	WEB	Attained - Case Closed	3/20/24 6:57 PM	3/21/24 11:05 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001889838	Aggressive dog poorly contained	Phone	Attained - Case Closed	10/16/24 8:09 PM	10/17/24 11:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001380026	Dog	Phone	Missed - Case Closed	4/1/24 12:16 PM	4/2/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417002	Dog off leash	Phone	Attained - Case Closed	4/21/24 9:26 AM	4/21/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637404	Dog off leash	Phone	Attained - Case Closed	7/13/24 6:23 PM	7/14/24 3:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001702844	Dog	WEB	Attained - Case Closed	8/9/24 11:09 PM	8/10/24 9:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001711977	Dog off leash	Phone	Attained - Case Closed	8/14/24 4:44 PM	8/14/24 5:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717181	Dog off leash	Phone	Attained - Case Closed	8/14/24 4:44 PM	8/14/24 5:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717181	Dog	Phone	Attained - Case Closed	8/17/24 12:58 PM	8/17/24 3:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717228	Dog off leash	Phone	Attained - Case Closed	8/17/24 1:23 PM	8/17/24 3:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001887529	Dog off leash	Phone	Attained - Case Closed	10/15/24 5:37 PM	10/15/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002069302	Dog	Phone	Attained - Case Closed	10/15/24 5:37 PM	10/15/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002069302	Dog attacked by dog	Phone	Attained - Case Closed	12/24/24 4:13 PM	12/24/24 4:53 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001382331	Dog off leash	WEB	Attained - Case Closed	4/2/24 1:59 PM	4/2/24 3:47 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001680236	Other	WEB	Attained - Case Closed	7/29/24 4:50 PM	7/29/24 5:45 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001202197	Dog	WEB	Attained - Case Closed	1/29/24 11:52 AM	1/29/24 12:41 PM	DBL_Animal Services Administration
Lost Pets Case	201001660364	Human attacked by dog	WEB	Attained - Case Closed	7/24/24 2:58 PM	7/24/24 4:20 PM	DBL_Animal Services Administration
Lost Pets Case	201001383104	Licence update	Phone	Attained - Case Closed	4/2/24 5:44 PM	4/2/24 5:49 PM	DBL_Animal Services Administration
Animal Concern Case	201001609091	cat	Phone	Attained - Case Closed	6/30/24 2:45 PM	6/30/24 2:49 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001630669	Dog	Phone	Attained - Case Closed	7/10/24 12:52 PM	7/10/24 1:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001639782	Other	Phone	Attained - Case Closed	7/15/24 1:37 PM	7/15/24 2:13 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001736204	Dog	Phone	Attained - Case Closed	8/28/24 12:05 PM	8/28/24 12:12 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001863104	Other	Phone	Attained - Case Closed	10/1/24 11:28 AM	10/1/24 11:38 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201002015300	Other	WEB	Attained - Case Closed	12/2/24 10:44 AM	12/2/24 11:23 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001348409	Dog	Phone	Attained - Case Closed	3/24/24 6:20 PM	3/24/24 6:49 PM	DBL_Animal Services Administration
Lost Pets Case	201001350146	Dog	Phone	Attained - Case Closed	3/25/24 3:30 PM	3/25/24 3:35 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002076808	Other	Phone	Attained - Case Closed	12/31/24 12:53 PM	12/31/24 1:00 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001233022	Other	Phone	Attained - Case Closed	2/11/24 5:38 PM	2/11/24 6:00 PM	DBL_Animal Services Administration
Animal Concern Case	201001198937	Dog	Phone	Attained - Case Closed	1/26/24 9:47 PM	1/27/24 10:29 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001758293	Aggressive dog poorly contained	Phone	Attained - Case Closed	8/29/24 12:12 PM	8/29/24 12:20 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001260246	Dog	Phone	Attained - Case Closed	2/26/24 2:33 PM	2/26/24 3:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001342197	Other	Phone	Attained - Case Closed	2/26/24 2:33 PM	2/26/24 3:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001872501	Dog	Phone	Attained - Case Closed	3/20/24 1:36 PM	3/20/24 1:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002029693	Holding stray	Phone	Attained - Case Closed	10/6/24 1:29 PM	10/6/24 1:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002029693	Dog	Phone	Attained - Case Closed	12/9/24 10:19 AM	12/9/24 10:55 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001244296	Aggressive dog poorly contained	Phone	Attained - Case Closed	2/16/24 12:49 PM	2/16/24 1:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001758739	Other	WEB	Attained - Case Closed	2/16/24 12:49 PM	2/16/24 1:03 PM	DBL_Animal Services Administration
Animal Concern Case	201002045194	Dog	Phone	Attained - Case Closed	8/29/24 2:25 PM	8/29/24 2:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002045194	Human attacked by dog	Phone	Attained - Case Closed	12/11/24 10:07 AM	12/11/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002031503	Other	Phone	Attained - Case Closed	12/9/24 5:39 PM	12/9/24 5:53 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001871806	Dog	Phone	Attained - Case Closed	12/9/24 5:39 PM	12/9/24 5:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001978400	Other	Phone	Attained - Case Closed	10/5/24 2:35 PM	10/5/24 4:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001978400	Dog	WEB	Attained - Case Closed	11/22/24 4:34 PM	11/22/24 5:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002057311	Other	Phone	Attained - Case Closed	12/17/24 2:54 PM	12/17/24 3:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001491734	Dog attacked by dog	WEB	Attained - Case Closed	5/20/24 2:43 PM	5/20/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001541976	Dog	WEB	Attained - Case Closed	5/20/24 2:43 PM	5/20/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001677633	Dog waste not picked up	WEB	Attained - Case Closed	6/3/24 9:53 PM	6/4/24 9:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001677633	Dog waste not picked up	WEB	Attained - Case Closed	7/28/24 3:58 PM	7/28/24 4:08 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001677851	Dog off leash	WEB	Attained - Case Closed	7/28/24 9:23 PM	7/29/24 11:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001714016	Dog	Phone	Attained - Case Closed	7/28/24 9:23 PM	7/29/24 11:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001720387	Other	Phone	Attained - Case Closed	8/15/24 3:05 PM	8/15/24 3:16 PM	311_Contact Centre
Animal Concern Case	201001720387	Dog	Phone	Attained - Case Closed	8/19/24 4:02 PM	8/19/24 4:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001758157	Aggressive dog poorly contained	WEB	Attained - Case Closed	8/29/24 11:35 AM	8/29/24 12:16 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001217329	Other	WEB	Attained - Case Closed	2/3/24 8:32 AM	2/3/24 10:26 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001377595	Dog	WEB	Attained - Case Closed	3/29/24 4:00 PM	3/30/24 11:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001704742	Dog barking	WEB	Attained - Case Closed	8/11/24 11:56 PM	8/12/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417410	Dog waste not picked up	WEB	Attained - Case Closed	4/21/24 3:18 PM	4/21/24 3:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001586398	Dog Human attacked by dog	WEB	Attained - Case Closed	6/24/24 4:16 PM	6/24/24 4:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001636976	Dog Dog attacked by dog	Phone	Attained - Case Closed	7/13/24 12:21 PM	7/13/24 2:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001224503	Dog Dog attacked by dog	Phone	Attained - Case Closed	2/6/24 5:56 PM	2/6/24 6:16 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001226918	Other	Phone	Attained - Case Closed	2/7/24 5:28 PM	2/7/24 6:02 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001201321		Mobile App	Attained - Case Closed	1/29/24 9:22 AM	1/29/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001863540	Dog Holding stray	Phone	Attained - Case Closed	10/1/24 1:00 PM	10/1/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001220431	Dog Stray dog at large	Phone	Attained - Case Closed	2/5/24 12:44 PM	2/5/24 12:49 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001978916	cat	Phone	Attained - Case Closed	11/23/24 9:28 AM	11/23/24 1:06 PM	DBL_Animal Services Administration
Lost Pets Case	201001236762	Dog	Phone	Attained - Case Closed	2/13/24 11:55 AM	2/13/24 12:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001576224	Dog Other	Phone	Attained - Case Closed	6/19/24 1:56 PM	6/19/24 2:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001171793	Dog Stray dog at large	Phone	Attained - Case Closed	1/24/24 1:51 PM	1/24/24 3:14 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001406474	Dog	Phone	Attained - Case Closed	4/15/24 3:03 PM	4/15/24 3:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001353858	Dog Dog off leash	Phone	Attained - Case Closed	3/27/24 1:25 PM	3/27/24 1:26 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001699815	Dog	WEB	Attained - Case Closed	8/8/24 2:58 PM	8/8/24 3:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001202110	Dog Other	Chat	Attained - Case Closed	1/29/24 11:39 AM	1/29/24 12:46 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001582771	Dog	Phone	Attained - Case Closed	6/22/24 12:55 PM	6/22/24 1:27 PM	DBL_Animal Services Administration
Lost Pets Case	201001250169	Dog	WEB	Attained - Case Closed	2/21/24 1:41 AM	2/21/24 8:24 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001251172	Other	Phone	Attained - Case Closed	2/21/24 12:33 PM	2/21/24 12:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001692404	Dog Other	WEB	Missed - Case Closed	8/5/24 1:55 PM	8/6/24 10:06 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001858199	cat	WEB	Attained - Case Closed	9/27/24 8:47 AM	9/27/24 10:51 AM	DBL_Animal Services Administration
Animal Concern Case	201001895304	Dog Other	Phone	Attained - Case Closed	10/20/24 12:52 PM	10/20/24 1:00 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001634220	Other	Mobile App	Attained - Case Closed	7/11/24 6:22 PM	7/12/24 9:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001688557	Dog Dog off leash	Phone	Attained - Case Closed	8/2/24 11:27 AM	8/2/24 12:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001560326	Dog Dog off leash	Mobile App	Attained - Case Closed	6/12/24 7:19 AM	6/12/24 10:28 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001805268	Wildlife	Phone	Attained - Case Closed	9/13/24 2:06 PM	9/13/24 4:02 PM	DBL_Animal Services Administration
Animal Concern Case	201001156699	Dog Human attacked by dog	Phone	Attained - Case Closed	1/18/24 4:48 PM	1/18/24 5:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001538236	Dog Other	Phone	Attained - Case Closed	6/2/24 9:03 AM	6/2/24 9:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001641435	Dog Human attacked by dog	Phone	Attained - Case Closed	7/16/24 10:02 AM	7/16/24 10:22 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001644310	Dog	Phone	Attained - Case Closed	7/17/24 11:24 AM	7/17/24 11:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001651762	Dog Other	Phone	Attained - Case Closed	7/20/24 3:33 PM	7/20/24 3:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001879036	Dog Human attacked by dog	Phone	Attained - Case Closed	10/9/24 3:53 PM	10/9/24 4:55 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001891627	Other	Phone	Attained - Case Closed	10/17/24 4:10 PM	10/17/24 4:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001557132	Dog Other	Phone	Attained - Case Closed	6/10/24 6:48 PM	6/11/24 10:08 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001236102	Licence cancellation	Phone	Attained - Case Closed	2/13/24 9:24 AM	2/13/24 10:04 AM	DBL_Animal Services Administration
Animal Concern Case	201001286761	Dog Holding stray	Phone	Attained - Case Closed	2/29/24 11:21 AM	2/29/24 11:52 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001296465	Other	Phone	Attained - Case Closed	3/6/24 9:31 AM	3/6/24 10:24 AM	DBL_Animal Services Administration
Animal Concern Case	201001933710	Dog Human attacked by dog	WEB	Attained - Case Closed	10/30/24 5:09 PM	10/30/24 5:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001336123	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	3/17/24 1:42 PM	3/17/24 2:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001786384	Dog Dog off leash	Mobile App	Attained - Case Closed	9/4/24 8:50 AM	9/4/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002073342	Dog Holding stray	Phone	Attained - Case Closed	12/29/24 1:01 PM	12/29/24 1:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001476848	Dog Dog off leash	Mobile App	Attained - Case Closed	5/12/24 9:46 AM	5/12/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002056346	Dog Aggressive dog poorly contained	E-mail	Attained - Case Closed	12/17/24 11:02 AM	12/17/24 11:51 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001647054	Dog	Phone	Attained - Case Closed	7/18/24 12:25 PM	7/18/24 1:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001158522	Dog Other	Phone	Attained - Case Closed	1/19/24 1:11 PM	1/19/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001350310	Dog Dog off leash	Phone	Attained - Case Closed	3/25/24 4:15 PM	3/25/24 4:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001971992	Dog Dog off leash	Phone	Attained - Case Closed	11/20/24 11:33 AM	11/20/24 4:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001923798	Dog Dog attacked by dog	WEB	Attained - Case Closed	10/24/24 2:59 PM	10/24/24 3:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002020190	Dog Human attacked by dog	WEB	Attained - Case Closed	12/4/24 8:55 AM	12/4/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001716040	Dog Human attacked by dog	WEB	Attained - Case Closed	8/16/24 2:19 PM	8/16/24 3:24 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002077254	By-laws	Phone	Attained - Case Closed	12/31/24 3:16 PM	12/31/24 3:39 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001707683	By-laws	Mobile App	Attained - Case Closed	8/13/24 9:29 AM	8/13/24 10:21 AM	DBL_Animal Services Administration
Lost Pets Case	201002071803	Dog	Phone	Attained - Case Closed	12/27/24 2:31 PM	12/27/24 4:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001889627	Dog Human attacked by dog	Phone	Attained - Case Closed	10/16/24 4:46 PM	10/16/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001538898	Dog Dog off leash	WEB	Attained - Case Closed	6/2/24 9:30 PM	6/3/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001143754	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	1/12/24 2:45 PM	1/12/24 3:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001288046	Dog Human attacked by dog	Phone	Attained - Case Closed	2/29/24 5:16 PM	2/29/24 5:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001294665	Dog Other	Phone	Attained - Case Closed	3/5/24 11:08 AM	3/5/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001713921	Dog Dog off leash	Phone	Attained - Case Closed	8/15/24 2:33 PM	8/15/24 4:17 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001732524	cat	Phone	Attained - Case Closed	8/26/24 4:04 PM	8/26/24 4:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001150152	Dog	Phone	Attained - Case Closed	1/16/24 12:11 PM	1/16/24 2:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001245179	Human attacked by dog	WEB	Attained - Case Closed	2/16/24 4:52 PM	2/16/24 4:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001486723	Dog	Phone	Attained - Case Closed	5/16/24 4:56 PM	5/16/24 5:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001649847	Aggressive dog poorly contained	WEB	Attained - Case Closed	7/19/24 1:34 PM	7/19/24 2:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001727371	Dog	Phone	Attained - Case Closed	8/23/24 8:36 AM	8/23/24 9:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001882570	Human attacked by dog	WEB	Attained - Case Closed	10/11/24 1:19 PM	10/11/24 1:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001700805	Dog	Phone	Attained - Case Closed	8/9/24 9:15 AM	8/9/24 12:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001716881	Dog off leash	Phone	Attained - Case Closed	8/17/24 9:54 AM	8/17/24 2:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001790206	Dog	Phone	Attained - Case Closed	9/5/24 3:46 PM	9/5/24 4:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001871365	Human attacked by dog	Phone	Attained - Case Closed	10/5/24 9:29 AM	10/5/24 2:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001897754	Dog	Phone	Attained - Case Closed	10/21/24 5:09 PM	10/21/24 5:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001497482	Dog off leash	WEB	Attained - Case Closed	5/22/24 6:03 PM	5/23/24 9:34 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001477081	Stray dog at large	Mobile App	Attained - Case Closed	5/12/24 1:28 PM	5/12/24 1:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001758930	Dog	WEB	Attained - Case Closed	8/29/24 3:28 PM	8/29/24 3:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001140784	Aggressive dog poorly contained	Phone	Attained - Case Closed	1/11/24 1:06 PM	1/11/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001486697	Dog attacked by dog	WEB	Attained - Case Closed	5/16/24 4:44 PM	5/16/24 4:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001512261	Dog	Phone	Attained - Case Closed	5/29/24 6:11 PM	5/30/24 8:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001610173	Dog off leash	Phone	Missed - Case Closed	7/1/24 2:52 PM	7/2/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001677418	Dog	WEB	Attained - Case Closed	7/28/24 12:37 PM	7/28/24 1:31 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001758922	Other	Phone	Attained - Case Closed	8/29/24 3:27 PM	8/29/24 3:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001803664	Dog off leash	Phone	Attained - Case Closed	9/12/24 4:42 PM	9/12/24 5:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001884390	Dog	Phone	Attained - Case Closed	10/13/24 12:05 PM	10/13/24 12:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001758923	Dog off leash	Phone	Attained - Case Closed	8/29/24 3:27 PM	8/29/24 3:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001104871	Aggressive dog poorly contained	WEB	Attained - Case Closed	1/3/24 4:25 PM	1/3/24 4:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002066921	Dog	Phone	Attained - Case Closed	12/23/24 11:57 AM	12/23/24 12:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001900258	Human attacked by dog	WEB	Attained - Case Closed	10/23/24 12:28 AM	10/23/24 8:58 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001300484	Dog off leash	WEB	Attained - Case Closed	3/8/24 6:19 AM	3/8/24 8:20 AM	DBL_Animal Services Administration
Animal Concern Case	201001544718	Licence cancellation	Mobile App	Attained - Case Closed	6/4/24 8:46 PM	6/5/24 10:24 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001607423	Dog	Phone	Attained - Case Closed	6/28/24 5:38 PM	6/28/24 5:48 PM	DBL_Animal Services Administration
Lost Pets Case	201001608329	Dog	WEB	Attained - Case Closed	6/29/24 3:14 PM	6/29/24 3:43 PM	DBL_Animal Services Administration
Animal Concern Case	201002047031	Dog	WEB	Attained - Case Closed	12/11/24 6:26 PM	12/12/24 11:24 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001405225	Aggressive dog poorly contained	Phone	Attained - Case Closed	4/15/24 10:06 AM	4/15/24 10:47 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001623755		Phone	Attained - Case Closed	7/7/24 2:44 PM	7/7/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001683083	Dog	Mobile App	Attained - Case Closed	7/30/24 7:36 PM	7/31/24 8:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001643395	Other	Phone	Attained - Case Closed	7/16/24 8:35 PM	7/17/24 8:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001607828	Dog	Phone	Attained - Case Closed	6/29/24 9:50 AM	6/29/24 11:09 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001612822	Dog off leash	Phone	Attained - Case Closed	7/2/24 2:38 PM	7/3/24 9:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001985954	Other	WEB	Attained - Case Closed	11/26/24 11:23 PM	11/27/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001631664	Dog	WEB	Attained - Case Closed	7/10/24 5:46 PM	7/10/24 5:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002029053	Dog off leash	WEB	Attained - Case Closed	12/8/24 7:40 PM	12/9/24 4:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001810173	Dog	Mobile App	Attained - Case Closed	9/17/24 9:01 AM	9/17/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002072277	Dog off leash	WEB	Attained - Case Closed	12/27/24 10:08 PM	12/28/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001208814	Dog barking	Phone	Attained - Case Closed	1/31/24 11:04 AM	1/31/24 11:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001814657	Dog	Phone	Attained - Case Closed	9/19/24 10:06 AM	9/19/24 11:13 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001929758	Badly injured stray dog or chicken**	Mobile App	Attained - Case Closed	10/28/24 11:31 PM	10/29/24 11:32 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001490040	Other	Phone	Attained - Case Closed	5/18/24 3:02 PM	5/18/24 3:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001795032	Stray dog at large	Mobile App	Attained - Case Closed	9/9/24 8:54 AM	9/9/24 10:36 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001301391	Dog off leash	Phone	Attained - Case Closed	3/8/24 12:21 PM	3/8/24 12:49 PM	DBL_Animal Services Administration
Lost Pets Case	201001298805	Dog	Phone	Attained - Case Closed	3/7/24 10:24 AM	3/7/24 12:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001583043	Dog	Phone	Attained - Case Closed	6/22/24 4:17 PM	6/22/24 4:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417010	Other	Phone	Attained - Case Closed	4/21/24 9:32 AM	4/21/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001607941	Dog	WEB	Attained - Case Closed	6/29/24 11:05 AM	6/29/24 11:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002062704	Stray dog at large	Phone	Attained - Case Closed	12/20/24 8:22 AM	12/20/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001554246	Dog	Phone	Attained - Case Closed	6/9/24 5:21 PM	6/9/24 5:25 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001637283	Holding stray	Phone	Attained - Case Closed	7/13/24 4:15 PM	7/13/24 4:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001514169	Other	Phone	Attained - Case Closed	5/30/24 3:12 PM	5/30/24 3:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001134160	Dog barking	Phone	Attained - Case Closed	1/8/24 6:34 PM	1/9/24 9:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001631365	Dog	WEB	Attained - Case Closed	7/10/24 3:45 PM	7/10/24 4:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404777	Dog off leash	WEB	Attained - Case Closed	4/15/24 2:50 AM	4/15/24 10:49 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001565834	Other	Phone	Attained - Case Closed	6/14/24 9:55 AM	6/14/24 11:03 AM	DBL_Animal Services Dispatch
		Dog					
		Human attacked by dog					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001623723	Dog Human attacked by dog	Phone	Attained - Case Closed	7/7/24 2:16 PM	7/7/24 2:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001624627	Dog Human attacked by dog	Mobile App	Attained - Case Closed	7/8/24 10:10 AM	7/8/24 11:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001150017	Dog Human attacked by dog	Phone	Attained - Case Closed	1/16/24 11:38 AM	1/16/24 11:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001391343	Dog Dog barking	Phone	Attained - Case Closed	4/7/24 10:30 AM	4/7/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001394689	Dog Dog barking	Phone	Attained - Case Closed	4/9/24 10:25 AM	4/9/24 11:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001465153	Dog Dog barking	Phone	Attained - Case Closed	5/6/24 1:48 PM	5/6/24 2:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001553244	Dog Stray dog at large	Phone	Attained - Case Closed	6/8/24 2:55 PM	6/8/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404774	Dog Dog barking	WEB	Attained - Case Closed	4/15/24 12:10 AM	4/15/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001405096	Dog Other	Phone	Attained - Case Closed	4/15/24 9:33 AM	4/15/24 9:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001406669	Dog Holding stray	Phone	Attained - Case Closed	4/15/24 3:52 PM	4/15/24 4:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001926681	Dog Other	Phone	Attained - Case Closed	10/26/24 4:07 PM	10/26/24 4:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001250053	Dog Stray dog at large	Phone	Attained - Case Closed	2/20/24 6:59 PM	2/21/24 8:12 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001570395	Dog	Phone	Attained - Case Closed	6/17/24 11:12 AM	6/17/24 11:23 AM	DBL_Animal Services Administration
Animal Concern Case	201001786085	Dog Human attacked by dog	Phone	Attained - Case Closed	9/3/24 7:17 PM	9/4/24 10:22 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001475435	Dog	Phone	Attained - Case Closed	5/10/24 4:16 PM	5/10/24 4:49 PM	DBL_Animal Services Administration
Lost Pets Case	201001476396	Dog	Phone	Attained - Case Closed	5/11/24 3:38 PM	5/11/24 3:58 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001476744	Other	Phone	Attained - Case Closed	5/12/24 7:19 AM	5/12/24 9:34 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001558253	Other	Phone	Attained - Case Closed	6/11/24 11:10 AM	6/11/24 11:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001675911	Dog Human attacked by dog	WEB	Attained - Case Closed	7/26/24 8:27 PM	7/27/24 12:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001583182	Dog Holding stray	Phone	Attained - Case Closed	6/22/24 7:09 PM	6/23/24 10:26 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001622933	Other	WEB	Attained - Case Closed	7/6/24 5:00 PM	7/6/24 5:09 PM	DBL_Animal Services Administration
Animal Concern Case	201002052421	Dog Other	Phone	Attained - Case Closed	12/14/24 3:34 PM	12/16/24 5:11 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001584692	Wildlife	WEB	Attained - Case Closed	6/24/24 10:20 AM	6/24/24 2:59 PM	311_Contact Centre - General Feedback
Lost Pets Case	201001871368	Dog	Phone	Attained - Case Closed	10/5/24 9:31 AM	10/5/24 1:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001729052	Dog Human attacked by dog	Phone	Attained - Case Closed	8/24/24 9:09 AM	8/24/24 10:08 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001675988	cat	WEB	Attained - Case Closed	7/26/24 10:56 PM	7/27/24 1:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001645190	Dog Other	Phone	Attained - Case Closed	7/17/24 2:54 PM	7/17/24 2:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001622300	Dog Dog off leash	Phone	Attained - Case Closed	7/6/24 10:09 AM	7/6/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001676400	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/27/24 11:42 AM	7/27/24 11:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001699605	Dog Holding stray	Phone	Attained - Case Closed	8/8/24 2:08 PM	8/8/24 2:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001247244	Dog Dog attacked by dog	Phone	Missed - Case Closed	2/19/24 1:32 PM	2/20/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001872842	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	10/6/24 9:41 PM	10/7/24 9:32 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001895512	Dog ownership	Phone	Attained - Case Closed	10/20/24 3:22 PM	10/20/24 3:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001337783	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	3/18/24 1:48 PM	3/18/24 1:58 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001382837	Dog ownership	Phone	Attained - Case Closed	4/2/24 4:07 PM	4/2/24 4:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001634738	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/12/24 9:26 AM	7/12/24 12:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001785410	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/3/24 2:16 PM	9/3/24 2:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001936838	Dog Other	Phone	Attained - Case Closed	11/1/24 12:40 PM	11/1/24 4:48 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001586939	Dog	WEB	Attained - Case Closed	6/25/24 2:12 AM	6/25/24 11:43 AM	DBL_Animal Services Administration
Lost Pets Case	201001961691	Dog	Phone	Attained - Case Closed	11/15/24 10:28 AM	11/15/24 10:48 AM	DBL_Animal Services Administration
Animal Concern Case	201001726178	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/22/24 12:55 PM	8/22/24 1:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001494466	Dog Other	WEB	Attained - Case Closed	5/21/24 7:23 PM	5/22/24 10:55 AM	311_Contact Centre - General Feedback
Animal Services Inquiry Case	201001971914	Other	Phone	Attained - Case Closed	11/20/24 11:16 AM	11/20/24 11:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001865372	Other Other	WEB	Attained - Case Closed	10/2/24 11:09 AM	10/2/24 1:19 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001244456	Dog Stray dog at large	Phone	Attained - Case Closed	2/16/24 1:24 PM	2/16/24 1:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001544599	Dog Human attacked by dog	WEB	Attained - Case Closed	6/4/24 6:51 PM	6/5/24 10:52 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001861574	Other	Phone	Attained - Case Closed	9/30/24 10:26 AM	10/1/24 11:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001691953	Dog Aggressive dog poorly contained	Phone	Missed - Case Closed	8/5/24 9:37 AM	8/6/24 10:42 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001987151	Other	Phone	Attained - Case Closed	11/27/24 12:57 PM	11/27/24 4:17 PM	DBL_Animal Services Administration
Animal Concern Case	201002067849	Dog Other	Phone	Attained - Case Closed	12/23/24 4:13 PM	12/23/24 4:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001860335	Dog Stray dog at large	WEB	Attained - Case Closed	9/28/24 2:12 PM	9/28/24 2:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001900256	Dog Dog off leash	WEB	Attained - Case Closed	10/23/24 12:15 AM	10/23/24 8:58 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001205524	Dog	Phone	Attained - Case Closed	1/30/24 11:18 AM	1/30/24 11:59 AM	DBL_Animal Services Administration
Animal Concern Case	201001634005	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/11/24 4:05 PM	7/11/24 4:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001148925	Dog Dog barking	Phone	Attained - Case Closed	1/15/24 7:39 PM	1/16/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001938818	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	11/3/24 10:11 AM	11/3/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001312445	Dog Holding stray	Phone	Attained - Case Closed	3/14/24 3:17 PM	3/14/24 3:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001229022	Dog Dog barking	Phone	Attained - Case Closed	2/8/24 3:57 PM	2/8/24 4:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001299562	Dog Dog barking	WEB	Attained - Case Closed	3/7/24 1:51 PM	3/7/24 2:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001309235	Dog Human attacked by dog	Phone	Attained - Case Closed	3/13/24 11:12 AM	3/13/24 12:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001445665	Dog Human attacked by dog	Chat	Attained - Case Closed	4/25/24 12:39 PM	4/25/24 12:59 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001467877	Other	Chat	Attained - Case Closed	5/7/24 2:37 PM	5/7/24 2:53 PM	DBL_Animal Services Administration
Animal Concern Case	201001489108	Dog Human attacked by dog	Phone	Attained - Case Closed	5/17/24 5:21 PM	5/17/24 5:45 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001335480	Other	Phone	Attained - Case Closed	3/16/24 3:26 PM	3/16/24 3:34 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001335995	Other	Phone	Attained - Case Closed	3/17/24 11:35 AM	3/17/24 11:47 AM	DBL_Animal Services Administration
Animal Concern Case	201001795461	Pet bird Holding stray	WEB	Attained - Case Closed	9/9/24 10:42 AM	9/9/24 10:52 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001290223	Other	Mobile App	Attained - Case Closed	3/1/24 6:53 PM	3/1/24 7:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001161657	Dog Other	Phone	Attained - Case Closed	1/21/24 1:23 PM	1/21/24 1:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001310907	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	3/14/24 8:44 AM	3/14/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001477096	Dog Dog off leash	Mobile App	Attained - Case Closed	5/12/24 1:38 PM	5/12/24 1:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449110	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	4/27/24 12:21 PM	4/27/24 12:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001604778	Dog	Phone	Attained - Case Closed	6/27/24 5:14 PM	6/27/24 5:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001896762	Dog Other	Phone	Attained - Case Closed	10/21/24 12:25 PM	10/21/24 12:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001564973	Dog Human attacked by dog	Phone	Attained - Case Closed	6/13/24 4:56 PM	6/13/24 5:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001312301	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	3/14/24 2:44 PM	3/14/24 2:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001806352	Dog Dog off leash	Mobile App	Attained - Case Closed	9/14/24 12:22 PM	9/14/24 12:58 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001170063	Licence cancellation	WEB	Attained - Case Closed	1/24/24 7:49 AM	1/24/24 9:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001220938	Licence update	Phone	Attained - Case Closed	2/5/24 2:18 PM	2/5/24 2:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001338798	Licence update	WEB	Attained - Case Closed	3/19/24 7:55 AM	3/19/24 10:13 AM	DBL_Animal Services Administration
Animal Concern Case	201001553638	Dog Dog barking	WEB	Attained - Case Closed	6/9/24 12:47 AM	6/9/24 10:37 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001140862	Dog	Phone	Attained - Case Closed	1/11/24 1:26 PM	1/11/24 1:36 PM	DBL_Animal Services Administration
Lost Pets Case	201001591234	Dog	Phone	Attained - Case Closed	6/26/24 1:45 PM	6/26/24 1:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001218698	Dog Holding stray	WEB	Attained - Case Closed	2/4/24 2:39 PM	2/4/24 2:49 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001895372	Dog	WEB	Attained - Case Closed	10/20/24 1:51 PM	10/20/24 3:09 PM	DBL_Animal Services Administration
Lost Pets Case	201001251203	Dog	Phone	Attained - Case Closed	2/21/24 12:42 PM	2/21/24 12:50 PM	DBL_Animal Services Administration
Animal Concern Case	201001079652	Dog Other	WEB	Missed - Case Closed	1/1/24 2:03 PM	1/2/24 2:16 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001245781	Dog	Phone	Attained - Case Closed	2/17/24 12:45 PM	2/17/24 12:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001298100	Dog Stray dog at large	Phone	Attained - Case Closed	3/6/24 5:45 PM	3/6/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001582642	Dog Human attacked by dog	Phone	Attained - Case Closed	6/22/24 11:22 AM	6/22/24 11:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001218014	Dog Dog barking	WEB	Attained - Case Closed	2/3/24 3:27 PM	2/3/24 4:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001574915	Dog Holding stray	Phone	Attained - Case Closed	6/19/24 7:51 AM	6/19/24 9:00 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001879239	Dog ownership	Phone	Attained - Case Closed	10/9/24 5:21 PM	10/9/24 5:26 PM	DBL_Animal Services Administration
Animal Concern Case	201001924147	Dog Holding stray	Phone	Attained - Case Closed	10/24/24 5:07 PM	10/24/24 5:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001296853	Dog Stray dog at large	Phone	Attained - Case Closed	3/6/24 11:07 AM	3/6/24 11:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001390701	Dog Stray dog at large	Phone	Attained - Case Closed	4/6/24 12:54 PM	4/6/24 1:17 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002013296	Dog	Phone	Attained - Case Closed	11/30/24 11:22 AM	11/30/24 1:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001959794	Dog Dog barking	Phone	Attained - Case Closed	11/14/24 12:23 PM	11/14/24 12:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001675801	Dog Other	WEB	Attained - Case Closed	7/26/24 6:16 PM	7/27/24 7:48 AM	311_Contact Centre - General Feedback
Animal Services Inquiry Case	201001474611	Other	Phone	Attained - Case Closed	5/10/24 12:46 PM	5/10/24 1:23 PM	DBL_Animal Services Administration
Lost Pets Case	201001509801	Dog	Phone	Attained - Case Closed	5/28/24 6:41 PM	5/29/24 9:50 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001617657	Other	Phone	Attained - Case Closed	7/4/24 10:34 AM	7/4/24 10:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001538923	Dog Human attacked by dog	WEB	Attained - Case Closed	6/2/24 10:47 PM	6/3/24 11:06 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001247516	Reptile	Mobile App	Attained - Case Closed	2/19/24 4:50 PM	2/20/24 12:40 PM	DBL_Animal Services Administration
Animal Concern Case	201001390800	Dog Stray dog at large	Phone	Attained - Case Closed	4/6/24 2:01 PM	4/6/24 2:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001582235	Dog Stray dog at large	WEB	Attained - Case Closed	6/21/24 8:27 PM	6/22/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001800918	Dog Stray dog at large	Phone	Attained - Case Closed	9/11/24 2:03 PM	9/11/24 2:08 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001145333	Licence update	WEB	Attained - Case Closed	1/14/24 9:06 AM	1/14/24 10:15 AM	DBL_Animal Services Administration
Lost Pets Case	201001621998	Dog	WEB	Attained - Case Closed	7/5/24 8:36 PM	7/6/24 8:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001377520	Dog Stray dog at large	Phone	Missed - Case Closed	3/29/24 3:13 PM	3/30/24 11:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002015478	Dog Dog off leash	WEB	Attained - Case Closed	12/2/24 11:19 AM	12/2/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001159905	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	1/19/24 10:13 PM	1/20/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001402596	Dog Stray dog at large	Phone	Attained - Case Closed	4/12/24 4:15 PM	4/12/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001377537	Dog Stray dog at large	Phone	Missed - Case Closed	3/29/24 3:29 PM	3/30/24 11:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001465232	Dog Other	Phone	Attained - Case Closed	5/6/24 2:04 PM	5/6/24 2:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001793087	Dog Stray dog at large	Mobile App	Attained - Case Closed	9/7/24 8:17 AM	9/7/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001567587	Dog Stray dog at large	Phone	Attained - Case Closed	6/14/24 4:47 PM	6/14/24 5:00 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001567471	Dog	Phone	Attained - Case Closed	6/14/24 4:10 PM	6/14/24 5:35 PM	DBL_Animal Services Administration
Animal Concern Case	201001568131	Dog Other	Phone	Attained - Case Closed	6/15/24 10:01 AM	6/15/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001677392	Dog Stray dog at large	Phone	Attained - Case Closed	7/28/24 12:14 PM	7/28/24 12:18 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001475125	Dog	Phone	Attained - Case Closed	5/10/24 2:51 PM	5/13/24 10:39 AM	311_Contact Centre
Animal Concern Case	201001474784	Dog Other	Phone	Attained - Case Closed	5/10/24 1:26 PM	5/10/24 3:02 PM	311_Contact Centre
Lost Pets Case	201001580567	Dog	Phone	Attained - Case Closed	6/21/24 10:42 AM	6/21/24 10:48 AM	DBL_Animal Services Administration



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001608381	Dog ownership	Phone	Attained - Case Closed	6/29/24 3:59 PM	6/29/24 4:53 PM	DBL_Animal Services Administration
Lost Pets Case	201001719255	Dog	Phone	Attained - Case Closed	8/19/24 11:23 AM	8/19/24 11:54 AM	DBL_Animal Services Administration
Lost Pets Case	201001803226	Dog	Phone	Attained - Case Closed	9/12/24 2:11 PM	9/12/24 2:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001407360	Dog Human attacked by dog	Mobile App	Attained - Case Closed	4/16/24 8:38 AM	4/16/24 11:03 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001382650	Other	Phone	Attained - Case Closed	4/2/24 3:22 PM	4/2/24 3:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001375980	Licence cancellation	Phone	Attained - Case Closed	3/28/24 1:40 PM	3/28/24 1:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001389141	Dog Dog barking	Phone	Attained - Case Closed	4/5/24 12:23 PM	4/5/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001413373	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/18/24 3:17 PM	4/18/24 3:22 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001129758	Other	Phone	Attained - Case Closed	1/5/24 5:54 PM	1/5/24 5:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001261034	Dog Other	Phone	Attained - Case Closed	2/26/24 7:34 PM	2/27/24 11:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001308337	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/12/24 5:40 PM	3/12/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001342634	Dog Human attacked by dog	Phone	Attained - Case Closed	3/20/24 3:43 PM	3/20/24 3:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001513358	Dog Other	Phone	Attained - Case Closed	5/30/24 11:30 AM	5/30/24 11:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001781055	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/30/24 4:41 PM	8/31/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001943180	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/5/24 12:45 PM	11/5/24 1:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001958996	Dog Human attacked by dog	Phone	Attained - Case Closed	11/14/24 9:37 AM	11/14/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001965026	Dog Human attacked by dog	WEB	Attained - Case Closed	11/17/24 5:37 PM	11/17/24 5:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001978214	Dog Human attacked by dog	WEB	Attained - Case Closed	11/22/24 3:31 PM	11/22/24 3:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001981544	Dog Stray dog at large	Phone	Attained - Case Closed	11/25/24 12:02 PM	11/25/24 1:32 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001984632	Other	Phone	Attained - Case Closed	11/26/24 12:53 PM	11/26/24 1:42 PM	DBL_Animal Services Administration
Animal Concern Case	201002028996	Dog Human attacked by dog	WEB	Attained - Case Closed	12/8/24 5:57 PM	12/9/24 2:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001537876	Dog Other	Phone	Attained - Case Closed	6/1/24 3:52 PM	6/1/24 4:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001503491	Dog Other	Phone	Attained - Case Closed	5/25/24 4:33 PM	5/25/24 4:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001481602	Dog Stray dog at large	Phone	Attained - Case Closed	5/14/24 2:10 PM	5/14/24 2:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001457040	Dog Stray dog at large	Phone	Attained - Case Closed	5/1/24 4:12 PM	5/1/24 4:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001159731	Dog Holding stray	Phone	Attained - Case Closed	1/19/24 6:29 PM	1/20/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001651726	Dog Human attacked by dog	Phone	Attained - Case Closed	7/20/24 2:56 PM	7/20/24 3:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001679889	Dog Human attacked by dog	Phone	Attained - Case Closed	7/29/24 3:06 PM	7/29/24 5:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001798913	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	9/10/24 2:53 PM	9/10/24 3:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001801612	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/11/24 6:12 PM	9/11/24 6:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001804301	Dog Other	Phone	Attained - Case Closed	9/13/24 9:23 AM	9/13/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001887566	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	10/15/24 5:59 PM	10/15/24 6:13 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002024404	Other	Phone	Attained - Case Closed	12/5/24 3:13 PM	12/5/24 4:07 PM	DBL_Animal Services Administration
Animal Concern Case	201002068468	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	12/24/24 10:29 AM	12/24/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002068474	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	12/24/24 10:33 AM	12/24/24 10:47 AM	311_Contact Centre - General Feedback
Animal Concern Case	201002070662	Dog Other	WEB	Attained - Case Closed	12/26/24 8:33 PM	12/27/24 3:12 PM	311_Contact Centre
Animal Concern Case	201002075221	Dog Holding stray	Phone	Attained - Case Closed	12/30/24 2:37 PM	12/30/24 2:47 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001199155	Licence cancellation	WEB	Attained - Case Closed	1/27/24 10:15 AM	1/27/24 10:38 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001302919	Other	Phone	Attained - Case Closed	3/9/24 1:08 PM	3/9/24 1:39 PM	DBL_Animal Services Administration
Animal Concern Case	201002012613	Dog Holding stray	Phone	Attained - Case Closed	11/29/24 3:37 PM	11/29/24 4:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001424443	Dog Stray dog at large	Phone	Attained - Case Closed	4/24/24 4:41 PM	4/24/24 4:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001408195	Dog Attack in progress**	Phone	Attained - Case Closed	4/16/24 12:22 PM	4/16/24 12:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001475513	Dog Human attacked by dog	Phone	Attained - Case Closed	5/10/24 4:49 PM	5/10/24 4:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001551761	Dog Other	Phone	Attained - Case Closed	6/7/24 2:17 PM	6/7/24 2:35 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001876586	Other	Phone	Attained - Case Closed	10/8/24 1:50 PM	10/8/24 1:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001404587	Dog Other	Phone	Attained - Case Closed	4/14/24 5:27 PM	4/14/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001549989	Dog Other	Phone	Attained - Case Closed	6/6/24 6:56 PM	6/7/24 8:34 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001339366	Licence update	Phone	Attained - Case Closed	3/19/24 11:07 AM	3/19/24 11:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001879171	Dog Other	WEB	Attained - Case Closed	10/9/24 4:46 PM	10/9/24 5:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002076638	Dog Stray dog at large	Phone	Attained - Case Closed	12/31/24 12:07 PM	12/31/24 12:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001673202	Dog Dog barking	WEB	Attained - Case Closed	7/25/24 4:13 PM	7/25/24 4:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001821108	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 1:21 PM	9/23/24 1:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001584915	Dog Other	WEB	Attained - Case Closed	6/24/24 11:05 AM	6/24/24 11:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001585036	Dog Other	WEB	Attained - Case Closed	6/24/24 11:27 AM	6/24/24 11:29 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001126085	Licence update	Phone	Attained - Case Closed	1/4/24 11:46 AM	1/4/24 11:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001610942	Dog Dog barking	Phone	Attained - Case Closed	7/2/24 9:12 AM	7/2/24 3:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001611371	Dog Dog barking	Phone	Attained - Case Closed	7/2/24 10:25 AM	7/2/24 1:09 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001347569	Licence cancellation	WEB	Attained - Case Closed	3/23/24 4:02 PM	3/23/24 4:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001652090	Dog Other	Phone	Attained - Case Closed	7/20/24 11:16 PM	7/21/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002010896	Dog Other	Phone	Attained - Case Closed	11/29/24 8:13 AM	11/29/24 10:35 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002011550	Dog	Phone	Attained - Case Closed	11/29/24 11:20 AM	11/29/24 1:13 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001619762	Dog Other	Phone	Attained - Case Closed	7/5/24 7:57 AM	7/5/24 8:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001503372	Dog Stray dog at large	WEB	Attained - Case Closed	5/25/24 2:54 PM	5/25/24 3:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001461856	Dog Stray dog at large	Phone	Attained - Case Closed	5/3/24 6:26 PM	5/4/24 8:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001685503	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/31/24 8:35 PM	8/1/24 9:43 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001818598	Fees and fines	Phone	Attained - Case Closed	9/21/24 11:25 AM	9/21/24 11:42 AM	DBL_Animal Services Administration
Animal Concern Case	201002062485	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	12/19/24 5:53 PM	12/20/24 10:28 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001466031	cat	WEB	Attained - Case Closed	5/6/24 6:26 PM	5/7/24 3:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001336353	Dog Human attacked by dog	WEB	Attained - Case Closed	3/17/24 6:30 PM	3/18/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001510365	Dog Dog off leash	Phone	Attained - Case Closed	5/29/24 9:54 AM	5/29/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001153147	Dog Human attacked by dog	Phone	Attained - Case Closed	1/17/24 1:03 PM	1/17/24 1:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001153616	Dog Other	WEB	Attained - Case Closed	1/17/24 2:47 PM	1/17/24 3:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001227492	Dog Dog off leash	Phone	Attained - Case Closed	2/8/24 9:43 AM	2/8/24 10:34 AM	311_Contact Centre
Animal Concern Case	201001702749	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/9/24 8:11 PM	8/10/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001946397	Dog Dog off leash	Mobile App	Attained - Case Closed	11/7/24 8:16 AM	11/7/24 8:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001495034	Dog Dog barking	WEB	Attained - Case Closed	5/22/24 9:01 AM	5/22/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001856121	Dog Dog barking	WEB	Attained - Case Closed	9/26/24 7:07 AM	9/26/24 8:54 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001974093	cat	WEB	Attained - Case Closed	11/21/24 9:23 AM	11/21/24 11:18 AM	DBL_Animal Services Administration
Animal Concern Case	201002076307	Dog Stray dog at large	Phone	Attained - Case Closed	12/31/24 10:38 AM	12/31/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001145286	Dog Dog barking	WEB	Attained - Case Closed	1/14/24 4:57 AM	1/14/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001503813	Other Holding stray	Phone	Attained - Case Closed	5/26/24 9:58 AM	5/26/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001690897	Dog Other	WEB	Missed - Case Closed	8/3/24 11:33 PM	8/6/24 10:42 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001568935	Dog Dog barking	WEB	Attained - Case Closed	6/15/24 11:22 PM	6/16/24 9:54 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001602569	Dog	Phone	Attained - Case Closed	6/27/24 8:31 AM	6/27/24 9:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001390688	Dog Stray dog at large	Phone	Attained - Case Closed	4/6/24 12:45 PM	4/6/24 1:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001620043	Dog Other	Phone	Attained - Case Closed	7/5/24 9:37 AM	7/5/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001509692	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	5/28/24 5:17 PM	5/28/24 5:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001510008	Dog Stray dog at large	Phone	Attained - Case Closed	5/29/24 7:12 AM	5/29/24 8:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001510014	Dog Other	Phone	Attained - Case Closed	5/29/24 7:18 AM	5/29/24 8:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001579636	Dog Stray dog at large	Phone	Attained - Case Closed	6/20/24 6:36 PM	6/21/24 10:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001897003	Dog Dog attacked by dog	Phone	Attained - Case Closed	10/21/24 1:21 PM	10/21/24 2:59 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001160649	Bird	Phone	Attained - Case Closed	1/20/24 1:55 PM	1/20/24 2:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001461155	Dog Other	Phone	Attained - Case Closed	5/3/24 1:42 PM	5/3/24 1:55 PM	311_Contact Centre
Animal Concern Case	201001568563	Dog Dog off leash	Phone	Attained - Case Closed	6/15/24 2:26 PM	6/15/24 3:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001954643	Dog Other	Phone	Attained - Case Closed	11/12/24 12:16 PM	11/12/24 12:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783817	Dog Other	WEB	Attained - Case Closed	9/2/24 6:52 PM	9/3/24 12:41 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001883821	Dog Other	WEB	Attained - Case Closed	10/12/24 1:51 PM	10/12/24 1:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001732207	Dog Stray dog at large	Phone	Attained - Case Closed	8/26/24 2:39 PM	8/26/24 2:55 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001737176	Other	Mobile App	Attained - Case Closed	8/28/24 5:31 PM	8/28/24 5:43 PM	DBL_Animal Services Administration
Lost Pets Case	201001447828	Dog	Phone	Attained - Case Closed	4/26/24 12:58 PM	4/26/24 1:23 PM	DBL_Animal Services Administration
Animal Concern Case	201001388824	Dog Stray dog at large	Phone	Attained - Case Closed	4/5/24 11:07 AM	4/5/24 11:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001203574	Dog Dog attacked by dog	WEB	Attained - Case Closed	1/29/24 3:29 PM	1/29/24 4:23 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001297355		WEB	Attained - Case Closed	3/6/24 1:20 PM	3/6/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001733593	Dog Dog attacked by dog	Phone	Attained - Case Closed	8/27/24 10:54 AM	8/27/24 11:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001679071	Dog Stray dog at large	Phone	Attained - Case Closed	7/29/24 12:19 PM	7/29/24 12:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001336019	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/17/24 11:59 AM	3/17/24 1:28 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001759271	cat	WEB	Attained - Case Closed	8/29/24 6:31 PM	8/30/24 10:01 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001353910		WEB	Attained - Case Closed	3/27/24 1:38 PM	3/27/24 1:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001583690	Dog Dog off leash	WEB	Attained - Case Closed	6/23/24 1:47 PM	6/23/24 2:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001562634	Dog Dog off leash	Mobile App	Attained - Case Closed	6/12/24 7:04 PM	6/13/24 9:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001568503	Dog Human attacked by dog	WEB	Attained - Case Closed	6/15/24 1:48 PM	6/15/24 2:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001613904	Dog Dog off leash	WEB	Attained - Case Closed	7/3/24 12:10 AM	7/3/24 8:22 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001592043	Fees and fines	Phone	Attained - Case Closed	6/26/24 4:50 PM	6/26/24 5:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001225538	Licence update	WEB	Attained - Case Closed	2/7/24 11:31 AM	2/7/24 11:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001104103	Licence update	Phone	Attained - Case Closed	1/3/24 1:46 PM	1/3/24 2:02 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001695171	Other	Phone	Attained - Case Closed	8/6/24 5:12 PM	8/6/24 5:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001231468	Dog Dog off leash	WEB	Attained - Case Closed	2/9/24 5:03 PM	2/9/24 5:53 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001302442	Licence update	WEB	Attained - Case Closed	3/8/24 6:53 PM	3/9/24 10:09 AM	DBL_Animal Services Administration
Lost Pets Case	201001629606	Dog	WEB	Attained - Case Closed	7/10/24 8:16 AM	7/10/24 9:24 AM	DBL_Animal Services Administration
Lost Pets Case	201001629623	Dog	WEB	Attained - Case Closed	7/10/24 8:25 AM	7/10/24 9:59 AM	DBL_Animal Services Administration
Animal Concern Case	201001704619	Dog Dog barking	Mobile App	Attained - Case Closed	8/11/24 7:35 PM	8/12/24 9:49 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001882011	cat	Phone	Attained - Case Closed	10/11/24 10:40 AM	10/11/24 11:52 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001955613	Dog	Phone	Attained - Case Closed	11/12/24 4:27 PM	11/12/24 4:44 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001308558	Aggressive dog poorly contained cat	WEB	Attained - Case Closed	3/12/24 10:15 PM	3/13/24 10:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001259576	Licence cancellation	Phone	Attained - Case Closed	2/26/24 12:14 PM	2/26/24 12:25 PM	DBL_Animal Services Administration
Animal Concern Case	201001692549	Dog	Mobile App	Missed - Case Closed	8/5/24 3:48 PM	8/6/24 11:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002077107	Dog off leash Dog barking	Phone	Attained - Case Closed	12/31/24 2:21 PM	12/31/24 2:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001607980	Dog	WEB	Attained - Case Closed	6/29/24 11:26 AM	6/29/24 12:47 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001759037	Dog attacked by dog	WEB	Attained - Case Closed	8/29/24 4:08 PM	8/29/24 4:48 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001261184	Licence cancellation	Phone	Attained - Case Closed	2/27/24 7:43 AM	2/27/24 11:03 AM	DBL_Animal Services Administration
Animal Concern Case	201001235579	Dog	Phone	Attained - Case Closed	2/12/24 5:21 PM	2/12/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001566121	Stray dog at large Dog	Mobile App	Attained - Case Closed	6/14/24 10:56 AM	6/14/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001574688	Dog off leash Dog	WEB	Attained - Case Closed	6/18/24 7:39 PM	6/19/24 10:01 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001660015	Dog off leash Other	WEB	Attained - Case Closed	7/24/24 1:37 PM	7/24/24 2:11 PM	DBL_Animal Services Administration
Lost Pets Case	201001782039	Dog	WEB	Attained - Case Closed	8/31/24 4:42 PM	8/31/24 4:53 PM	DBL_Animal Services Administration
Animal Concern Case	201001725276	Dog	Phone	Attained - Case Closed	8/22/24 8:53 AM	8/22/24 9:59 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001200642	Human attacked by dog Wildlife	WEB	Attained - Case Closed	1/28/24 3:23 PM	1/29/24 8:03 AM	311_Contact Centre
Dog Licence Case	201001214592	Licence update	Phone	Attained - Case Closed	2/2/24 9:23 AM	2/2/24 10:08 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001630706	Other	WEB	Attained - Case Closed	7/10/24 12:59 PM	7/10/24 3:50 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001923916	Dog	WEB	Attained - Case Closed	10/24/24 3:37 PM	10/24/24 3:43 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001924155	Other Dog	Phone	Attained - Case Closed	10/24/24 5:10 PM	10/24/24 5:17 PM	DBL_Animal Services Administration
Lost Pets Case	201001250191	Dog	WEB	Attained - Case Closed	2/21/24 7:21 AM	2/21/24 8:26 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002047711	Wildlife	Mobile App	Attained - Case Closed	12/12/24 10:14 AM	12/12/24 11:14 AM	311_Contact Centre
Animal Concern Case	201001782038	Dog	Phone	Attained - Case Closed	8/31/24 4:40 PM	8/31/24 4:54 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001305773	Stray dog at large Licence cancellation	WEB	Attained - Case Closed	3/11/24 4:07 PM	3/11/24 4:08 PM	DBL_Animal Services Administration
Lost Pets Case	201001257572	Dog	Phone	Attained - Case Closed	2/24/24 4:33 PM	2/24/24 4:51 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001244921	Fostering	Phone	Attained - Case Closed	2/16/24 3:22 PM	2/16/24 3:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001589072	Dog	Phone	Attained - Case Closed	6/25/24 4:08 PM	6/25/24 4:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001621272	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	7/5/24 2:30 PM	7/5/24 3:08 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001705765	Other Other	Phone	Attained - Case Closed	8/12/24 11:57 AM	8/12/24 12:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001707357	Dog	WEB	Attained - Case Closed	8/13/24 4:24 AM	8/13/24 9:27 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001734532	Holding stray Dog ownership	Phone	Attained - Case Closed	8/27/24 2:46 PM	8/27/24 2:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001209603	Dog	Phone	Attained - Case Closed	1/31/24 1:20 PM	1/31/24 1:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001418065	Dog barking Dog	WEB	Attained - Case Closed	4/22/24 9:36 AM	4/22/24 9:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001479017	Dog barking Dog	WEB	Attained - Case Closed	5/13/24 1:53 PM	5/13/24 1:55 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001889843	Dog barking Other	WEB	Attained - Case Closed	10/16/24 8:13 PM	10/18/24 8:48 AM	DBL_LO_Licence Office
Lost Pets Case	201001172803	Dog	Phone	Attained - Case Closed	1/24/24 5:57 PM	1/24/24 6:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001496260	Dog	WEB	Attained - Case Closed	5/22/24 12:46 PM	5/22/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001643095	Dog barking Dog	Phone	Attained - Case Closed	7/16/24 4:46 PM	7/16/24 4:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001204481	Dog barking Dog	Mobile App	Attained - Case Closed	1/29/24 9:29 PM	1/30/24 8:39 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001210132	Dog off leash Other	WEB	Attained - Case Closed	1/31/24 2:45 PM	1/31/24 2:47 PM	DBL_Animal Services Administration
Animal Concern Case	201001883314	Dog	Mobile App	Attained - Case Closed	10/11/24 6:16 PM	10/12/24 2:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001684412	Dog attacked by dog Dog	Phone	Attained - Case Closed	7/31/24 1:05 PM	7/31/24 2:50 PM	311_Contact Centre - Feedback
Animal Concern Case	201001897877	Other Dog	Phone	Attained - Case Closed	10/21/24 6:43 PM	10/22/24 8:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001626986	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	7/9/24 8:38 AM	7/9/24 9:42 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001960764	Dog off leash Dog	WEB	Attained - Case Closed	11/14/24 4:39 PM	11/14/24 4:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001676640	Other	Phone	Attained - Case Closed	7/27/24 2:22 PM	7/27/24 3:22 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001677494	Other cat	Phone	Attained - Case Closed	7/28/24 1:44 PM	7/28/24 1:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001235974	Licence cancellation	WEB	Attained - Case Closed	2/13/24 8:38 AM	2/13/24 10:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001354448	Licence update	WEB	Attained - Case Closed	3/27/24 4:09 PM	3/27/24 4:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001260920	Dog	WEB	Attained - Case Closed	2/26/24 5:44 PM	2/26/24 5:59 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002072290	Holding stray Dog	WEB	Attained - Case Closed	12/28/24 3:35 AM	12/28/24 10:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001390710	Dog	Phone	Attained - Case Closed	4/6/24 1:01 PM	4/6/24 1:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001555456	Stray dog at large Dog	Phone	Attained - Case Closed	6/10/24 11:17 AM	6/10/24 11:48 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001716769	Adoption	Phone	Attained - Case Closed	8/17/24 8:22 AM	8/17/24 10:01 AM	DBL_Animal Services Administration
Lost Pets Case	201001681512	cat	WEB	Attained - Case Closed	7/30/24 11:25 AM	7/30/24 11:42 AM	DBL_Animal Services Administration
Animal Concern Case	201001626974	Dog	WEB	Attained - Case Closed	7/9/24 8:34 AM	7/9/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001534955	Dog off leash Dog	Phone	Attained - Case Closed	5/31/24 7:49 AM	5/31/24 10:16 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001295737	Human attacked by dog Dog	Phone	Attained - Case Closed	3/5/24 3:49 PM	3/5/24 4:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001136523	Licence update	WEB	Attained - Case Closed	1/9/24 3:54 PM	1/9/24 4:03 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001287782	Dog ownership	Phone	Attained - Case Closed	2/29/24 3:37 PM	2/29/24 3:41 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001287887	Dog ownership	Phone	Attained - Case Closed	2/29/24 3:59 PM	2/29/24 4:08 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001301597	Other	Phone	Attained - Case Closed	3/8/24 1:15 PM	3/8/24 1:30 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001680864	Other	Phone	Attained - Case Closed	7/30/24 9:11 AM	7/30/24 9:21 AM	DBL_Animal Services Administration
Animal Concern Case	201002066432	Dog	Phone	Attained - Case Closed	12/23/24 10:07 AM	12/23/24 10:20 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001346186	Human attacked by dog Licence update	Phone	Attained - Case Closed	3/22/24 1:42 PM	3/22/24 1:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001144279	Dog	WEB	Attained - Case Closed	1/12/24 6:43 PM	1/13/24 10:20 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001574415	Dog attacked by dog Dog	WEB	Attained - Case Closed	6/18/24 4:35 PM	6/18/24 4:48 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001132084	Other	Phone	Attained - Case Closed	1/8/24 10:32 AM	1/8/24 11:55 AM	311_Contact Centre
Animal Concern Case	201001653623	Dog	Mobile App	Attained - Case Closed	7/22/24 10:44 AM	7/22/24 11:11 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001579189	Dog off leash Dog	Phone	Attained - Case Closed	6/20/24 3:30 PM	6/20/24 3:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001335278	Dog	Phone	Attained - Case Closed	3/16/24 1:10 PM	3/18/24 9:08 AM	311_Contact Centre
Animal Concern Case	201001551879	Other Dog	WEB	Attained - Case Closed	6/7/24 2:49 PM	6/7/24 4:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001226216	Other Dog Dog barking	WEB	Attained - Case Closed	2/7/24 2:08 PM	2/7/24 2:32 PM	311_Contact Centre - General Feedback
Animal Services Inquiry Case	201001155159	Other	Phone	Attained - Case Closed	1/18/24 11:08 AM	1/18/24 12:09 PM	DBL_Animal Services Administration
Lost Pets Case	201001287388	cat	WEB	Attained - Case Closed	2/29/24 1:58 PM	2/29/24 2:47 PM	DBL_Animal Services Administration
Animal Concern Case	201001583642	Dog	Phone	Attained - Case Closed	6/23/24 1:02 PM	6/23/24 1:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001377506	Aggressive dog poorly contained Dog	Phone	Missed - Case Closed	3/29/24 3:06 PM	3/30/24 11:15 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001377351	Stray dog at large Dog	Phone	Attained - Case Closed	3/29/24 1:19 PM	3/30/24 10:39 AM	DBL_Animal Services Administration
Lost Pets Case	201002065688	Dog	Phone	Attained - Case Closed	12/22/24 12:28 PM	12/22/24 12:33 PM	DBL_Animal Services Administration
Lost Pets Case	201002065695	Dog	Phone	Attained - Case Closed	12/22/24 12:31 PM	12/22/24 1:11 PM	DBL_Animal Services Administration
Animal Concern Case	201001732254	Dog	WEB	Attained - Case Closed	8/26/24 2:48 PM	8/26/24 3:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001546518	Stray dog at large Dog	Phone	Attained - Case Closed	6/5/24 2:04 PM	6/5/24 2:23 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001257984	Dog attacked by dog Dog	Phone	Attained - Case Closed	2/25/24 12:14 PM	2/25/24 12:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001730535	Dog	WEB	Attained - Case Closed	8/25/24 7:55 PM	8/26/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001660521	Dog attacked by dog Dog	Mobile App	Attained - Case Closed	7/24/24 3:39 PM	7/24/24 3:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001484626	Dog off leash Dog	WEB	Attained - Case Closed	5/15/24 5:19 PM	5/15/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001719074	Dog barking Dog	WEB	Attained - Case Closed	8/19/24 10:38 AM	8/19/24 10:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001793800	Dog barking Dog	WEB	Attained - Case Closed	9/7/24 4:34 PM	9/7/24 5:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001467836	Dog barking Other	Phone	Attained - Case Closed	5/7/24 2:25 PM	5/7/24 2:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001707282	Holding stray Dog	WEB	Attained - Case Closed	8/12/24 9:17 PM	8/13/24 12:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001635349	Dog off leash Dog	Phone	Attained - Case Closed	7/12/24 12:11 PM	7/12/24 12:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001877440	Human attacked by dog Dog	Mobile App	Attained - Case Closed	10/9/24 7:50 AM	10/9/24 10:44 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001165025	Dog attacked by dog Licence cancellation	Phone	Attained - Case Closed	1/22/24 3:18 PM	1/22/24 3:42 PM	DBL_Animal Services Administration
Animal Concern Case	201001478808	Dog	Mobile App	Attained - Case Closed	5/13/24 1:06 PM	5/13/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001797023	Aggressive dog poorly contained Dog	Mobile App	Attained - Case Closed	9/9/24 5:47 PM	9/9/24 5:55 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001229807	Dog off leash Dog	Phone	Attained - Case Closed	2/9/24 9:47 AM	2/9/24 10:13 AM	DBL_Animal Services Administration
Lost Pets Case	201001567332	Dog	WEB	Attained - Case Closed	6/14/24 3:29 PM	6/14/24 5:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001964929	Dog	WEB	Attained - Case Closed	11/17/24 3:45 PM	11/17/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001380379	Human attacked by dog Dog	Mobile App	Missed - Case Closed	4/1/24 2:45 PM	4/2/24 11:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001145361	Dog off leash Dog	Mobile App	Attained - Case Closed	1/14/24 9:49 AM	1/14/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001610314	Other Dog	Phone	Attained - Case Closed	7/1/24 4:22 PM	7/2/24 9:21 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001313655	Holding stray Other	Mobile App	Attained - Case Closed	3/15/24 11:04 AM	3/15/24 11:35 AM	311_Contact Centre - General Feedback
Lost Pets Case	201001204269	cat	Phone	Attained - Case Closed	1/29/24 6:35 PM	1/30/24 9:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001623356	Dog	Phone	Attained - Case Closed	7/7/24 10:01 AM	7/7/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001476576	Dog off leash Dog	Phone	Attained - Case Closed	5/11/24 6:09 PM	5/12/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001813066	Dog attacked by dog Dog	Phone	Attained - Case Closed	9/18/24 12:36 PM	9/18/24 12:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001289202	Stray dog at large Dog	Phone	Attained - Case Closed	3/1/24 12:33 PM	3/1/24 12:59 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001656548	Dog off leash Dog	Phone	Attained - Case Closed	7/23/24 10:53 AM	7/23/24 12:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001378519	Dog	Phone	Attained - Case Closed	3/30/24 5:55 PM	3/30/24 6:16 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001458696	Stray dog at large Dog	Phone	Attained - Case Closed	5/2/24 12:43 PM	5/2/24 1:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001491730	Dog	Phone	Attained - Case Closed	5/20/24 2:41 PM	5/20/24 5:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001610158	Dog off leash Dog	Mobile App	Missed - Case Closed	7/1/24 2:42 PM	7/2/24 11:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001640372	Dog off leash Dog	Phone	Attained - Case Closed	7/15/24 4:08 PM	7/15/24 5:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001810504	Dog off leash Dog	Phone	Attained - Case Closed	9/17/24 10:24 AM	9/17/24 10:27 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001265464	Stray dog at large Licence cancellation	WEB	Attained - Case Closed	2/28/24 3:34 PM	2/28/24 3:43 PM	DBL_Animal Services Administration
Lost Pets Case	201001479859	Dog	Phone	Attained - Case Closed	5/13/24 6:55 PM	5/14/24 9:55 AM	DBL_Animal Services Administration
Lost Pets Case	201001718341	Dog	WEB	Attained - Case Closed	8/18/24 5:48 PM	8/19/24 10:15 AM	DBL_Animal Services Administration
Lost Pets Case	201001719498	Dog	Phone	Attained - Case Closed	8/19/24 12:20 PM	8/19/24 1:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001927032	Dog	Phone	Attained - Case Closed	10/27/24 11:16 AM	10/27/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002019133	Dog barking Dog	Phone	Attained - Case Closed	12/3/24 2:26 PM	12/3/24 3:06 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001629388	Other Other	WEB	Attained - Case Closed	7/9/24 9:49 PM	7/10/24 9:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001310994	Licence update	WEB	Attained - Case Closed	3/14/24 9:16 AM	3/14/24 10:19 AM	DBL_Animal Services Administration
Animal Concern Case	201001702768	Dog Other	WEB	Attained - Case Closed	8/9/24 8:31 PM	8/10/24 10:24 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001585580	Other	WEB	Attained - Case Closed	6/24/24 1:12 PM	6/24/24 3:14 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001699357	Other Dog Dog off leash	Phone	Attained - Case Closed	8/8/24 1:13 PM	8/8/24 1:20 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001702875		WEB	Attained - Case Closed	8/10/24 6:17 AM	8/10/24 8:54 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001926057		Mobile App	Attained - Case Closed	10/25/24 9:23 PM	10/26/24 10:30 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001953596		Mobile App	Attained - Case Closed	11/12/24 1:44 AM	11/12/24 11:02 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001789623	Dog ownership	Mobile App	Attained - Case Closed	9/5/24 1:23 PM	9/5/24 1:43 PM	DBL_Animal Services Administration
Animal Concern Case	201002068652	Dog Dog off leash	WEB	Attained - Case Closed	12/24/24 11:31 AM	12/24/24 11:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001602447	Dog Dog barking	Mobile App	Attained - Case Closed	6/27/24 6:29 AM	6/27/24 10:34 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001675968	Other	Phone	Attained - Case Closed	7/26/24 9:33 PM	7/27/24 10:15 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001869062	Other	Phone	Attained - Case Closed	10/3/24 6:14 PM	10/3/24 6:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001964303	Dog Stray dog at large	Phone	Attained - Case Closed	11/16/24 6:25 PM	11/17/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001407128	Dog Human attacked by dog	Phone	Attained - Case Closed	4/15/24 8:23 PM	4/16/24 11:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001816402	Other Other	WEB	Attained - Case Closed	9/20/24 12:26 AM	9/20/24 10:16 AM	311_Contact Centre
Animal Concern Case	201001160757	Dog Other	Phone	Attained - Case Closed	1/20/24 2:47 PM	1/20/24 3:40 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001160851	Other	Phone	Attained - Case Closed	1/20/24 3:43 PM	1/20/24 3:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001298036	Dog Stray dog at large	Phone	Attained - Case Closed	3/6/24 5:03 PM	3/6/24 5:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001471052	Dog Dog attacked by dog	WEB	Attained - Case Closed	5/9/24 4:40 AM	5/9/24 10:12 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001079689	Licence cancellation	Phone	Attained - Case Closed	1/1/24 2:41 PM	1/2/24 9:51 AM	DBL_Animal Services Administration
Animal Concern Case	201001952920	Dog Human attacked by dog	WEB	Missed - Case Closed	11/11/24 11:35 AM	11/12/24 1:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001573891	Dog Stray dog at large	Phone	Attained - Case Closed	6/18/24 2:29 PM	6/18/24 2:40 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001644919	cat	Phone	Attained - Case Closed	7/17/24 1:47 PM	7/17/24 2:48 PM	DBL_Animal Services Administration
Lost Pets Case	201001694570	Rabbit	Phone	Attained - Case Closed	8/6/24 2:41 PM	8/6/24 3:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001708579	Dog Other	Phone	Attained - Case Closed	8/13/24 12:56 PM	8/13/24 1:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001735826	Dog Human attacked by dog	WEB	Attained - Case Closed	8/28/24 10:35 AM	8/28/24 11:27 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001737372	Other	Phone	Attained - Case Closed	8/28/24 9:44 PM	8/29/24 9:53 AM	DBL_Animal Services Administration
Lost Pets Case	201001957030	cat	Phone	Attained - Case Closed	11/13/24 11:35 AM	11/13/24 12:12 PM	DBL_Animal Services Administration
Lost Pets Case	201001957058	cat	Phone	Attained - Case Closed	11/13/24 11:41 AM	11/13/24 12:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001258339	Dog Dog attacked by dog	WEB	Attained - Case Closed	2/25/24 5:51 PM	2/25/24 6:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001229383	Dog Dog barking	WEB	Attained - Case Closed	2/8/24 8:16 PM	2/9/24 9:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001473186	Dog Dog off leash	Phone	Attained - Case Closed	5/9/24 5:04 PM	5/9/24 5:36 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001628680	Dog	Phone	Attained - Case Closed	7/9/24 3:24 PM	7/9/24 3:36 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001247105	Other	Mobile App	Attained - Case Closed	2/19/24 11:50 AM	2/20/24 11:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001127265	Licence cancellation	Phone	Attained - Case Closed	1/4/24 4:14 PM	1/4/24 4:20 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002027830	Other	Phone	Attained - Case Closed	12/7/24 12:46 PM	12/7/24 1:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001342691	Dog Stray dog at large	Phone	Attained - Case Closed	3/20/24 4:02 PM	3/20/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001475022	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	5/10/24 2:21 PM	5/10/24 3:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001583556	Dog Dog off leash	Phone	Attained - Case Closed	6/23/24 12:05 PM	6/23/24 12:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390596	Dog Stray dog at large	WEB	Attained - Case Closed	4/6/24 11:23 AM	4/6/24 11:34 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001247541	Dog	Phone	Attained - Case Closed	2/19/24 5:22 PM	2/20/24 12:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001261466	Licence cancellation	WEB	Attained - Case Closed	2/27/24 9:34 AM	2/27/24 11:01 AM	DBL_Animal Services Administration
Animal Concern Case	201001900804	Dog Dog off leash	Mobile App	Attained - Case Closed	10/23/24 10:36 AM	10/23/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001198949	Dog Dog barking	WEB	Attained - Case Closed	1/26/24 11:00 PM	1/27/24 11:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001729915	Dog Dog barking	WEB	Attained - Case Closed	8/25/24 6:12 AM	8/25/24 10:48 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001352647	Licence cancellation	WEB	Attained - Case Closed	3/26/24 7:17 PM	3/27/24 8:59 AM	DBL_Animal Services Administration
Animal Concern Case	201002053025	Dog Dog off leash	Phone	Attained - Case Closed	12/15/24 12:58 PM	12/15/24 2:46 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001463406	Dog	WEB	Attained - Case Closed	5/5/24 2:33 PM	5/5/24 2:45 PM	DBL_Animal Services Administration
Lost Pets Case	201001463487	Dog	WEB	Attained - Case Closed	5/5/24 3:55 PM	5/5/24 4:00 PM	DBL_Animal Services Administration
Animal Concern Case	201001350573	Dog Dog barking	WEB	Attained - Case Closed	3/25/24 7:32 PM	3/26/24 9:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703831	Dog Dog barking	WEB	Attained - Case Closed	8/11/24 12:38 AM	8/11/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001172321	Dog Dog off leash	Phone	Attained - Case Closed	1/24/24 3:35 PM	1/24/24 3:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001172333	Dog Dog off leash	Phone	Attained - Case Closed	1/24/24 3:37 PM	1/24/24 3:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001149026	Dog Dog attacked by dog	WEB	Attained - Case Closed	1/15/24 9:48 PM	1/16/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001152581	Dog Dog off leash	Mobile App	Attained - Case Closed	1/17/24 10:50 AM	1/17/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001172852	Dog Dog waste not picked up	Phone	Attained - Case Closed	1/24/24 6:33 PM	1/25/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001247180	Dog Dog off leash	Phone	Missed - Case Closed	2/19/24 12:36 PM	2/20/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314015	Dog Stray dog at large	Phone	Attained - Case Closed	3/15/24 12:37 PM	3/15/24 12:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001336713	Dog Dog attacked by dog	Phone	Attained - Case Closed	3/18/24 9:23 AM	3/18/24 11:41 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001880757	Dog	Phone	Attained - Case Closed	10/10/24 2:02 PM	10/10/24 2:11 PM	DBL_Animal Services Administration
Animal Concern Case	201002051531	Dog Stray dog at large	Phone	Attained - Case Closed	12/13/24 8:24 PM	12/14/24 8:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001558227	Dog Dog off leash	Mobile App	Attained - Case Closed	6/11/24 11:06 AM	6/11/24 11:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002023107	Dog Human attacked by dog	WEB	Attained - Case Closed	12/5/24 10:26 AM	12/5/24 1:23 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001793907	Dog Holding stray	WEB	Attained - Case Closed	9/7/24 6:33 PM	9/8/24 9:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001131109	Dog Human attacked by dog	Phone	Attained - Case Closed	1/7/24 1:35 PM	1/7/24 1:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001503248	Dog Dog off leash	WEB	Attained - Case Closed	5/25/24 1:28 PM	5/25/24 1:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001892844	Dog Holding stray	Phone	Attained - Case Closed	10/18/24 12:28 PM	10/18/24 12:48 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001391393	Dog	Phone	Attained - Case Closed	4/7/24 11:23 AM	4/7/24 11:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001541431	Dog Dog off leash	Phone	Attained - Case Closed	6/3/24 4:09 PM	6/3/24 4:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001200512	Dog Human attacked by dog	Phone	Attained - Case Closed	1/28/24 1:59 PM	1/28/24 2:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001391093	Dog Holding stray	Phone	Attained - Case Closed	4/6/24 7:12 PM	4/7/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002062585	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	12/19/24 9:53 PM	12/20/24 11:04 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001259203	cat	Phone	Attained - Case Closed	2/26/24 11:01 AM	2/26/24 11:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001348907	Licence cancellation	WEB	Attained - Case Closed	3/25/24 10:12 AM	3/25/24 10:14 AM	DBL_Animal Services Administration
Animal Concern Case	201001232818	Other Other	Phone	Attained - Case Closed	2/11/24 12:54 PM	2/11/24 1:21 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001298372	By-laws	Mobile App	Attained - Case Closed	3/7/24 7:42 AM	3/11/24 9:08 AM	PR_PD_Park Improvements
Animal Services Inquiry Case	201001552424	Wildlife	Mobile App	Attained - Case Closed	6/7/24 6:55 PM	6/8/24 8:20 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001451334	By-laws	Mobile App	Attained - Case Closed	4/29/24 12:23 PM	4/29/24 12:47 PM	DBL_Animal Services Administration
Animal Concern Case	201001563392	Dog Stray dog at large	WEB	Attained - Case Closed	6/13/24 10:34 AM	6/13/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001550001	Dog Stray dog at large	Phone	Attained - Case Closed	6/6/24 7:05 PM	6/7/24 8:38 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001314179	Dog	Phone	Attained - Case Closed	3/15/24 1:25 PM	3/15/24 1:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001288267	Dog Dog barking	WEB	Attained - Case Closed	3/1/24 12:30 AM	3/1/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001340936	Dog Dog barking	WEB	Attained - Case Closed	3/19/24 11:02 PM	3/20/24 10:42 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001944742	Dog ownership	Phone	Attained - Case Closed	11/6/24 10:45 AM	11/6/24 10:50 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001698731	Dog ownership	Mobile App	Attained - Case Closed	8/8/24 10:55 AM	8/8/24 11:20 AM	DBL_Animal Services Administration
Animal Concern Case	201001671823	Dog Dog attacked by dog	WEB	Attained - Case Closed	7/25/24 10:32 AM	7/25/24 11:01 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001638748	Other	Phone	Attained - Case Closed	7/15/24 9:42 AM	7/15/24 10:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001246983	Licence cancellation	Phone	Attained - Case Closed	2/19/24 10:43 AM	2/20/24 10:43 AM	DBL_Animal Services Administration
Animal Concern Case	201001482360	Dog Stray dog at large	Phone	Attained - Case Closed	5/14/24 5:59 PM	5/14/24 6:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001812067	Dog Dog off leash	WEB	Attained - Case Closed	9/17/24 10:51 PM	9/18/24 9:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001972054	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/20/24 11:50 AM	11/20/24 4:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001289193	cat	WEB	Attained - Case Closed	3/1/24 12:30 PM	3/1/24 12:51 PM	DBL_Animal Services Administration
Lost Pets Case	201001145954	cat	WEB	Attained - Case Closed	1/14/24 6:54 PM	1/15/24 11:01 AM	DBL_Animal Services Administration
Lost Pets Case	201001782044	Dog	WEB	Attained - Case Closed	8/31/24 4:50 PM	8/31/24 5:20 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001782206	Other	Phone	Attained - Case Closed	8/31/24 8:27 PM	9/1/24 10:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001966617	Dog Stray dog at large	Phone	Attained - Case Closed	11/18/24 1:29 PM	11/18/24 2:00 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001613674	Dog	Phone	Attained - Case Closed	7/2/24 7:09 PM	7/3/24 9:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001448660	Dog Dog off leash	Mobile App	Attained - Case Closed	4/26/24 6:20 PM	4/27/24 10:10 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001146750	cat	Phone	Attained - Case Closed	1/15/24 10:42 AM	1/15/24 10:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001856094	Dog Other	Mobile App	Attained - Case Closed	9/26/24 12:31 AM	9/26/24 11:24 AM	311_Contact Centre
Animal Services Inquiry Case	201001455103	By-laws	WEB	Attained - Case Closed	4/30/24 6:52 PM	5/1/24 11:06 AM	DBL_Animal Services Administration
Animal Concern Case	201001806758	Dog Dog barking	WEB	Attained - Case Closed	9/14/24 5:50 PM	9/14/24 6:03 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001679593	Dog	Phone	Attained - Case Closed	7/29/24 2:05 PM	7/29/24 2:15 PM	DBL_Animal Services Administration
Lost Pets Case	201001884418	cat	Phone	Attained - Case Closed	10/13/24 12:31 PM	10/13/24 4:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001704574	Dog Dog barking	WEB	Attained - Case Closed	8/11/24 6:45 PM	8/12/24 9:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001717091	Dog Dog attacked by dog	WEB	Attained - Case Closed	8/17/24 11:51 AM	8/17/24 2:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001655567	Dog Other	WEB	Attained - Case Closed	7/22/24 7:11 PM	7/23/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001544530	Dog Stray dog at large	Phone	Attained - Case Closed	6/4/24 6:11 PM	6/4/24 6:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001885125	Dog Stray dog at large	Phone	Missed - Case Closed	10/14/24 12:21 PM	10/15/24 9:58 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001216904	Licence update	Phone	Attained - Case Closed	2/2/24 4:40 PM	2/2/24 4:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001463246	Other Holding stray	Phone	Attained - Case Closed	5/5/24 12:32 PM	5/5/24 12:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001683395	Dog Dog barking	Phone	Attained - Case Closed	7/31/24 8:53 AM	7/31/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002017704	Dog Dog attacked by dog	WEB	Attained - Case Closed	12/3/24 9:40 AM	12/3/24 10:15 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001216898	Licence update	Phone	Attained - Case Closed	2/2/24 4:37 PM	2/2/24 4:59 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001608267	Dog ownership	Chat	Attained - Case Closed	6/29/24 2:26 PM	6/29/24 4:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001623168	Dog Dog off leash	WEB	Attained - Case Closed	7/6/24 9:25 PM	7/7/24 11:02 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001604299	Other	Phone	Attained - Case Closed	6/27/24 3:00 PM	6/27/24 3:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001637397	Dog Dog attacked by dog	WEB	Attained - Case Closed	7/13/24 6:12 PM	7/14/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001379219	Dog Other	Phone	Missed - Case Closed	3/31/24 4:33 PM	4/2/24 7:47 AM	311_Contact Centre
Animal Services Inquiry Case	201001587008	Other	Phone	Attained - Case Closed	6/25/24 7:32 AM	6/25/24 8:12 AM	DBL_Animal Services Administration
Animal Concern Case	201001224836	Dog Dog off leash	Phone	Attained - Case Closed	2/7/24 8:18 AM	2/7/24 9:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001608644	Dog Dog off leash	WEB	Attained - Case Closed	6/30/24 7:05 AM	6/30/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001971449	Dog Other	WEB	Attained - Case Closed	11/20/24 9:31 AM	11/20/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001449162	Dog Dog off leash	Phone	Attained - Case Closed	4/27/24 1:02 PM	4/27/24 1:10 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001652810	Dog	Mobile App	Attained - Case Closed	7/21/24 6:26 PM	7/21/24 6:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417536	Dog off leash	Phone	Attained - Case Closed	4/21/24 5:44 PM	4/21/24 5:50 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001562655	Dog Human attacked by dog cat	Phone	Attained - Case Closed	6/12/24 7:30 PM	6/13/24 10:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001103681	Dog	Phone	Attained - Case Closed	1/3/24 12:15 PM	1/3/24 12:26 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001127586	Human attacked by dog Other	Mobile App	Attained - Case Closed	1/4/24 8:57 PM	1/5/24 10:13 AM	DBL_Animal Services Administration
Animal Concern Case	201001550747	Dog	Phone	Attained - Case Closed	6/7/24 10:21 AM	6/7/24 12:25 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001563332	Human attacked by dog Other	Phone	Attained - Case Closed	6/13/24 10:20 AM	6/13/24 10:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001607614	Dog	Phone	Attained - Case Closed	6/28/24 8:32 PM	6/29/24 10:46 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001936162	Human attacked by dog Other	Phone	Attained - Case Closed	11/1/24 9:25 AM	11/1/24 10:01 AM	DBL_Animal Services Administration
Lost Pets Case	201001452668	cat	WEB	Attained - Case Closed	4/29/24 6:44 PM	4/30/24 1:09 PM	DBL_Animal Services Administration
Lost Pets Case	201001608317	Dog	Phone	Attained - Case Closed	6/29/24 3:06 PM	6/29/24 3:54 PM	DBL_Animal Services Administration
Animal Concern Case	201001705328	Dog	Phone	Attained - Case Closed	8/12/24 10:25 AM	8/12/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001800226	Stray dog at large Dog	WEB	Attained - Case Closed	9/11/24 10:53 AM	9/11/24 11:37 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001263653	Dog attacked by dog Licence update	WEB	Attained - Case Closed	2/28/24 5:59 AM	2/28/24 8:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001714528	Dog	WEB	Attained - Case Closed	8/15/24 7:26 PM	8/16/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001232476	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	2/10/24 8:07 PM	2/11/24 8:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001232957	Dog off leash Dog	WEB	Attained - Case Closed	2/11/24 3:21 PM	2/11/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001258584	Dog waste not picked up Dog	Phone	Attained - Case Closed	2/26/24 8:31 AM	2/26/24 9:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001291221	Dog off leash Dog	Phone	Attained - Case Closed	3/3/24 10:44 AM	3/3/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001303804	Dog off leash Dog	Mobile App	Attained - Case Closed	3/10/24 4:56 PM	3/10/24 5:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001313211	Dog off leash Dog	Phone	Attained - Case Closed	3/15/24 8:55 AM	3/15/24 9:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001313214	Dog off leash Dog	Phone	Attained - Case Closed	3/15/24 8:57 AM	3/15/24 9:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001406792	Dog off leash Dog	Phone	Attained - Case Closed	4/15/24 4:24 PM	4/15/24 4:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001468848	Dog off leash Dog	Phone	Attained - Case Closed	5/8/24 8:50 AM	5/8/24 9:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001470359	Dog off leash Dog	Phone	Attained - Case Closed	5/8/24 3:01 PM	5/8/24 3:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001480248	Dog attacked by dog Dog	Phone	Attained - Case Closed	5/14/24 8:44 AM	5/14/24 8:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001490909	Dog off leash Dog	Mobile App	Attained - Case Closed	5/19/24 4:45 PM	5/19/24 5:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001504720	Dog off leash Dog	Phone	Attained - Case Closed	5/27/24 9:19 AM	5/27/24 9:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001554045	Dog off leash Aggressive dog poorly contained	WEB	Attained - Case Closed	6/9/24 2:20 PM	6/9/24 2:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001608062	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/29/24 12:15 PM	6/29/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626706	Dog off leash Dog	Phone	Attained - Case Closed	7/8/24 8:56 PM	7/9/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001706958	Dog off leash Dog	Phone	Attained - Case Closed	8/12/24 4:42 PM	8/12/24 5:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783150	Dog off leash Dog	Phone	Missed - Case Closed	9/2/24 9:43 AM	9/3/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001929848	Dog off leash Dog	Phone	Attained - Case Closed	10/29/24 8:19 AM	10/29/24 10:43 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001149963	Dog off leash Dog	Phone	Attained - Case Closed	1/16/24 11:25 AM	1/16/24 11:47 AM	DBL_Animal Services Administration
Animal Concern Case	201001196098	Dog Dog off leash	Mobile App	Attained - Case Closed	1/26/24 8:26 AM	1/26/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001698724	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/8/24 10:53 AM	8/8/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637482	Dog Human attacked by dog	Phone	Attained - Case Closed	7/13/24 8:47 PM	7/14/24 11:53 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001250057	By-laws	Mobile App	Attained - Case Closed	2/20/24 7:04 PM	2/21/24 8:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001807340	Dog Dog off leash	Phone	Attained - Case Closed	9/15/24 3:06 PM	9/15/24 3:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001891257	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	10/17/24 2:23 PM	10/17/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626702	Dog Dog off leash	Mobile App	Attained - Case Closed	7/8/24 8:50 PM	7/9/24 11:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001126971	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	1/4/24 3:10 PM	1/4/24 3:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378420	Dog Dog off leash	Phone	Attained - Case Closed	3/30/24 3:57 PM	3/30/24 5:13 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001145404	Other	Mobile App	Attained - Case Closed	1/14/24 10:45 AM	1/14/24 10:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001637728	Dog Dog off leash	Mobile App	Attained - Case Closed	7/14/24 10:18 AM	7/14/24 4:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001867965	Dog Human attacked by dog	WEB	Attained - Case Closed	10/3/24 12:11 PM	10/3/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001700445	Dog Dog off leash	Mobile App	Attained - Case Closed	8/8/24 8:10 PM	8/9/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001461078	Dog Other	Phone	Attained - Case Closed	5/3/24 1:19 PM	5/3/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002022221	Dog Human attacked by dog	WEB	Attained - Case Closed	12/4/24 5:26 PM	12/4/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001149075	Dog Dog barking	WEB	Attained - Case Closed	1/16/24 7:15 AM	1/16/24 11:09 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001409573	Other	Mobile App	Attained - Case Closed	4/17/24 8:00 AM	4/17/24 10:12 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001946287	Other	WEB	Attained - Case Closed	11/7/24 2:21 AM	11/7/24 8:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001623667	Dog Other	Phone	Attained - Case Closed	7/7/24 1:29 PM	7/7/24 1:49 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001624778	Other	Phone	Attained - Case Closed	7/8/24 10:41 AM	7/8/24 11:07 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001627801	Other	Phone	Attained - Case Closed	7/9/24 11:51 AM	7/9/24 12:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001885139	Dog Holding stray	Phone	Missed - Case Closed	10/14/24 12:31 PM	10/15/24 9:56 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001654156		WEB	Attained - Case Closed	7/22/24 12:46 PM	7/22/24 12:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001479623	Dog Holding stray	Phone	Attained - Case Closed	5/13/24 4:37 PM	5/13/24 4:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001509337	Dog Stray dog at large	Phone	Attained - Case Closed	5/28/24 3:25 PM	5/28/24 3:34 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001807372	cat	Phone	Attained - Case Closed	9/15/24 3:35 PM	9/15/24 3:52 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001636534	cat	WEB	Attained - Case Closed	7/12/24 10:52 PM	7/13/24 4:53 PM	DBL_Animal Services Administration
Animal Concern Case	201001727117	Dog	WEB	Attained - Case Closed	8/22/24 7:15 PM	8/23/24 8:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001867822	Aggressive dog poorly contained Dog Dog off leash	Mobile App	Attained - Case Closed	10/3/24 11:40 AM	10/3/24 11:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001618615	Dog Dog off leash	WEB	Attained - Case Closed	7/4/24 1:59 PM	7/4/24 2:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001617873	Dog Holding stray	Phone	Attained - Case Closed	7/4/24 11:26 AM	7/4/24 11:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001502228	Dog Dog off leash	Phone	Attained - Case Closed	5/24/24 3:33 PM	5/24/24 4:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387394	Dog Human attacked by dog	WEB	Attained - Case Closed	4/4/24 2:48 PM	4/4/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001561735	Dog Holding stray	Phone	Attained - Case Closed	6/12/24 1:42 PM	6/12/24 1:55 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001563446	Other	Phone	Attained - Case Closed	6/13/24 10:44 AM	6/13/24 10:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001818175	Dog Dog off leash	Phone	Attained - Case Closed	9/20/24 5:45 PM	9/20/24 6:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001786296	Dog Stray dog at large	Phone	Attained - Case Closed	9/4/24 8:09 AM	9/4/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001397635	Dog Stray dog at large	Phone	Attained - Case Closed	4/10/24 1:01 PM	4/10/24 1:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609877	Dog Dog waste not picked up	Phone	Missed - Case Closed	7/1/24 11:55 AM	7/3/24 8:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637749	Dog Human attacked by dog	Phone	Attained - Case Closed	7/14/24 10:33 AM	7/14/24 12:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001568960	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	6/16/24 6:02 AM	6/16/24 9:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001130748	Dog Stray dog at large	Phone	Attained - Case Closed	1/6/24 8:01 PM	1/7/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002010944	Dog Holding stray	Phone	Attained - Case Closed	11/29/24 8:30 AM	11/29/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001342939	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/20/24 6:12 PM	3/21/24 10:54 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001492909	Dog ownership	WEB	Attained - Case Closed	5/21/24 11:32 AM	5/21/24 11:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001643169	Dog Dog barking	Phone	Attained - Case Closed	7/16/24 5:22 PM	7/16/24 5:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001675601	Dog Dog barking	Phone	Attained - Case Closed	7/26/24 4:20 PM	7/26/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001477238	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	5/12/24 3:37 PM	5/12/24 3:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001296477	Dog Dog off leash	Phone	Attained - Case Closed	3/6/24 9:34 AM	3/6/24 9:43 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001504220	By-laws	WEB	Attained - Case Closed	5/26/24 4:32 PM	5/26/24 4:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001504420	Dog Dog waste not picked up	WEB	Attained - Case Closed	5/27/24 5:10 AM	5/27/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001296529	Dog Stray dog at large	Phone	Attained - Case Closed	3/6/24 9:49 AM	3/6/24 9:57 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001540972	cat	Phone	Attained - Case Closed	6/3/24 2:47 PM	6/3/24 2:56 PM	DBL_Animal Services Administration
Animal Concern Case	201001685996	Dog Dog off leash	Phone	Attained - Case Closed	8/1/24 9:46 AM	8/1/24 11:00 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001290428	Aggressive dog licence enquiry	Phone	Attained - Case Closed	3/2/24 9:42 AM	3/2/24 10:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001344713	Dog Dog off leash	Phone	Attained - Case Closed	3/21/24 4:28 PM	3/21/24 4:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001932646	Pet rabbit Other	Phone	Attained - Case Closed	10/30/24 11:22 AM	10/30/24 11:52 AM	311_Contact Centre
Animal Concern Case	201001608935	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/30/24 12:29 PM	6/30/24 12:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001237994	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/13/24 4:27 PM	2/14/24 8:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001500132	Dog Dog off leash	Phone	Attained - Case Closed	5/23/24 5:33 PM	5/23/24 5:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001729660	Dog Stray dog at large	Phone	Attained - Case Closed	8/24/24 4:37 PM	8/24/24 4:55 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001452288	Dog	Phone	Attained - Case Closed	4/29/24 3:56 PM	4/29/24 4:42 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001581672	Ticket	Phone	Attained - Case Closed	6/21/24 2:59 PM	6/21/24 3:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001965053	Dog Human attacked by dog	Phone	Attained - Case Closed	11/17/24 6:17 PM	11/18/24 1:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001677300	Dog Stray dog at large	Phone	Attained - Case Closed	7/28/24 11:02 AM	7/29/24 11:36 AM	311_Contact Centre
Animal Concern Case	201001704772	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/12/24 7:19 AM	8/12/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001892521	Dog Stray dog at large	Phone	Attained - Case Closed	10/18/24 11:10 AM	10/18/24 11:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001254226	Dog Other	Phone	Attained - Case Closed	2/22/24 3:17 PM	2/22/24 3:48 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001673808	Dog	Phone	Attained - Case Closed	7/26/24 8:36 AM	7/26/24 11:20 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001229064		Phone	Attained - Case Closed	2/8/24 4:13 PM	2/8/24 4:25 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001384374	cat	Phone	Attained - Case Closed	4/3/24 12:32 PM	4/3/24 12:38 PM	DBL_Animal Services Administration
Animal Concern Case	201002043359	Dog Dog barking	WEB	Attained - Case Closed	12/10/24 1:26 PM	12/10/24 3:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001983339	Dog Dog off leash	Mobile App	Attained - Case Closed	11/26/24 7:35 AM	11/26/24 11:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001388107	Dog Dog barking	WEB	Attained - Case Closed	4/4/24 10:20 PM	4/5/24 10:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001169956	Dog Dog barking	Phone	Attained - Case Closed	1/23/24 9:41 PM	1/24/24 9:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001079618	Dog Dog off leash	Phone	Missed - Case Closed	1/1/24 1:36 PM	1/2/24 1:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001206448	Dog Dog off leash	Phone	Attained - Case Closed	1/30/24 1:52 PM	1/30/24 2:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001212034	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/1/24 11:19 AM	2/1/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001354127	Dog Dog off leash	Phone	Attained - Case Closed	3/27/24 2:31 PM	3/27/24 2:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001380377	Dog Dog off leash	Phone	Missed - Case Closed	4/1/24 2:44 PM	4/2/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001423420	Dog Dog off leash	Phone	Attained - Case Closed	4/24/24 12:01 PM	4/24/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001467300	Dog Holding stray	Phone	Attained - Case Closed	5/7/24 12:20 PM	5/7/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001500312	Dog Dog attacked by dog	WEB	Attained - Case Closed	5/23/24 8:34 PM	5/24/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001563463	Dog Stray dog at large	Phone	Attained - Case Closed	6/13/24 10:49 AM	6/13/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001620379	Dog Dog off leash	Phone	Attained - Case Closed	7/5/24 10:51 AM	7/5/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001630317	Dog Other	Phone	Attained - Case Closed	7/10/24 11:29 AM	7/10/24 11:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637724	Dog Human attacked by dog	Phone	Attained - Case Closed	7/14/24 10:13 AM	7/14/24 12:06 PM	DBL_Animal Services Dispatch



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001813271	Dog	Social Media	Attained - Case Closed	9/18/24 1:27 PM	9/18/24 1:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001814152	Dog off leash	Phone	Attained - Case Closed	9/18/24 8:00 PM	9/19/24 9:57 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001818036	Dog	Phone	Attained - Case Closed	9/20/24 4:25 PM	9/20/24 5:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001818168	Dog	Phone	Attained - Case Closed	9/20/24 5:38 PM	9/20/24 6:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001884464	Human attacked by dog	Phone	Attained - Case Closed	10/13/24 1:20 PM	10/13/24 1:33 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001940640	Dog	Phone	Attained - Case Closed	11/4/24 12:26 PM	11/4/24 12:57 PM	DBL_Animal Services Administration
Animal Concern Case	201002020490	Dog	Phone	Attained - Case Closed	12/4/24 10:08 AM	12/4/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001471713	Dog off leash	Mobile App	Attained - Case Closed	5/9/24 10:56 AM	5/9/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001169886	Dog	WEB	Attained - Case Closed	1/23/24 8:42 PM	1/24/24 9:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001536226	Aggressive dog poorly contained	WEB	Attained - Case Closed	5/31/24 1:46 PM	5/31/24 2:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001257722	Dog barking	WEB	Attained - Case Closed	2/24/24 9:52 PM	2/25/24 8:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001391876	Dog barking	WEB	Attained - Case Closed	4/7/24 10:31 PM	4/8/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001692293	Dog	Phone	Missed - Case Closed	8/5/24 12:41 PM	8/6/24 11:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001688056	Human attacked by dog	Mobile App	Attained - Case Closed	8/2/24 8:52 AM	8/2/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001722667	Dog Other	WEB	Attained - Case Closed	8/20/24 4:02 PM	8/20/24 4:33 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001652879	Dog off leash cat	WEB	Attained - Case Closed	7/21/24 8:12 PM	7/22/24 10:09 AM	DBL_Animal Services Administration
Lost Pets Case	201001871235	Dog	WEB	Attained - Case Closed	10/4/24 9:37 PM	10/5/24 11:53 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001659780	Other	Phone	Attained - Case Closed	7/24/24 12:40 PM	7/24/24 12:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001687698	Dog	Phone	Attained - Case Closed	8/1/24 6:55 PM	8/2/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001886269	Aggressive dog poorly contained	Phone	Attained - Case Closed	10/15/24 11:15 AM	10/15/24 11:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001952331	Dog off leash	Mobile App	Attained - Case Closed	11/10/24 3:47 PM	11/10/24 4:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001636653	Stray dog at large	Mobile App	Attained - Case Closed	7/13/24 9:03 AM	7/13/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783891	Dog	Phone	Attained - Case Closed	9/2/24 9:08 PM	9/3/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001562770	Aggressive dog poorly contained	WEB	Attained - Case Closed	6/12/24 9:15 PM	6/13/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001569337	Dog	Phone	Attained - Case Closed	6/16/24 3:32 PM	6/16/24 3:42 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001138878	Dog off leash	Phone	Attained - Case Closed	1/10/24 3:15 PM	1/10/24 3:30 PM	DBL_Animal Services Administration
Lost Pets Case	201001390078	Dog	Phone	Attained - Case Closed	4/5/24 5:11 PM	4/5/24 5:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001636932	Dog	Phone	Attained - Case Closed	7/13/24 11:55 AM	7/13/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001896830	Dog barking	Phone	Attained - Case Closed	10/21/24 12:39 PM	10/21/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001403003	Stray dog at large	WEB	Attained - Case Closed	4/12/24 11:45 PM	4/13/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001538165	Dog	WEB	Attained - Case Closed	6/2/24 2:00 AM	6/2/24 9:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001538166	Dog barking	WEB	Attained - Case Closed	6/2/24 2:01 AM	6/2/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001404006	Dog off leash	WEB	Attained - Case Closed	4/13/24 10:42 PM	4/14/24 10:58 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001240194	Dog barking	Phone	Attained - Case Closed	2/14/24 3:17 PM	2/14/24 3:20 PM	DBL_Animal Services Administration
Lost Pets Case	201001499982	Licence cancellation	WEB	Attained - Case Closed	5/23/24 4:29 PM	5/23/24 4:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001340220	Dog	WEB	Attained - Case Closed	3/19/24 2:43 PM	3/19/24 3:04 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001411246	Dog barking Other	Mobile App	Attained - Case Closed	4/17/24 3:25 PM	4/17/24 4:32 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001538416	Dog	Phone	Attained - Case Closed	6/2/24 12:08 PM	6/2/24 12:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001336203	Other	Phone	Attained - Case Closed	3/17/24 3:08 PM	3/17/24 3:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001809442	Holding stray	Phone	Attained - Case Closed	9/16/24 3:48 PM	9/16/24 4:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001481102	Dog	Phone	Attained - Case Closed	5/14/24 12:01 PM	5/14/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001388080	Dog off leash	Mobile App	Attained - Case Closed	5/14/24 12:01 PM	5/14/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001388080	Dog	WEB	Attained - Case Closed	4/4/24 9:08 PM	4/5/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001616867	Dog barking	WEB	Attained - Case Closed	7/3/24 8:17 PM	7/4/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001172290	Dog off leash	WEB	Attained - Case Closed	1/24/24 3:31 PM	1/29/24 11:23 AM	PR_PD_Park Improvements
Animal Concern Case	201001376877	Dog	WEB	Missed - Case Closed	1/24/24 3:31 PM	1/29/24 11:23 AM	PR_PD_Park Improvements
Animal Concern Case	201001376877	Dog off leash	Phone	Missed - Case Closed	3/29/24 8:13 AM	3/30/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002051540	Stray dog at large	Phone	Missed - Case Closed	3/29/24 8:13 AM	3/30/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002051540	Dog	Phone	Attained - Case Closed	12/13/24 8:45 PM	12/14/24 8:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001636689	Stray dog at large	Mobile App	Attained - Case Closed	7/13/24 9:35 AM	7/13/24 1:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001151632	Dog	Mobile App	Attained - Case Closed	7/13/24 9:35 AM	7/13/24 1:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001637687	Dog off leash	Mobile App	Attained - Case Closed	1/16/24 6:19 PM	1/17/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637687	Dog barking	Phone	Attained - Case Closed	1/16/24 6:19 PM	1/17/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001899112	Dog	Phone	Attained - Case Closed	7/14/24 9:43 AM	7/14/24 11:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001899112	Dog off leash	Phone	Attained - Case Closed	10/22/24 12:45 PM	10/22/24 1:11 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001660861	Aggressive dog poorly contained	Mobile App	Attained - Case Closed	10/22/24 12:45 PM	10/22/24 1:11 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001660861	Wildlife	Mobile App	Attained - Case Closed	7/24/24 5:04 PM	7/25/24 6:53 AM	311_Contact Centre
Animal Concern Case	201001683311	Dog	Phone	Attained - Case Closed	7/24/24 5:04 PM	7/25/24 6:53 AM	311_Contact Centre
Animal Concern Case	201001683311	Aggressive dog poorly contained	Phone	Attained - Case Closed	7/31/24 8:19 AM	7/31/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001923522	Dog	Phone	Attained - Case Closed	10/24/24 1:34 PM	10/24/24 1:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001212011	Holding stray	Phone	Attained - Case Closed	10/24/24 1:34 PM	10/24/24 1:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001212011	Dog	Phone	Attained - Case Closed	2/1/24 11:14 AM	2/1/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001801610	Dog barking	Mobile App	Attained - Case Closed	2/1/24 11:14 AM	2/1/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001811704	Dog off leash	Mobile App	Attained - Case Closed	9/11/24 6:09 PM	9/11/24 6:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001811704	Dog	WEB	Attained - Case Closed	9/11/24 6:09 PM	9/11/24 6:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390667	Dog off leash	WEB	Attained - Case Closed	9/17/24 4:17 PM	9/17/24 4:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390667	Dog	Phone	Attained - Case Closed	4/6/24 12:22 PM	4/6/24 12:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001142132	Stray dog at large	Phone	Attained - Case Closed	4/6/24 12:22 PM	4/6/24 12:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001142132	Dog	Mobile App	Attained - Case Closed	1/12/24 6:47 AM	1/12/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001142133	Aggressive dog poorly contained	Mobile App	Attained - Case Closed	1/12/24 6:47 AM	1/12/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001142133	Dog	Mobile App	Attained - Case Closed	1/12/24 6:52 AM	1/12/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001142134	Dog barking	Mobile App	Attained - Case Closed	1/12/24 6:52 AM	1/12/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001142134	Dog	Mobile App	Attained - Case Closed	1/12/24 6:56 AM	1/12/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001157407	Dog off leash	Phone	Attained - Case Closed	1/12/24 6:56 AM	1/12/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001157407	Dog	Phone	Attained - Case Closed	1/19/24 9:34 AM	1/19/24 3:27 PM	311_Contact Centre
Animal Concern Case	201001157407	Dog off leash	Phone	Attained - Case Closed	1/19/24 9:34 AM	1/19/24 3:27 PM	311_Contact Centre

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001212425	Dog	WEB	Attained - Case Closed	2/1/24 12:26 PM	2/1/24 1:31 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001258445	Dog barking	Phone	Attained - Case Closed	2/25/24 9:52 PM	2/26/24 9:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001301517	Dog	Phone	Attained - Case Closed	3/8/24 12:58 PM	3/8/24 1:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001301808	Dog off leash	Phone	Attained - Case Closed	3/8/24 2:10 PM	3/8/24 3:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001346903	Dog waste not picked up	Phone	Attained - Case Closed	3/22/24 8:33 PM	3/23/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378444	Dog Holding stray	Phone	Attained - Case Closed	3/30/24 4:20 PM	3/30/24 4:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001380364	Dog	Phone	Missed - Case Closed	4/1/24 2:39 PM	4/2/24 11:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001395193	Dog off leash	Phone	Attained - Case Closed	4/9/24 12:31 PM	4/9/24 12:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001402599	Dog	Phone	Attained - Case Closed	4/12/24 4:17 PM	4/12/24 4:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001410399	Dog off leash	Phone	Attained - Case Closed	4/17/24 11:44 AM	4/17/24 12:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001410687	Dog	Phone	Attained - Case Closed	4/17/24 1:02 PM	4/17/24 1:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001422940	Aggressive dog poorly contained	Phone	Attained - Case Closed	4/24/24 10:02 AM	4/24/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001468562	Dog	Phone	Attained - Case Closed	5/7/24 8:30 PM	5/8/24 9:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001468575	Dog off leash	Mobile App	Attained - Case Closed	5/7/24 8:42 PM	5/8/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001482652	Dog	Phone	Attained - Case Closed	5/15/24 7:52 AM	5/15/24 8:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001482664	Dog barking	Mobile App	Attained - Case Closed	5/15/24 7:59 AM	5/15/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001484921	Dog	Mobile App	Attained - Case Closed	5/16/24 6:40 AM	5/16/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001490315	Aggressive dog poorly contained	Phone	Attained - Case Closed	5/18/24 9:23 PM	5/19/24 9:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001550154	Dog	WEB	Attained - Case Closed	6/6/24 10:31 PM	6/7/24 11:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001561939	Dog off leash	Mobile App	Attained - Case Closed	6/12/24 2:33 PM	6/12/24 2:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001580748	Dog	Phone	Attained - Case Closed	6/21/24 11:17 AM	6/21/24 2:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001655308	Other	Phone	Attained - Case Closed	7/22/24 4:52 PM	7/22/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001716637	Pet reptile	Mobile App	Attained - Case Closed	8/16/24 7:43 PM	8/17/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001788191	Dog	Mobile App	Attained - Case Closed	9/4/24 6:43 PM	9/5/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001794260	Dog off leash	Phone	Attained - Case Closed	9/8/24 10:41 AM	9/8/24 11:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001806736	Dog	Mobile App	Attained - Case Closed	9/14/24 5:22 PM	9/14/24 5:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001822036	Dog off leash	WEB	Attained - Case Closed	9/23/24 9:26 PM	9/24/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001857979	Dog barking	WEB	Attained - Case Closed	9/26/24 7:34 PM	9/27/24 1:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001970714	Dog barking	WEB	Attained - Case Closed	11/19/24 6:53 PM	11/20/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002059832	Dog	Phone	Attained - Case Closed	12/18/24 3:08 PM	12/18/24 5:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378632	Dog waste not picked up	WEB	Attained - Case Closed	3/31/24 1:06 AM	3/31/24 11:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001449909	Dog barking	Phone	Attained - Case Closed	4/28/24 2:21 PM	4/28/24 2:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001468172	Stray dog at large	Mobile App	Attained - Case Closed	5/7/24 3:56 PM	5/7/24 4:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001650128	Dog	Phone	Attained - Case Closed	7/19/24 2:38 PM	7/19/24 3:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001875950	Dog off leash	Phone	Attained - Case Closed	10/8/24 11:14 AM	10/8/24 11:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001632151	Dog	Mobile App	Attained - Case Closed	7/11/24 8:32 AM	7/11/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001457235	Dog off leash	WEB	Attained - Case Closed	5/1/24 5:42 PM	5/1/24 5:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001544767	Dog	Phone	Attained - Case Closed	6/4/24 9:40 PM	6/5/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001722150	Dog off leash	Mobile App	Attained - Case Closed	8/20/24 1:36 PM	8/20/24 1:54 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002028108	Wildlife	Mobile App	Attained - Case Closed	12/7/24 3:50 PM	12/7/24 5:37 PM	311_Contact Centre
Animal Concern Case	201001295802	Dog	Phone	Attained - Case Closed	3/5/24 4:08 PM	3/5/24 4:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378105	Aggressive dog poorly contained	WEB	Attained - Case Closed	3/30/24 11:40 AM	3/30/24 11:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001682445	Other	Mobile App	Attained - Case Closed	7/30/24 2:54 PM	7/30/24 3:15 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001610116	Dog waste not picked up	WEB	Missed - Case Closed	7/1/24 2:14 PM	7/3/24 8:52 AM	DBL_Animal Services Administration
Lost Pets Case	201001892652	Dog	Phone	Attained - Case Closed	10/18/24 11:38 AM	10/18/24 11:42 AM	DBL_Animal Services Administration
Animal Concern Case	201001704631	Dog	Mobile App	Attained - Case Closed	8/11/24 7:53 PM	8/12/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002053403	Dog off leash	WEB	Attained - Case Closed	12/15/24 10:05 PM	12/16/24 9:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002053405	Human attacked by dog	WEB	Attained - Case Closed	12/15/24 10:10 PM	12/16/24 9:23 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001375248	Human attacked by dog	WEB	Attained - Case Closed	3/28/24 10:08 AM	3/28/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001259960	cat	WEB	Attained - Case Closed	2/26/24 1:33 PM	2/26/24 2:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001391061	Licence update	Phone	Attained - Case Closed	4/6/24 6:08 PM	4/7/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001231690	Dog	Phone	Attained - Case Closed	2/9/24 9:24 PM	2/10/24 9:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001724195	Stray dog at large	Mobile App	Attained - Case Closed	8/21/24 1:28 PM	8/21/24 1:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001860095	Dog off leash	Phone	Attained - Case Closed	9/28/24 10:57 AM	9/28/24 11:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001632077	Dog	Mobile App	Attained - Case Closed	7/11/24 7:34 AM	7/11/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001651310	Chicken	WEB	Attained - Case Closed	7/20/24 10:56 AM	7/20/24 2:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001658596	Chicken noise	Mobile App	Attained - Case Closed	7/24/24 6:05 AM	7/24/24 10:14 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001227362	Other	Phone	Attained - Case Closed	2/8/24 9:06 AM	2/8/24 10:11 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001505252	Replacement tag	Phone	Attained - Case Closed	5/27/24 11:08 AM	5/27/24 11:30 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001958801	cat	Phone	Attained - Case Closed	11/14/24 8:37 AM	11/14/24 11:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001496664	Other	Phone	Attained - Case Closed	5/22/24 2:02 PM	5/22/24 2:20 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001336324	Dog	Phone	Attained - Case Closed	3/17/24 5:54 PM	3/17/24 6:00 PM	DBL_Animal Services Administration
Lost Pets Case	201001411719	Dog	Phone	Attained - Case Closed	4/17/24 7:22 PM	4/18/24 10:52 AM	DBL_Animal Services Administration
Lost Pets Case	201001484121	cat	Phone	Attained - Case Closed	5/15/24 2:33 PM	5/15/24 2:52 PM	DBL_Animal Services Administration
Lost Pets Case	201001506083	Dog	WEB	Attained - Case Closed	5/27/24 1:56 PM	5/27/24 2:11 PM	DBL_Animal Services Administration
Lost Pets Case	201001509221	Dog	Phone	Attained - Case Closed	5/28/24 2:57 PM	5/28/24 2:59 PM	DBL_Animal Services Administration
Lost Pets Case	201001509246	cat	Phone	Attained - Case Closed	5/28/24 3:04 PM	5/28/24 5:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001640865	Dog Other	WEB	Attained - Case Closed	7/15/24 8:51 PM	7/16/24 1:28 PM	311_Contact Centre - General Feedback
Dog Licence Case	201001257750	Licence cancellation	WEB	Attained - Case Closed	2/25/24 6:43 AM	2/25/24 8:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001652388	Chicken Chicken noise	Mobile App	Attained - Case Closed	7/21/24 11:52 AM	7/21/24 1:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390017	Dog Dog off leash	Phone	Attained - Case Closed	4/5/24 4:43 PM	4/5/24 4:54 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001257751	Licence cancellation	WEB	Attained - Case Closed	2/25/24 6:46 AM	2/25/24 8:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001195784	Dog Dog off leash	Mobile App	Attained - Case Closed	1/25/24 5:50 PM	1/25/24 5:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001451929	Dog Human attacked by dog	Phone	Attained - Case Closed	4/29/24 2:21 PM	4/29/24 2:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001458598	Dog Holding stray	Phone	Attained - Case Closed	5/2/24 12:18 PM	5/2/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001477397	Dog Dog barking	WEB	Attained - Case Closed	5/12/24 6:48 PM	5/13/24 9:41 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001395997	Dog ownership	Phone	Attained - Case Closed	4/9/24 3:55 PM	4/9/24 3:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001691114	Dog Dog attacked by dog	WEB	Attained - Case Closed	8/4/24 10:27 AM	8/4/24 12:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001454482	Dog Other	Phone	Attained - Case Closed	4/30/24 2:44 PM	4/30/24 3:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001490888	Dog Dog barking	WEB	Attained - Case Closed	5/19/24 4:22 PM	5/19/24 4:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002047924	Chicken Chicken noise	WEB	Attained - Case Closed	12/12/24 11:00 AM	12/12/24 11:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002066670	Chicken Chicken noise	WEB	Attained - Case Closed	12/23/24 10:56 AM	12/23/24 11:59 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001720878	Dog Dog barking	WEB	Attained - Case Closed	8/20/24 7:37 AM	8/20/24 10:36 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001311449	By-laws	Mobile App	Attained - Case Closed	3/14/24 11:05 AM	3/14/24 11:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001136601	Licence cancellation	Phone	Attained - Case Closed	1/9/24 4:12 PM	1/9/24 4:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001232648	Licence cancellation	WEB	Attained - Case Closed	2/11/24 9:53 AM	2/11/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001825831	Dog Other	Mobile App	Attained - Case Closed	9/25/24 5:07 PM	9/26/24 9:32 AM	311_Contact Centre
Lost Pets Case	201001245438	Dog	WEB	Attained - Case Closed	2/17/24 12:03 AM	2/17/24 9:39 AM	DBL_Animal Services Administration
Lost Pets Case	201001971032	Dog	WEB	Attained - Case Closed	11/19/24 11:48 PM	11/20/24 10:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001451333	Dog Holding stray	Phone	Attained - Case Closed	4/29/24 12:23 PM	4/29/24 12:36 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001251507	Licence update	WEB	Attained - Case Closed	2/21/24 1:56 PM	2/21/24 2:11 PM	DBL_Animal Services Administration
Lost Pets Case	201001964367	cat	WEB	Attained - Case Closed	11/16/24 8:33 PM	11/17/24 10:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001265903	Licence cancellation	WEB	Attained - Case Closed	2/28/24 6:21 PM	2/28/24 6:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001860603	Dog Dog attacked by dog	Phone	Attained - Case Closed	9/28/24 8:30 PM	9/29/24 11:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001861160	Dog Dog off leash	Phone	Attained - Case Closed	9/29/24 5:00 PM	9/29/24 5:30 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001138779	Licence cancellation	Phone	Attained - Case Closed	1/10/24 2:52 PM	1/10/24 3:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001816343	Dog Stray dog at large	WEB	Attained - Case Closed	9/19/24 9:01 PM	9/20/24 10:20 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002022999	Rabbit	WEB	Attained - Case Closed	12/5/24 10:01 AM	12/5/24 10:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001709959	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/14/24 8:09 AM	8/14/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001621987	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/5/24 8:31 PM	7/6/24 9:31 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001651739	Other	Phone	Attained - Case Closed	7/20/24 3:10 PM	7/20/24 3:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001172189	Chicken Other	WEB	Attained - Case Closed	1/24/24 3:13 PM	1/24/24 3:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001645674	Dog Dog off leash	Mobile App	Attained - Case Closed	7/17/24 5:43 PM	7/17/24 5:47 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001142540	Licence cancellation	Phone	Attained - Case Closed	1/12/24 9:58 AM	1/12/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001313056	Licence update	WEB	Attained - Case Closed	3/15/24 12:15 AM	3/15/24 10:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001352763	Licence cancellation	WEB	Attained - Case Closed	3/27/24 3:30 AM	3/27/24 8:57 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001401494	Other	Phone	Attained - Case Closed	4/12/24 11:25 AM	4/12/24 11:45 AM	DBL_Animal Services Administration
Animal Concern Case	201001408245	Dog Human attacked by dog	Phone	Attained - Case Closed	4/16/24 12:38 PM	4/16/24 1:00 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001558669		Phone	Attained - Case Closed	6/11/24 12:38 PM	6/11/24 12:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001412149	Dog Stray dog at large	Phone	Attained - Case Closed	4/18/24 9:38 AM	4/18/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001553872	Dog Human attacked by dog	WEB	Attained - Case Closed	6/9/24 11:35 AM	6/9/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001867646	Dog Dog off leash	Mobile App	Attained - Case Closed	10/3/24 10:58 AM	10/3/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001349046	Dog Other	Phone	Attained - Case Closed	3/25/24 10:50 AM	3/25/24 10:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001384574	Dog Dog off leash	Phone	Attained - Case Closed	4/3/24 1:14 PM	4/3/24 1:21 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001305825	Dog	Phone	Attained - Case Closed	3/11/24 4:19 PM	3/11/24 4:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001127210	Dog Other	Phone	Attained - Case Closed	1/4/24 4:02 PM	1/4/24 4:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257265	Dog Dog attacked by dog	WEB	Attained - Case Closed	2/24/24 12:00 PM	2/24/24 12:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257271	Dog Dog attacked by dog	Phone	Attained - Case Closed	2/24/24 12:04 PM	2/24/24 12:10 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001398298	Dog	Phone	Attained - Case Closed	4/10/24 4:13 PM	4/10/24 4:27 PM	DBL_Animal Services Administration
Animal Concern Case	201002025993	Dog Dog attacked by dog	Phone	Attained - Case Closed	12/6/24 11:26 AM	12/6/24 1:03 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001712229	cat	WEB	Attained - Case Closed	8/14/24 7:44 PM	8/15/24 12:34 PM	DBL_Animal Services Administration
Animal Concern Case	201001242175	Dog Dog barking	Phone	Attained - Case Closed	2/15/24 1:34 PM	2/15/24 2:21 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001349488	Licence update	Phone	Attained - Case Closed	3/25/24 12:42 PM	3/25/24 12:43 PM	DBL_Animal Services Administration
Lost Pets Case	201001883766	Dog	WEB	Attained - Case Closed	10/12/24 1:00 PM	10/12/24 1:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001716778	Dog Holding stray	WEB	Attained - Case Closed	8/17/24 8:33 AM	8/17/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001607671	Dog Dog barking	Mobile App	Attained - Case Closed	6/28/24 10:11 PM	6/30/24 7:40 AM	311_Contact Centre - General Feedback
Feeding Wildlife Case	201001290408		WEB	Attained - Case Closed	3/2/24 9:30 AM	3/2/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001584989	Dog Human attacked by dog	WEB	Attained - Case Closed	6/24/24 11:19 AM	6/24/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001130404	Dog Human attacked by dog	Phone	Attained - Case Closed	1/6/24 1:44 PM	1/6/24 3:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462661	Dog Dog attacked by dog	Phone	Attained - Case Closed	5/4/24 2:58 PM	5/4/24 3:54 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001310058	Dog ownership	WEB	Attained - Case Closed	3/13/24 2:55 PM	3/13/24 3:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001637928	Dog Stray dog at large	Phone	Attained - Case Closed	7/14/24 1:05 PM	7/14/24 1:09 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001885022	cat	Phone	Attained - Case Closed	10/14/24 11:04 AM	10/15/24 10:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001938908	Dog Stray dog at large	Phone	Attained - Case Closed	11/3/24 11:32 AM	11/3/24 11:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001972519	Dog Dog off leash	WEB	Attained - Case Closed	11/20/24 1:15 PM	11/20/24 5:31 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001971031	Dog	WEB	Attained - Case Closed	11/19/24 11:42 PM	11/20/24 10:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001352250	Licence update	WEB	Attained - Case Closed	3/26/24 3:47 PM	3/26/24 3:57 PM	DBL_Animal Services Administration
Lost Pets Case	201001306956	cat	WEB	Attained - Case Closed	3/12/24 11:15 AM	3/12/24 11:32 AM	DBL_Animal Services Administration
Animal Concern Case	201001296869	Dog Stray dog at large	Phone	Attained - Case Closed	3/6/24 11:12 AM	3/6/24 11:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001683040	Dog Human attacked by dog	Phone	Attained - Case Closed	7/30/24 6:52 PM	7/31/24 9:11 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001224457	Dog ownership	Phone	Attained - Case Closed	2/6/24 5:36 PM	2/6/24 6:04 PM	DBL_Animal Services Administration
Lost Pets Case	201002069443	Dog	WEB	Missed - Case Closed	12/24/24 8:49 PM	12/27/24 11:07 AM	DBL_Animal Services Administration
Animal Concern Case	201001782835	Dog Dog off leash	Mobile App	Attained - Case Closed	9/1/24 5:12 PM	9/1/24 5:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001566491	Dog Human attacked by dog	Phone	Attained - Case Closed	6/14/24 12:15 PM	6/14/24 1:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001782175	Dog	Phone	Attained - Case Closed	8/31/24 7:44 PM	9/1/24 11:02 AM	DBL_Animal Services Administration
Lost Pets Case	201001806877	cat	WEB	Attained - Case Closed	9/14/24 9:05 PM	9/15/24 11:13 AM	DBL_Animal Services Administration
Animal Concern Case	201001451196	Dog Dog off leash	Phone	Attained - Case Closed	4/29/24 11:51 AM	4/29/24 12:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001552596	Dog Human attacked by dog	Mobile App	Attained - Case Closed	6/7/24 11:18 PM	6/8/24 9:24 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001576095	Other	Mobile App	Attained - Case Closed	6/19/24 1:25 PM	6/19/24 1:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001633449	Dog Dog off leash	Phone	Attained - Case Closed	7/11/24 1:34 PM	7/11/24 1:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001730164	Dog Dog off leash	Phone	Attained - Case Closed	8/25/24 12:31 PM	8/25/24 12:35 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001137372	Replacement tag	Phone	Attained - Case Closed	1/10/24 9:32 AM	1/10/24 9:59 AM	DBL_Animal Services Administration
Animal Concern Case	201001225738	Dog Dog off leash	Phone	Attained - Case Closed	2/7/24 12:10 PM	2/7/24 12:15 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001225748	Licence cancellation	Phone	Attained - Case Closed	2/7/24 12:13 PM	2/7/24 12:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001544782	Dog Dog off leash	WEB	Attained - Case Closed	6/4/24 10:20 PM	6/5/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001104979	Dog Dog barking	WEB	Attained - Case Closed	1/3/24 5:08 PM	1/3/24 5:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001227270	Dog Dog barking	Phone	Attained - Case Closed	2/8/24 8:23 AM	2/8/24 8:40 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001568172		WEB	Attained - Case Closed	6/15/24 10:29 AM	6/15/24 11:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001682426	Dog Dog waste not picked up	Mobile App	Attained - Case Closed	7/30/24 2:50 PM	7/30/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001539099	Dog Dog barking	WEB	Attained - Case Closed	6/3/24 8:36 AM	6/3/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001791623	Dog Dog off leash	WEB	Attained - Case Closed	9/6/24 11:45 AM	9/6/24 3:14 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001551747	Dog	Phone	Attained - Case Closed	6/7/24 2:15 PM	6/7/24 2:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001859758	Dog Stray dog at large	Phone	Attained - Case Closed	9/27/24 6:51 PM	9/28/24 10:37 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001195896	Licence update	WEB	Attained - Case Closed	1/25/24 7:46 PM	1/26/24 10:13 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001449145	Other	Phone	Attained - Case Closed	4/27/24 12:55 PM	4/27/24 1:04 PM	DBL_Animal Services Administration
Animal Concern Case	201001627230	Dog Dog off leash	Mobile App	Attained - Case Closed	7/9/24 9:43 AM	7/9/24 11:57 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001737154	Dog	Phone	Attained - Case Closed	8/28/24 5:13 PM	8/28/24 5:43 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001797153	Other	Phone	Attained - Case Closed	9/9/24 7:57 PM	9/10/24 11:06 AM	DBL_Animal Services Administration
Animal Concern Case	201002053563	Dog Dog off leash	WEB	Attained - Case Closed	12/16/24 8:50 AM	12/16/24 9:10 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001410230	Dog	Phone	Attained - Case Closed	4/17/24 11:05 AM	4/17/24 11:46 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001420663	By-laws	Phone	Attained - Case Closed	4/23/24 10:16 AM	4/23/24 10:45 AM	DBL_Animal Services Administration
Animal Concern Case	201001869011	Dog Dog off leash	WEB	Attained - Case Closed	10/3/24 5:35 PM	10/3/24 5:49 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001200737	Dog	WEB	Attained - Case Closed	1/28/24 4:37 PM	1/28/24 4:42 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001566783	Wildlife	Mobile App	Attained - Case Closed	6/14/24 1:18 PM	6/15/24 7:15 AM	311_Contact Centre - General Feedback
Lost Pets Case	201001823407	cat	Phone	Attained - Case Closed	9/24/24 2:19 PM	9/24/24 3:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001563101	Dog Dog off leash	Phone	Attained - Case Closed	6/13/24 9:21 AM	6/13/24 9:56 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001313208	Licence update	Phone	Attained - Case Closed	3/15/24 8:54 AM	3/15/24 10:23 AM	DBL_Animal Services Administration
Animal Concern Case	201001391246	Dog Other	Phone	Attained - Case Closed	4/7/24 9:05 AM	4/7/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001613768	Dog Dog attacked by dog	WEB	Attained - Case Closed	7/2/24 8:23 PM	7/3/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001967726	Dog Dog off leash	Mobile App	Attained - Case Closed	11/18/24 6:40 PM	11/19/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001872170	Dog Dog barking	WEB	Attained - Case Closed	10/6/24 12:35 AM	10/6/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002074923	Dog Other	Phone	Attained - Case Closed	12/30/24 1:30 PM	12/30/24 1:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001550954	Dog Dog off leash	Phone	Attained - Case Closed	6/7/24 11:01 AM	6/7/24 2:00 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001623709	Dog	Phone	Attained - Case Closed	7/7/24 2:08 PM	7/7/24 2:16 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001623858	Dog off leash By-laws	Mobile App	Attained - Case Closed	7/7/24 4:19 PM	7/7/24 4:28 PM	DBL_Animal Services Administration
Animal Concern Case	201001623863	Dog	Phone	Attained - Case Closed	7/7/24 4:24 PM	7/7/24 4:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001646513	Dog off leash	Phone	Attained - Case Closed	7/18/24 10:10 AM	7/18/24 12:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001691911	Dog	Phone	Missed - Case Closed	8/5/24 9:18 AM	8/6/24 12:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001691597	Dog off leash	Phone	Missed - Case Closed	8/5/24 9:18 AM	8/6/24 12:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001691597	Dog	WEB	Missed - Case Closed	8/4/24 6:15 PM	8/6/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001691597	Dog off leash	WEB	Missed - Case Closed	8/4/24 6:15 PM	8/6/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001691640	Dog	WEB	Missed - Case Closed	8/4/24 7:04 PM	8/6/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001691640	Aggressive dog poorly contained	WEB	Missed - Case Closed	8/4/24 7:04 PM	8/6/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001923956	Dog	Phone	Attained - Case Closed	10/24/24 3:49 PM	10/24/24 3:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001923956	Holding stray	Phone	Attained - Case Closed	10/24/24 3:49 PM	10/24/24 3:58 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001790552	Dog	WEB	Attained - Case Closed	9/5/24 6:35 PM	9/5/24 6:49 PM	DBL_Animal Services Administration
Animal Concern Case	201001459140	Dog	Phone	Attained - Case Closed	5/2/24 2:29 PM	5/2/24 2:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001459140	Dog off leash	Phone	Attained - Case Closed	5/2/24 2:29 PM	5/2/24 2:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001464427	Dog	WEB	Attained - Case Closed	5/6/24 11:07 AM	5/6/24 11:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001464427	Dog off leash	WEB	Attained - Case Closed	5/6/24 11:07 AM	5/6/24 11:13 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001965044	Dog	Phone	Attained - Case Closed	11/17/24 6:03 PM	11/18/24 12:08 PM	DBL_Animal Services Administration
Animal Concern Case	201002017001	Dog	Phone	Attained - Case Closed	12/2/24 5:30 PM	12/2/24 5:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002017001	Dog off leash	Phone	Attained - Case Closed	12/2/24 5:30 PM	12/2/24 5:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001416981	Dog	Mobile App	Attained - Case Closed	4/21/24 8:55 AM	4/21/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001416981	Dog off leash	Mobile App	Attained - Case Closed	4/21/24 8:55 AM	4/21/24 10:25 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001551841	Dog	WEB	Attained - Case Closed	6/7/24 2:37 PM	6/7/24 2:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001689808	Dog	Phone	Attained - Case Closed	8/2/24 9:03 PM	8/3/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001689808	Dog off leash	Phone	Attained - Case Closed	8/2/24 9:03 PM	8/3/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001691003	Dog	Phone	Attained - Case Closed	8/4/24 8:53 AM	8/4/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001691003	Stray dog at large	Phone	Attained - Case Closed	8/4/24 8:53 AM	8/4/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001897356	Dog	Phone	Attained - Case Closed	10/21/24 2:48 PM	10/21/24 3:55 PM	311_Contact Centre
Animal Concern Case	201001897356	Dog off leash	Phone	Attained - Case Closed	10/21/24 2:48 PM	10/21/24 3:55 PM	311_Contact Centre
Animal Concern Case	201001951591	Dog	Phone	Attained - Case Closed	11/9/24 4:54 PM	11/9/24 5:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951591	Stray dog at large	Phone	Attained - Case Closed	11/9/24 4:54 PM	11/9/24 5:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001291121	Dog	WEB	Attained - Case Closed	3/2/24 10:04 PM	3/3/24 8:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001291121	Stray dog at large	WEB	Attained - Case Closed	3/2/24 10:04 PM	3/3/24 8:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001940470	Dog	WEB	Attained - Case Closed	11/4/24 11:51 AM	11/4/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001940470	Dog barking	WEB	Attained - Case Closed	11/4/24 11:51 AM	11/4/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001411652	Dog	Phone	Attained - Case Closed	4/17/24 6:16 PM	4/17/24 6:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001411652	Holding stray	Phone	Attained - Case Closed	4/17/24 6:16 PM	4/17/24 6:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001704472	Dog	Phone	Attained - Case Closed	8/11/24 4:47 PM	8/11/24 4:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001704472	Other	Phone	Attained - Case Closed	8/11/24 4:47 PM	8/11/24 4:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001347901	Dog	Phone	Attained - Case Closed	3/24/24 10:38 AM	3/24/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001347901	Human attacked by dog	Phone	Attained - Case Closed	3/24/24 10:38 AM	3/24/24 10:51 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001349711	Licence cancellation	WEB	Attained - Case Closed	3/25/24 1:43 PM	3/25/24 1:54 PM	DBL_Animal Services Administration
Animal Concern Case	201001544086	Dog	Phone	Attained - Case Closed	6/4/24 3:29 PM	6/4/24 3:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001544086	Dog barking	Phone	Attained - Case Closed	6/4/24 3:29 PM	6/4/24 3:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001865857	Dog	Phone	Attained - Case Closed	10/2/24 1:11 PM	10/2/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001865857	Dog barking	Phone	Attained - Case Closed	10/2/24 1:11 PM	10/2/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001391585	Dog	Phone	Attained - Case Closed	4/7/24 2:20 PM	4/7/24 2:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001391585	Dog attacked by dog	Phone	Attained - Case Closed	4/7/24 2:20 PM	4/7/24 2:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001451757	Dog	Phone	Attained - Case Closed	4/29/24 1:44 PM	4/29/24 1:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001451757	Aggressive dog poorly contained	Phone	Attained - Case Closed	4/29/24 1:44 PM	4/29/24 1:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001794561	Dog	Phone	Attained - Case Closed	9/8/24 2:50 PM	9/8/24 3:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001794561	Dog off leash	Phone	Attained - Case Closed	9/8/24 2:50 PM	9/8/24 3:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002021663	Dog	Mobile App	Attained - Case Closed	12/4/24 2:35 PM	12/4/24 2:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002021663	Dog off leash	Mobile App	Attained - Case Closed	12/4/24 2:35 PM	12/4/24 2:49 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001335442	Licence cancellation	WEB	Attained - Case Closed	3/16/24 2:55 PM	3/16/24 3:02 PM	DBL_Animal Services Administration
Animal Concern Case	201001794042	Dog	WEB	Attained - Case Closed	9/7/24 9:53 PM	9/8/24 9:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001794042	Dog barking	WEB	Attained - Case Closed	9/7/24 9:53 PM	9/8/24 9:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001258134	Dog	Mobile App	Attained - Case Closed	2/25/24 2:26 PM	2/25/24 2:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001258134	Aggressive dog poorly contained	Mobile App	Attained - Case Closed	2/25/24 2:26 PM	2/25/24 2:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001602490	Dog	Phone	Attained - Case Closed	6/27/24 7:37 AM	6/27/24 8:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001602490	Holding stray	Phone	Attained - Case Closed	6/27/24 7:37 AM	6/27/24 8:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001130716	Dog	Phone	Attained - Case Closed	1/6/24 7:07 PM	1/7/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001130716	Other	Phone	Attained - Case Closed	1/6/24 7:07 PM	1/7/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001939507	Dog	WEB	Attained - Case Closed	11/4/24 7:34 AM	11/4/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001939507	Dog barking	WEB	Attained - Case Closed	11/4/24 7:34 AM	11/4/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001293368	Dog	WEB	Attained - Case Closed	3/4/24 3:19 PM	3/4/24 3:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001293368	Dog off leash	WEB	Attained - Case Closed	3/4/24 3:19 PM	3/4/24 3:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001713885	Dog	Mobile App	Attained - Case Closed	8/15/24 2:23 PM	8/15/24 4:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001713885	Dog off leash	Mobile App	Attained - Case Closed	8/15/24 2:23 PM	8/15/24 4:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001231785	Dog	Phone	Attained - Case Closed	2/10/24 8:29 AM	2/10/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001231785	Dog off leash	Phone	Attained - Case Closed	2/10/24 8:29 AM	2/10/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001240047	Dog	Phone	Attained - Case Closed	2/14/24 2:36 PM	2/14/24 2:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001240047	Dog off leash	Phone	Attained - Case Closed	2/14/24 2:36 PM	2/14/24 2:42 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001250058	By-laws	Mobile App	Attained - Case Closed	2/20/24 7:10 PM	2/21/24 8:38 AM	DBL_Animal Services Administration
Animal Concern Case	201001402887	Dog	Phone	Attained - Case Closed	4/12/24 7:31 PM	4/13/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001402887	Human attacked by dog	Phone	Attained - Case Closed	4/12/24 7:31 PM	4/13/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417064	Dog	WEB	Attained - Case Closed	4/21/24 10:04 AM	4/21/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417064	Dog off leash	WEB	Attained - Case Closed	4/21/24 10:04 AM	4/21/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001582221	Dog	Phone	Attained - Case Closed	6/21/24 8:07 PM	6/22/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001582221	Dog off leash	Phone	Attained - Case Closed	6/21/24 8:07 PM	6/22/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001624950	Dog	Phone	Attained - Case Closed	7/8/24 11:16 AM	7/8/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001624950	Human attacked by dog	Phone	Attained - Case Closed	7/8/24 11:16 AM	7/8/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001626331	Dog	Phone	Attained - Case Closed	7/8/24 4:58 PM	7/8/24 5:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626331	Other	Phone	Attained - Case Closed	7/8/24 4:58 PM	7/8/24 5:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651804	Dog	WEB	Attained - Case Closed	7/20/24 4:09 PM	7/20/24 4:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651804	Human attacked by dog	WEB	Attained - Case Closed	7/20/24 4:09 PM	7/20/24 4:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001653315	Dog	Phone	Attained - Case Closed	7/22/24 9:35 AM	7/22/24 11:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001653315	Dog off leash	Phone	Attained - Case Closed	7/22/24 9:35 AM	7/22/24 11:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001656093	Dog	Phone	Attained - Case Closed	7/23/24 9:07 AM	7/23/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001656093	Other	Phone	Attained - Case Closed	7/23/24 9:07 AM	7/23/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001698285	Dog	Mobile App	Attained - Case Closed	8/8/24 9:10 AM	8/8/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001698285	Dog off leash	Mobile App	Attained - Case Closed	8/8/24 9:10 AM	8/8/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001705392	Dog	Phone	Attained - Case Closed	8/12/24 10:38 AM	8/12/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001705392	Dog off leash	Phone	Attained - Case Closed	8/12/24 10:38 AM	8/12/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001713928	Dog	Phone	Attained - Case Closed	8/15/24 2:34 PM	8/15/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001713928	Dog off leash	Phone	Attained - Case Closed	8/15/24 2:34 PM	8/15/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001728732	Dog	Phone	Attained - Case Closed	8/23/24 4:31 PM	8/23/24 5:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001728732	Dog off leash	Phone	Attained - Case Closed	8/23/24 4:31 PM	8/23/24 5:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001779650	Dog	Phone	Attained - Case Closed	8/30/24 8:59 AM	8/30/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001779650	Dog off leash	Phone	Attained - Case Closed	8/30/24 8:59 AM	8/30/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001789971	Dog	WEB	Attained - Case Closed	9/5/24 2:45 PM	9/5/24 3:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001789971	Dog off leash	WEB	Attained - Case Closed	9/5/24 2:45 PM	9/5/24 3:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001789983	Dog	WEB	Attained - Case Closed	9/5/24 2:48 PM	9/5/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001789983	Dog off leash	WEB	Attained - Case Closed	9/5/24 2:48 PM	9/5/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001790017	Dog	WEB	Attained - Case Closed	9/5/24 3:00 PM	9/5/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001790017	Dog off leash	WEB	Attained - Case Closed	9/5/24 3:00 PM	9/5/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001790042	Dog	WEB	Attained - Case Closed	9/5/24 3:06 PM	9/5/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001790042	Dog off leash	WEB	Attained - Case Closed	9/5/24 3:06 PM	9/5/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001927149	Dog	Phone	Attained - Case Closed	10/27/24 12:56 PM	10/27/24 1:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001927149	Dog off leash	Phone	Attained - Case Closed	10/27/24 12:56 PM	10/27/24 1:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002070445	Dog	Phone	Missed - Case Closed	12/26/24 2:50 PM	12/27/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002070445	Dog off leash	Phone	Missed - Case Closed	12/26/24 2:50 PM	12/27/24 10:54 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001788255	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/4/24 7:40 PM	9/5/24 11:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001245519	Dog Stray dog at large	Mobile App	Attained - Case Closed	2/17/24 9:31 AM	2/17/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001940046	Dog Dog barking	WEB	Attained - Case Closed	11/4/24 10:21 AM	11/4/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001788452	Dog Dog off leash	Mobile App	Attained - Case Closed	9/5/24 7:48 AM	9/5/24 10:06 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001377863	Licence cancellation	WEB	Attained - Case Closed	3/30/24 8:20 AM	3/30/24 10:13 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001130403	Other	Mobile App	Attained - Case Closed	1/6/24 1:43 PM	1/6/24 1:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001788353	Dog Other	WEB	Attained - Case Closed	9/4/24 9:48 PM	9/5/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001555844	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/10/24 12:38 PM	6/10/24 1:08 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001296311	Licence cancellation	Phone	Attained - Case Closed	3/6/24 8:32 AM	3/6/24 10:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001786346	Dog Dog off leash	Mobile App	Attained - Case Closed	9/4/24 8:33 AM	9/4/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001502492	Dog Human attacked by dog	WEB	Attained - Case Closed	5/24/24 5:14 PM	5/24/24 5:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001568880	Dog Dog off leash	Mobile App	Attained - Case Closed	6/15/24 8:30 PM	6/16/24 9:43 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001302283	Licence update	Phone	Attained - Case Closed	3/8/24 4:24 PM	3/8/24 4:59 PM	DBL_Animal Services Administration
Lost Pets Case	201001504070	cat	WEB	Attained - Case Closed	5/26/24 2:08 PM	5/26/24 2:18 PM	DBL_Animal Services Administration
Lost Pets Case	201002044629	cat	WEB	Attained - Case Closed	12/11/24 1:42 AM	12/11/24 12:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001758904	Dog Dog off leash	Mobile App	Attained - Case Closed	8/29/24 3:23 PM	8/29/24 3:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001247465	Dog Other	Phone	Missed - Case Closed	2/19/24 3:59 PM	2/20/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001577018	Dog Dog off leash	WEB	Attained - Case Closed	6/19/24 6:56 PM	6/20/24 9:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001577040	Dog Dog off leash	WEB	Attained - Case Closed	6/19/24 7:17 PM	6/20/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001589432	Dog Dog off leash	WEB	Attained - Case Closed	6/25/24 7:29 PM	6/26/24 11:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001609344	Dog Dog off leash	WEB	Missed - Case Closed	6/30/24 6:54 PM	7/2/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609347	Dog Dog off leash	WEB	Missed - Case Closed	6/30/24 6:59 PM	7/2/24 1:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609838	Dog Dog off leash	WEB	Missed - Case Closed	7/1/24 11:35 AM	7/2/24 12:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001610511	Dog Dog off leash	WEB	Attained - Case Closed	7/1/24 8:05 PM	7/2/24 8:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001613885	Dog Dog off leash	WEB	Attained - Case Closed	7/2/24 10:41 PM	7/3/24 11:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001616849	Dog Dog off leash	WEB	Attained - Case Closed	7/3/24 8:03 PM	7/4/24 9:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001617458	Dog Dog off leash	WEB	Attained - Case Closed	7/4/24 9:50 AM	7/4/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619456	Dog Dog off leash	WEB	Attained - Case Closed	7/4/24 7:14 PM	7/5/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619482	Dog Dog off leash	WEB	Attained - Case Closed	7/4/24 7:33 PM	7/5/24 9:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001621961	Dog Dog off leash	WEB	Attained - Case Closed	7/5/24 8:01 PM	7/6/24 9:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001622303	Dog Dog off leash	WEB	Attained - Case Closed	7/6/24 10:10 AM	7/6/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001623091	Dog Dog off leash	WEB	Attained - Case Closed	7/6/24 7:29 PM	7/7/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001623114	Dog Dog off leash	WEB	Attained - Case Closed	7/6/24 7:55 PM	7/7/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001623161	Dog Dog off leash	WEB	Attained - Case Closed	7/6/24 9:17 PM	7/7/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001634382	Dog Dog barking	WEB	Attained - Case Closed	7/11/24 9:05 PM	7/12/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001634403	Dog Dog barking	WEB	Attained - Case Closed	7/11/24 9:34 PM	7/12/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001650930	Dog Dog barking	WEB	Attained - Case Closed	7/19/24 9:31 PM	7/20/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652625	Dog Dog off leash	WEB	Attained - Case Closed	7/21/24 3:05 PM	7/21/24 3:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001689754	Dog Dog off leash	WEB	Attained - Case Closed	8/2/24 7:45 PM	8/3/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001689761	Dog Dog off leash	WEB	Attained - Case Closed	8/2/24 7:52 PM	8/3/24 10:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001692847	Dog Dog off leash	WEB	Attained - Case Closed	8/5/24 10:35 PM	8/6/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001692849	Dog Dog off leash	WEB	Attained - Case Closed	8/5/24 10:42 PM	8/6/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703782	Dog Dog off leash	WEB	Attained - Case Closed	8/10/24 9:13 PM	8/11/24 9:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001706707	Dog Dog off leash	WEB	Attained - Case Closed	8/12/24 3:31 PM	8/12/24 3:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001712172	Dog Dog off leash	WEB	Attained - Case Closed	8/14/24 6:55 PM	8/15/24 11:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001714574	Dog Dog off leash	WEB	Attained - Case Closed	8/15/24 8:14 PM	8/16/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001717671	Dog Dog off leash	WEB	Attained - Case Closed	8/17/24 8:54 PM	8/18/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001718433	Dog Dog off leash	WEB	Attained - Case Closed	8/18/24 8:19 PM	8/19/24 12:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001720784	Dog Dog barking	WEB	Attained - Case Closed	8/19/24 8:59 PM	8/20/24 10:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001720787	Dog Dog off leash	WEB	Attained - Case Closed	8/19/24 9:03 PM	8/20/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001811956	Dog Dog off leash	WEB	Attained - Case Closed	9/17/24 7:31 PM	9/18/24 10:52 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001884157	Dog	WEB	Attained - Case Closed	10/13/24 7:20 AM	10/13/24 11:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001735002	Dog Dog off leash	Mobile App	Attained - Case Closed	8/27/24 5:35 PM	8/27/24 6:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001218977	Dog Dog off leash	WEB	Attained - Case Closed	2/4/24 7:53 PM	2/5/24 8:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001390579	Dog Dog barking	Phone	Attained - Case Closed	4/6/24 11:14 AM	4/8/24 9:27 AM	311_Contact Centre
Animal Concern Case	201001875551	Dog Other	Phone	Attained - Case Closed	10/8/24 9:31 AM	10/8/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001590744	Dog Other	Phone	Attained - Case Closed	6/26/24 11:55 AM	6/26/24 12:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609136	Dog Dog off leash	WEB	Attained - Case Closed	6/30/24 3:22 PM	6/30/24 3:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001485438	Dog Human attacked by dog	WEB	Attained - Case Closed	5/16/24 10:41 AM	5/16/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001536188	Dog Human attacked by dog	Phone	Attained - Case Closed	5/31/24 1:35 PM	5/31/24 1:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001677649	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/28/24 4:22 PM	7/28/24 4:28 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001081309	Licence update	Phone	Attained - Case Closed	1/2/24 12:48 PM	1/2/24 12:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001392248	Dog	Phone	Attained - Case Closed	4/8/24 9:50 AM	4/8/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001551983	Unlicensed dog	WEB	Attained - Case Closed	6/7/24 3:20 PM	6/7/24 5:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001347584	Dog		Attained - Case Closed	3/23/24 4:17 PM	3/23/24 4:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001512307	Human attacked by dog	Mobile App	Attained - Case Closed	3/23/24 4:17 PM	3/23/24 4:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001512307	Dog	Phone	Attained - Case Closed	5/29/24 6:56 PM	5/30/24 9:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001695407	Dog off leash	Phone	Attained - Case Closed	5/29/24 6:56 PM	5/30/24 9:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001695407	Dog Other	WEB	Attained - Case Closed	8/6/24 7:56 PM	8/7/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001887429	Dog barking	WEB	Attained - Case Closed	8/6/24 7:56 PM	8/7/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001887429	Dog	Phone	Attained - Case Closed	10/15/24 4:41 PM	10/15/24 4:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001930615	Dog attacked by dog	Phone	Attained - Case Closed	10/15/24 4:41 PM	10/15/24 4:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001930615	Dog	Phone	Attained - Case Closed	10/29/24 11:52 AM	10/29/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001930615	Dog off leash	Phone	Attained - Case Closed	10/29/24 11:52 AM	10/29/24 12:02 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001136087	Licence cancellation	Phone	Attained - Case Closed	1/9/24 2:30 PM	1/9/24 2:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001574698	Dog	WEB	Attained - Case Closed	1/9/24 2:30 PM	1/9/24 2:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001574698	Dog off leash	WEB	Attained - Case Closed	6/18/24 7:45 PM	6/19/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001971488	Dog	Phone	Attained - Case Closed	11/20/24 9:38 AM	11/20/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001971488	Stray dog at large	Phone	Attained - Case Closed	11/20/24 9:38 AM	11/20/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001606180	Dog	WEB	Attained - Case Closed	6/28/24 12:17 PM	6/28/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001606180	Unlicensed dog	WEB	Attained - Case Closed	6/28/24 12:17 PM	6/28/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001725695	Dog	WEB	Attained - Case Closed	8/22/24 10:50 AM	8/22/24 11:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001725695	Dog attacked by dog	WEB	Attained - Case Closed	8/22/24 10:50 AM	8/22/24 11:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001246298	Dog	WEB	Attained - Case Closed	2/18/24 10:32 AM	2/18/24 10:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001246298	Dog attacked by dog	WEB	Attained - Case Closed	2/18/24 10:32 AM	2/18/24 10:38 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001286105	Volunteering	WEB	Attained - Case Closed	2/29/24 7:49 AM	2/29/24 10:01 AM	DBL_Animal Services Administration
Animal Concern Case	201001156674	Dog	WEB	Attained - Case Closed	2/29/24 7:49 AM	2/29/24 10:01 AM	DBL_Animal Services Administration
Animal Concern Case	201001156674	Aggressive dog poorly contained	WEB	Attained - Case Closed	1/18/24 4:37 PM	1/18/24 4:58 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001250067	By-laws	Mobile App	Attained - Case Closed	2/20/24 7:18 PM	2/21/24 8:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001631843	Dog	WEB	Attained - Case Closed	2/20/24 7:18 PM	2/21/24 8:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001631843	Dog barking	WEB	Attained - Case Closed	7/10/24 7:45 PM	7/11/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001308751	Dog	WEB	Attained - Case Closed	3/13/24 8:53 AM	3/13/24 3:03 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001308751	Dog barking	WEB	Attained - Case Closed	3/13/24 8:53 AM	3/13/24 3:03 PM	311_Contact Centre - General Feedback
Animal Services Inquiry Case	201001250051	By-laws	Mobile App	Attained - Case Closed	2/20/24 6:59 PM	2/21/24 8:33 AM	DBL_Animal Services Administration
Animal Concern Case	201001476642	Dog	WEB	Attained - Case Closed	2/20/24 6:59 PM	2/21/24 8:33 AM	DBL_Animal Services Administration
Animal Concern Case	201001476642	Dog barking	WEB	Attained - Case Closed	5/11/24 8:03 PM	5/12/24 10:35 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001128608	Other	Mobile App	Attained - Case Closed	5/11/24 8:03 PM	5/12/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001128608	Other	Mobile App	Attained - Case Closed	1/5/24 12:08 PM	1/5/24 12:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001693941	Dog	Phone	Attained - Case Closed	1/5/24 12:08 PM	1/5/24 12:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001693941	Dog off leash	Phone	Attained - Case Closed	8/6/24 12:26 PM	8/6/24 2:14 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001922643	Other	Phone	Attained - Case Closed	8/6/24 12:26 PM	8/6/24 2:14 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001922643	Other	Phone	Attained - Case Closed	10/24/24 9:29 AM	10/24/24 9:34 AM	DBL_Animal Services Administration
Animal Concern Case	201002014053	Dog	Phone	Attained - Case Closed	10/24/24 9:29 AM	10/24/24 9:34 AM	DBL_Animal Services Administration
Animal Concern Case	201002014053	Dog off leash	Mobile App	Attained - Case Closed	12/1/24 11:02 AM	12/1/24 11:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002014221	Dog	Mobile App	Attained - Case Closed	12/1/24 1:28 PM	12/1/24 4:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002014221	Dog off leash	Mobile App	Attained - Case Closed	12/1/24 1:28 PM	12/1/24 4:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002014236	Dog	Mobile App	Attained - Case Closed	12/1/24 1:41 PM	12/1/24 4:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002014236	Dog off leash	Mobile App	Attained - Case Closed	12/1/24 1:41 PM	12/1/24 4:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001807515	Dog	Phone	Attained - Case Closed	9/15/24 6:02 PM	9/16/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001807515	Stray dog at large	Phone	Attained - Case Closed	9/15/24 6:02 PM	9/16/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001858735	Dog	Phone	Attained - Case Closed	9/27/24 11:48 AM	9/27/24 11:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001858735	Holding stray	Phone	Attained - Case Closed	9/27/24 11:48 AM	9/27/24 11:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001609549	Dog	Mobile App	Missed - Case Closed	7/1/24 8:45 AM	7/2/24 3:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609549	Dog off leash	Mobile App	Missed - Case Closed	7/1/24 8:45 AM	7/2/24 3:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001536096	Dog	Phone	Attained - Case Closed	5/31/24 1:14 PM	5/31/24 1:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001536096	Other	Phone	Attained - Case Closed	5/31/24 1:14 PM	5/31/24 1:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001964562	Dog	WEB	Attained - Case Closed	11/17/24 10:47 AM	11/17/24 11:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001964562	Dog off leash	WEB	Attained - Case Closed	11/17/24 10:47 AM	11/17/24 11:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002043535	Dog	WEB	Attained - Case Closed	12/10/24 2:02 PM	12/10/24 3:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002043535	Dog off leash	WEB	Attained - Case Closed	12/10/24 2:02 PM	12/10/24 3:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001541862	Dog	Mobile App	Missed - Case Closed	6/3/24 7:12 PM	6/10/24 7:38 AM	PR_PD_Park Improvements
Animal Concern Case	201001541862	Other	Mobile App	Missed - Case Closed	6/3/24 7:12 PM	6/10/24 7:38 AM	PR_PD_Park Improvements
Animal Concern Case	201001626644	Dog	WEB	Attained - Case Closed	7/8/24 8:00 PM	7/9/24 11:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001626644	Dog off leash	WEB	Attained - Case Closed	7/8/24 8:00 PM	7/9/24 11:33 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001467491	Dog	Phone	Attained - Case Closed	5/7/24 1:11 PM	5/7/24 1:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001417110	Dog	WEB	Attained - Case Closed	5/7/24 1:11 PM	5/7/24 1:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001417110	Dog barking	WEB	Attained - Case Closed	4/21/24 10:56 AM	4/21/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001807069	Dog	Phone	Attained - Case Closed	4/21/24 10:56 AM	4/21/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001807069	Aggressive dog poorly contained	Phone	Attained - Case Closed	9/15/24 10:53 AM	9/15/24 11:24 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001808521	Fees and fines	Phone	Attained - Case Closed	9/15/24 10:53 AM	9/15/24 11:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001680399	Dog	Phone	Attained - Case Closed	9/16/24 11:49 AM	9/16/24 12:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001680399	Dog off leash	Phone	Attained - Case Closed	9/16/24 11:49 AM	9/16/24 12:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001216698	Licence update	Mobile App	Attained - Case Closed	7/29/24 6:48 PM	7/30/24 8:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001985530	Dog	Phone	Attained - Case Closed	2/2/24 3:54 PM	2/2/24 3:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001985530	Dog off leash	Phone	Attained - Case Closed	2/2/24 3:54 PM	2/2/24 3:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001985530	Dog	WEB	Attained - Case Closed	11/26/24 4:32 PM	11/26/24 5:33 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001977095	Dog	Mobile App	Attained - Case Closed	11/26/24 4:32 PM	11/26/24 5:33 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001977095	Dog	Mobile App	Attained - Case Closed	11/22/24 11:09 AM	11/22/24 11:11 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001143442	Adoption	Phone	Attained - Case Closed	11/22/24 11:09 AM	11/22/24 11:11 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001143442	Adoption	Phone	Attained - Case Closed	1/12/24 1:25 PM	1/12/24 2:14 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001144300	Volunteering	WEB	Attained - Case Closed	1/12/24 7:24 PM	1/13/24 11:10 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001144300	Volunteering	WEB	Attained - Case Closed	1/12/24 7:24 PM	1/13/24 11:10 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001146256	Dog ownership	Phone	Attained - Case Closed	1/15/24 9:07 AM	1/15/24 10:14 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001155061	Adoption	Phone	Attained - Case Closed	1/15/24 9:07 AM	1/15/24 10:14 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001155061	Adoption	WEB	Attained - Case Closed	1/18/24 10:47 AM	1/18/24 10:49 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001165582	Adoption	WEB	Attained - Case Closed	1/18/24 10:47 AM	1/18/24 10:49 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001165582	Adoption	Phone	Attained - Case Closed	1/22/24 4:34 PM	1/22/24 4:50 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001195585	Other	Phone	Attained - Case Closed	1/22/24 4:34 PM	1/22/24 4:50 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001195585	Other	Phone	Attained - Case Closed	1/25/24 4:31 PM	1/25/24 4:34 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001196908	Other	Phone	Attained - Case Closed	1/25/24 4:31 PM	1/25/24 4:34 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001196908	Other	WEB	Attained - Case Closed	1/26/24 11:16 AM	1/26/24 11:20 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001198176	Adoption	WEB	Attained - Case Closed	1/26/24 11:16 AM	1/26/24 11:20 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001198176	Adoption	Phone	Attained - Case Closed	1/26/24 3:02 PM	1/26/24 3:08 PM	DBL_Animal Services Administration
Lost Pets Case	201001199671	Bird	Phone	Attained - Case Closed	1/26/24 3:02 PM	1/26/24 3:08 PM	DBL_Animal Services Administration
Lost Pets Case	201001199671	Bird	Phone	Attained - Case Closed	1/27/24 3:01 PM	1/27/24 3:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001216587	Licence update	WEB	Attained - Case Closed	1/27/24 3:01 PM	1/27/24 3:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001216587	Licence update	WEB	Attained - Case Closed	2/2/24 3:29 PM	2/2/24 4:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001217675	Dog	Phone	Attained - Case Closed	2/2/24 3:29 PM	2/2/24 4:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001217675	Dog Other	Phone	Attained - Case Closed	2/3/24 12:24 PM	2/3/24 12:39 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001217721	Other	Phone	Attained - Case Closed	2/3/24 12:24 PM	2/3/24 12:39 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001217721	Other	Phone	Attained - Case Closed	2/3/24 12:43 PM	2/3/24 1:01 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001219021	Adoption	Phone	Attained - Case Closed	2/3/24 12:43 PM	2/3/24 1:01 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001219021	Adoption	Phone	Attained - Case Closed	2/4/24 9:14 PM	2/5/24 8:10 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001220195	Dog ownership	Phone	Attained - Case Closed	2/4/24 9:14 PM	2/5/24 8:10 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001220195	Dog ownership	Phone	Attained - Case Closed	2/5/24 11:50 AM	2/5/24 12:00 PM	DBL_Animal Services Administration
Lost Pets Case	201001224615	Dog	Phone	Attained - Case Closed	2/5/24 11:50 AM	2/5/24 12:00 PM	DBL_Animal Services Administration
Lost Pets Case	201001224615	Dog	Phone	Attained - Case Closed	2/6/24 7:32 PM	2/7/24 8:16 AM	DBL_Animal Services Administration
Lost Pets Case	201001224680	Dog	Phone	Attained - Case Closed	2/6/24 7:32 PM	2/7/24 8:16 AM	DBL_Animal Services Administration
Lost Pets Case	201001224680	Dog	Phone	Attained - Case Closed	2/6/24 8:42 PM	2/7/24 8:21 AM	DBL_Animal Services Administration
Lost Pets Case	201001232503	Dog	Phone	Attained - Case Closed	2/6/24 8:42 PM	2/7/24 8:21 AM	DBL_Animal Services Administration
Lost Pets Case	201001232503	Dog	Phone	Attained - Case Closed	2/10/24 6:56 PM	2/11/24 9:05 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001236268	Adoption	Phone	Attained - Case Closed	2/10/24 6:56 PM	2/11/24 9:05 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001236268	Adoption	Phone	Attained - Case Closed	2/13/24 10:06 AM	2/13/24 10:10 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001239187	Adoption	Phone	Attained - Case Closed	2/14/24 11:31 AM	2/14/24 11:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001240407	New licence	Phone	Attained - Case Closed	2/14/24 4:12 PM	2/14/24 4:38 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001240607	Other	Phone	Attained - Case Closed	2/14/24 5:24 PM	2/14/24 5:36 PM	DBL_Animal Services Administration
Lost Pets Case	201001249318	Dog	Phone	Attained - Case Closed	2/20/24 2:21 PM	2/20/24 3:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001250974	Licence cancellation	Phone	Attained - Case Closed	2/21/24 11:39 AM	2/21/24 11:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001255286	Licence cancellation	Phone	Attained - Case Closed	2/23/24 10:22 AM	2/23/24 10:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001258362	Dog Holding stray	Phone	Attained - Case Closed	2/25/24 6:41 PM	2/25/24 7:29 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001289211	Other	Phone	Attained - Case Closed	3/1/24 12:36 PM	3/1/24 12:53 PM	DBL_Animal Services Administration
Lost Pets Case	201001290492	Dog	Phone	Attained - Case Closed	3/2/24 10:36 AM	3/2/24 10:51 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001291283	Other	Phone	Attained - Case Closed	3/3/24 11:48 AM	3/3/24 11:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001293114	Dog Holding stray	Phone	Attained - Case Closed	3/4/24 2:13 PM	3/4/24 2:49 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001303374	Other	Phone	Attained - Case Closed	3/10/24 9:00 AM	3/10/24 10:06 AM	DBL_Animal Services Administration
Animal Concern Case	201001304949	Dog Holding stray	Phone	Attained - Case Closed	3/11/24 12:54 PM	3/11/24 12:57 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001308759	New licence	Phone	Attained - Case Closed	3/13/24 8:56 AM	3/13/24 10:19 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001309913	Volunteering	WEB	Attained - Case Closed	3/13/24 2:07 PM	3/13/24 2:14 PM	DBL_Animal Services Administration
Lost Pets Case	201001313843	Dog	Phone	Attained - Case Closed	3/15/24 11:49 AM	3/15/24 11:59 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001336013	By-laws	Phone	Attained - Case Closed	3/17/24 11:54 AM	3/17/24 12:20 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001350384	Other	Phone	Attained - Case Closed	3/25/24 4:47 PM	3/25/24 4:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001354484	Licence cancellation	Phone	Attained - Case Closed	3/27/24 4:22 PM	3/27/24 4:24 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001377610	Fostering	Phone	Attained - Case Closed	3/29/24 4:10 PM	3/30/24 10:17 AM	DBL_Animal Services Administration
Lost Pets Case	201001390788	Dog	Phone	Attained - Case Closed	4/6/24 1:54 PM	4/6/24 2:25 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001391371	Donation	Phone	Attained - Case Closed	4/7/24 10:58 AM	4/7/24 11:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001406445	Dog Holding stray	Phone	Attained - Case Closed	4/15/24 2:57 PM	4/15/24 3:26 PM	311_Contact Centre
Animal Concern Case	201001409929	Dog Other	Phone	Attained - Case Closed	4/17/24 10:00 AM	4/17/24 10:52 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001413055	Adoption	Phone	Attained - Case Closed	4/18/24 1:48 PM	4/18/24 1:52 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001414313	By-laws	Phone	Attained - Case Closed	4/19/24 9:39 AM	4/19/24 9:53 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001449861	Adoption	Phone	Attained - Case Closed	4/28/24 1:32 PM	4/28/24 3:31 PM	DBL_Animal Services Administration
Lost Pets Case	201001449985	Dog	Phone	Attained - Case Closed	4/28/24 3:54 PM	4/28/24 4:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001454365	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	4/30/24 2:12 PM	4/30/24 3:27 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001462287	Fostering	Phone	Attained - Case Closed	5/4/24 10:58 AM	5/4/24 11:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001463367	Dog Holding stray	Phone	Attained - Case Closed	5/5/24 2:02 PM	5/5/24 2:05 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001467301	Adoption	Phone	Attained - Case Closed	5/7/24 12:21 PM	5/7/24 12:32 PM	DBL_Animal Services Administration
Lost Pets Case	201001474926	Dog	Phone	Attained - Case Closed	5/10/24 1:55 PM	5/10/24 2:20 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001475371	Donation	Phone	Attained - Case Closed	5/10/24 4:00 PM	5/10/24 4:21 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001484474	Adoption	WEB	Attained - Case Closed	5/15/24 4:13 PM	5/15/24 4:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001489429	Dog Other	Phone	Attained - Case Closed	5/18/24 7:52 AM	5/18/24 8:18 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001490697	Dog ownership	Phone	Attained - Case Closed	5/19/24 1:37 PM	5/19/24 1:44 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001503017	Dog ownership	Phone	Attained - Case Closed	5/25/24 10:55 AM	5/25/24 12:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001536198	Dog Holding stray	Phone	Attained - Case Closed	5/31/24 1:38 PM	5/31/24 1:53 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001556414	Dog ownership	Phone	Attained - Case Closed	6/10/24 2:41 PM	6/10/24 2:43 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001558194	Other	Phone	Attained - Case Closed	6/11/24 10:59 AM	6/11/24 12:33 PM	311_Contact Centre
Animal Concern Case	201001565916	Dog Other	Phone	Attained - Case Closed	6/14/24 10:13 AM	6/14/24 10:26 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001565933	Other	Phone	Attained - Case Closed	6/14/24 10:16 AM	6/14/24 10:23 AM	DBL_Animal Services Administration
Lost Pets Case	201001569171	cat	Phone	Attained - Case Closed	6/16/24 12:27 PM	6/16/24 12:34 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001590658	Other	Phone	Attained - Case Closed	6/26/24 11:40 AM	6/26/24 11:51 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001637299	Adoption	Phone	Attained - Case Closed	7/13/24 4:28 PM	7/13/24 4:39 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001637924	Other	Phone	Attained - Case Closed	7/14/24 1:01 PM	7/14/24 1:25 PM	DBL_Animal Services Administration
Animal Concern Case	201001642960	Dog Other	Phone	Attained - Case Closed	7/16/24 4:02 PM	7/16/24 4:24 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001645320	Fees and fines	Phone	Attained - Case Closed	7/17/24 3:22 PM	7/17/24 3:26 PM	DBL_Animal Services Administration
Animal Concern Case	201001651482	Dog Dog barking	Phone	Attained - Case Closed	7/20/24 12:30 PM	7/20/24 12:48 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001657328	Dog ownership	Phone	Attained - Case Closed	7/23/24 1:49 PM	7/23/24 1:52 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001657590	Other	Phone	Attained - Case Closed	7/23/24 2:48 PM	7/23/24 2:57 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001675404	Other	Phone	Attained - Case Closed	7/26/24 3:18 PM	7/26/24 5:27 PM	DBL_Animal Services Administration
Lost Pets Case	201001675616	Dog	Phone	Attained - Case Closed	7/26/24 4:27 PM	7/27/24 11:54 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001677518	Other	Phone	Attained - Case Closed	7/28/24 2:07 PM	7/28/24 2:15 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001680013	Dog ownership	Phone	Attained - Case Closed	7/29/24 3:35 PM	7/29/24 4:45 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001693392	Fees and fines	Phone	Attained - Case Closed	8/6/24 10:17 AM	8/6/24 10:28 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001695122	Other	Phone	Attained - Case Closed	8/6/24 4:55 PM	8/6/24 4:58 PM	DBL_Animal Services Administration
Lost Pets Case	201001695378	Bird	Phone	Attained - Case Closed	8/6/24 7:36 PM	8/7/24 10:03 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001701195	Other	Phone	Attained - Case Closed	8/9/24 10:52 AM	8/9/24 1:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001705800	Dog Other	Phone	Attained - Case Closed	8/12/24 12:08 PM	8/12/24 12:13 PM	DBL_Animal Services Dispatch



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001707844	Other	Phone	Attained - Case Closed	8/13/24 10:09 AM	8/13/24 10:11 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001711167	Other	Phone	Attained - Case Closed	8/14/24 1:11 PM	8/14/24 1:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001717883	Pet bird	Phone	Attained - Case Closed	8/18/24 10:20 AM	8/18/24 2:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001730544	Other Dog Holding stray	Phone	Attained - Case Closed	8/25/24 8:10 PM	8/26/24 9:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001735119	Dog Unlicensed dog	Phone	Attained - Case Closed	8/27/24 7:21 PM	8/27/24 7:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001758460	Dog Other	Phone	Attained - Case Closed	8/29/24 1:06 PM	8/29/24 1:50 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001783251	Adoption	Phone	Attained - Case Closed	9/2/24 10:52 AM	9/3/24 10:51 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001787166	By-laws	Chat	Attained - Case Closed	9/4/24 12:11 PM	9/4/24 12:17 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001793865	Other	Phone	Attained - Case Closed	9/7/24 5:47 PM	9/7/24 5:56 PM	DBL_Animal Services Administration
Lost Pets Case	201001797792	cat	Phone	Attained - Case Closed	9/10/24 10:11 AM	9/10/24 11:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001821397	Pet rabbit	Phone	Attained - Case Closed	9/23/24 2:34 PM	9/23/24 3:52 PM	311_Contact Centre
Lost Pets Case	201001821858	Other Dog	Phone	Attained - Case Closed	9/23/24 5:23 PM	9/23/24 5:52 PM	DBL_Animal Services Administration
Lost Pets Case	201001824127	Dog	Phone	Attained - Case Closed	9/24/24 10:02 PM	9/25/24 10:00 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001857876	Other	Phone	Attained - Case Closed	9/26/24 5:10 PM	9/26/24 5:15 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001859145	Volunteering	Phone	Attained - Case Closed	9/27/24 2:00 PM	9/27/24 2:10 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001859795	Other	Phone	Attained - Case Closed	9/27/24 7:45 PM	9/28/24 12:36 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001860364	Other	Phone	Attained - Case Closed	9/28/24 2:48 PM	9/28/24 3:57 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001860441	Donation	Phone	Attained - Case Closed	9/28/24 4:05 PM	9/28/24 4:29 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001862998	Donation	Phone	Attained - Case Closed	10/1/24 11:05 AM	10/1/24 11:14 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001867796	Dog ownership	Phone	Attained - Case Closed	10/3/24 11:32 AM	10/3/24 11:44 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001883091	Adoption	Phone	Attained - Case Closed	10/11/24 4:09 PM	10/11/24 4:15 PM	DBL_Animal Services Administration
Lost Pets Case	201001883325	Dog	Phone	Attained - Case Closed	10/11/24 6:28 PM	10/11/24 6:49 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001885575	Dog ownership	Phone	Attained - Case Closed	10/14/24 8:59 PM	10/15/24 10:13 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001887067	By-laws	Phone	Attained - Case Closed	10/15/24 2:41 PM	10/15/24 4:02 PM	311_Contact Centre
Animal Concern Case	201001889703	Other	Phone	Attained - Case Closed	10/16/24 5:39 PM	10/16/24 5:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001926687	Holding stray Dog Dog barking	Phone	Attained - Case Closed	10/26/24 4:14 PM	10/26/24 4:38 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001926717	Dog ownership	Phone	Attained - Case Closed	10/26/24 4:53 PM	10/27/24 8:26 AM	DBL_Animal Services Administration
Animal Concern Case	201001926946	Dog Dog barking	Phone	Attained - Case Closed	10/27/24 9:37 AM	10/27/24 9:45 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001930768	Other	Phone	Attained - Case Closed	10/29/24 12:33 PM	10/29/24 12:43 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001950917	Other	Phone	Attained - Case Closed	11/9/24 8:55 AM	11/9/24 10:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001951611	Dog Dog attacked by dog	Phone	Attained - Case Closed	11/9/24 5:16 PM	11/9/24 5:47 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001953029	Adoption	Phone	Attained - Case Closed	11/11/24 12:39 PM	11/12/24 2:13 PM	DBL_Animal Services Administration
Lost Pets Case	201001975006	Dog	Phone	Attained - Case Closed	11/21/24 12:26 PM	11/21/24 2:57 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001979266	Adoption	Phone	Attained - Case Closed	11/23/24 1:01 PM	11/23/24 1:04 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001987208	Other	Phone	Attained - Case Closed	11/27/24 1:10 PM	11/27/24 1:21 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002023127	Other	Phone	Attained - Case Closed	12/5/24 10:29 AM	12/5/24 12:53 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002044657	Other	Phone	Attained - Case Closed	12/11/24 7:11 AM	12/11/24 10:28 AM	DBL_Animal Services Administration
Animal Concern Case	201002053051	Dog Other	Phone	Attained - Case Closed	12/15/24 1:22 PM	12/15/24 2:43 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002056899	Other	Phone	Attained - Case Closed	12/17/24 1:08 PM	12/17/24 2:42 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002064847	Dog ownership	Phone	Attained - Case Closed	12/21/24 10:09 AM	12/21/24 11:27 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002070316	Other	Phone	Attained - Case Closed	12/26/24 1:37 PM	12/27/24 11:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002072407	Dog ownership	Phone	Attained - Case Closed	12/28/24 10:13 AM	12/28/24 10:32 AM	DBL_Animal Services Administration
Lost Pets Case	201002072628	Dog	Phone	Attained - Case Closed	12/28/24 12:27 PM	12/28/24 12:30 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002077495	Other	Phone	Attained - Case Closed	12/31/24 5:43 PM	12/31/24 5:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001239974	Licence cancellation	Phone	Attained - Case Closed	2/14/24 2:15 PM	2/14/24 2:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001250882	Licence update	Phone	Attained - Case Closed	2/21/24 11:17 AM	2/21/24 11:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001583280	Dog Dog barking	WEB	Attained - Case Closed	6/22/24 10:16 PM	6/23/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001734001	Dog Dog barking	Phone	Attained - Case Closed	8/27/24 12:41 PM	8/27/24 12:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001805227	Dog Dog barking	Phone	Attained - Case Closed	9/13/24 1:54 PM	9/13/24 3:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001810066	Dog Dog barking	Mobile App	Attained - Case Closed	9/17/24 8:19 AM	9/17/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001605103	Dog Dog off leash	Mobile App	Attained - Case Closed	6/28/24 6:36 AM	6/28/24 12:49 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001411159	Aggressive dog poorly contained Fees and fines	Phone	Attained - Case Closed	4/17/24 2:59 PM	4/17/24 3:20 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001214691	Backyard chickens	Phone	Attained - Case Closed	2/2/24 9:41 AM	2/2/24 10:32 AM	DBL_Animal Services Administration
Animal Concern Case	201001637802	Dog Dog off leash	Phone	Attained - Case Closed	7/14/24 11:16 AM	7/14/24 4:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001648369	Dog Other	WEB	Attained - Case Closed	7/18/24 10:14 PM	7/19/24 2:33 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001198062	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	1/26/24 2:42 PM	1/26/24 3:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001725633	Dog Dog barking	WEB	Attained - Case Closed	8/22/24 10:35 AM	8/22/24 11:42 AM	311_Contact Centre
Dog Licence Case	201001146340	Licence cancellation	Phone	Attained - Case Closed	1/15/24 9:28 AM	1/15/24 10:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001572163	Dog Dog off leash	Phone	Attained - Case Closed	6/17/24 7:42 PM	6/18/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001610562	Dog Dog off leash	WEB	Attained - Case Closed	7/1/24 9:21 PM	7/2/24 8:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001613314	Dog Dog off leash	WEB	Attained - Case Closed	7/2/24 4:19 PM	7/2/24 4:46 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001613556	Dog	WEB	Attained - Case Closed	7/2/24 5:41 PM	7/3/24 9:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619667	Dog off leash	WEB	Attained - Case Closed	7/5/24 12:21 AM	7/5/24 8:39 AM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001655722	Dog	WEB	Attained - Case Closed	7/22/24 9:11 PM	7/23/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001725055	Dog off leash	WEB	Attained - Case Closed	8/21/24 9:11 PM	8/22/24 9:52 AM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001727084	Dog	WEB	Attained - Case Closed	8/22/24 6:45 PM	8/22/24 6:56 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001781240	Dog	WEB	Attained - Case Closed	8/30/24 7:31 PM	8/31/24 11:19 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001781245	Dog	WEB	Attained - Case Closed	8/30/24 7:35 PM	8/31/24 10:18 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001782147	Dog	WEB	Attained - Case Closed	8/31/24 6:51 PM	9/1/24 10:54 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001783820	Dog	WEB	Attained - Case Closed	9/2/24 6:59 PM	9/3/24 10:16 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001783864	Dog	WEB	Attained - Case Closed	9/2/24 8:21 PM	9/3/24 10:12 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001786243	Dog	WEB	Attained - Case Closed	9/4/24 7:02 AM	9/4/24 10:26 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001794281	Dog	WEB	Attained - Case Closed	9/8/24 11:06 AM	9/8/24 11:40 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001799521	Dog	WEB	Attained - Case Closed	9/10/24 8:31 PM	9/11/24 11:22 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001801775	Dog	WEB	Attained - Case Closed	9/11/24 8:51 PM	9/12/24 10:20 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001803958	Dog	WEB	Attained - Case Closed	9/12/24 9:08 PM	9/13/24 3:49 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001809866	Dog	WEB	Attained - Case Closed	9/16/24 8:08 PM	9/17/24 10:03 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001811967	Dog	WEB	Attained - Case Closed	9/17/24 7:51 PM	9/18/24 10:06 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001816320	Dog	WEB	Attained - Case Closed	9/19/24 8:24 PM	9/20/24 10:33 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001818118	Dog	WEB	Attained - Case Closed	9/20/24 5:12 PM	9/20/24 5:20 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001818295	Dog	WEB	Attained - Case Closed	9/20/24 8:50 PM	9/21/24 9:17 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001818296	Dog	WEB	Attained - Case Closed	9/20/24 8:53 PM	9/21/24 9:25 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001819095	Dog	WEB	Attained - Case Closed	9/21/24 6:37 PM	9/22/24 9:55 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001861557	Dog	WEB	Missed - Case Closed	9/30/24 10:15 AM	10/1/24 11:11 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001869119	Dog	WEB	Attained - Case Closed	10/3/24 7:07 PM	10/4/24 11:05 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001869124	Dog	WEB	Attained - Case Closed	10/3/24 7:17 PM	10/4/24 9:54 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001873596	Dog	WEB	Attained - Case Closed	10/7/24 11:08 AM	10/7/24 11:42 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001926583	Dog	WEB	Attained - Case Closed	10/26/24 2:28 PM	10/26/24 3:43 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001504115	Dog	Phone	Attained - Case Closed	5/26/24 2:55 PM	5/26/24 2:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001711900	Aggressive dog poorly contained	Phone	Attained - Case Closed	8/14/24 4:16 PM	8/14/24 5:06 PM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001795098	Dog off leash	Phone	Attained - Case Closed	9/9/24 9:15 AM	9/9/24 11:48 AM	311_Contact Centre
		Dog					
Animal Concern Case	201001398067	Other	Mobile App	Attained - Case Closed	4/10/24 3:05 PM	4/10/24 3:31 PM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001954710	Dog off leash	Mobile App	Attained - Case Closed	11/12/24 12:29 PM	11/12/24 2:01 PM	DBL_Animal Services Dispatch
		Dog attacked by dog					
Animal Concern Case	201002013531	Dog	Mobile App	Attained - Case Closed	11/30/24 1:52 PM	11/30/24 2:34 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001504193	Dog	Phone	Attained - Case Closed	5/26/24 4:08 PM	5/26/24 4:17 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001680565	Dog	WEB	Attained - Case Closed	7/29/24 10:45 PM	7/30/24 8:43 AM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Services Inquiry Case	201001508865	Other	Mobile App	Attained - Case Closed	5/28/24 1:39 PM	5/28/24 1:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001539216	Dog	Phone	Attained - Case Closed	6/3/24 9:11 AM	6/3/24 10:44 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Services Inquiry Case	201001677944	Wildlife	Mobile App	Attained - Case Closed	7/29/24 7:58 AM	7/30/24 8:11 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001416028	Dog	Mobile App	Attained - Case Closed	4/19/24 10:45 PM	4/20/24 9:05 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001310549	Dog	Mobile App	Attained - Case Closed	3/13/24 6:26 PM	3/14/24 9:06 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001791555	Dog	WEB	Attained - Case Closed	9/6/24 11:29 AM	9/6/24 3:06 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001690248	Dog	Mobile App	Attained - Case Closed	8/3/24 12:10 PM	8/3/24 1:08 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001583597	Dog	Phone	Attained - Case Closed	6/23/24 12:34 PM	6/23/24 12:49 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Lost Pets Case	201001583780	Dog	Phone	Attained - Case Closed	6/23/24 3:08 PM	6/23/24 4:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001952918	Dog	Phone	Missed - Case Closed	11/11/24 11:33 AM	11/12/24 12:52 PM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001704460	Dog	Phone	Attained - Case Closed	8/11/24 4:39 PM	8/11/24 4:43 PM	DBL_Animal Services Dispatch
		Other					
Animal Concern Case	201001788183	Dog	Phone	Attained - Case Closed	9/4/24 6:31 PM	9/5/24 10:09 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001626323	Dog	Phone	Attained - Case Closed	7/8/24 4:54 PM	7/8/24 5:05 PM	DBL_Animal Services Dispatch
		Other					
Animal Concern Case	201001607590	Dog	WEB	Attained - Case Closed	6/28/24 8:00 PM	6/29/24 10:18 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001729733	Dog	WEB	Attained - Case Closed	8/24/24 6:08 PM	8/25/24 10:24 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001809882	Dog	WEB	Attained - Case Closed	9/16/24 8:17 PM	9/17/24 10:56 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001723248	Dog	Mobile App	Attained - Case Closed	8/21/24 8:51 AM	8/21/24 10:23 AM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001987364	Dog	Mobile App	Attained - Case Closed	11/27/24 1:47 PM	11/27/24 6:06 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001236417	Dog	WEB	Attained - Case Closed	2/13/24 10:38 AM	2/13/24 11:59 AM	DBL_Animal Services Dispatch
		Dog attacked by dog					
Animal Concern Case	201001799552	Dog	WEB	Attained - Case Closed	9/10/24 9:23 PM	9/11/24 11:15 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001340912	Dog	WEB	Attained - Case Closed	3/19/24 9:36 PM	3/20/24 10:52 AM	DBL_Animal Services Dispatch
		Dog attacked by dog					
Animal Concern Case	201001636507	Dog	Phone	Attained - Case Closed	7/12/24 9:35 PM	7/13/24 11:28 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001467710	Dog	WEB	Attained - Case Closed	5/7/24 1:57 PM	5/7/24 2:28 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001583528	Dog	Phone	Attained - Case Closed	6/23/24 11:49 AM	6/23/24 11:55 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001450590	Dog	Phone	Attained - Case Closed	4/29/24 9:41 AM	4/29/24 10:26 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001782025	Dog	Phone	Attained - Case Closed	8/31/24 4:23 PM	8/31/24 5:38 PM	DBL_Animal Services Dispatch
		Human attacked by dog					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201002008594	Dog	Phone	Attained - Case Closed	11/28/24 7:51 AM	11/28/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002018398	Dog attacked by dog	Phone	Attained - Case Closed	12/3/24 11:48 AM	12/3/24 12:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001551971	Dog Other	Phone	Attained - Case Closed	6/7/24 3:18 PM	6/7/24 4:13 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001311106	Dog off leash By-laws	Mobile App	Attained - Case Closed	3/14/24 9:46 AM	3/14/24 10:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001793361	Dog Dog off leash	Mobile App	Attained - Case Closed	9/7/24 11:13 AM	9/7/24 12:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001167308	Dog Human attacked by dog	Phone	Attained - Case Closed	1/23/24 10:54 AM	1/23/24 11:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001396565	Dog Dog off leash	Mobile App	Attained - Case Closed	4/10/24 7:25 AM	4/10/24 11:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001137178	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	1/10/24 8:42 AM	1/10/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001923813	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	10/24/24 3:06 PM	10/24/24 3:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001810074	Dog Dog off leash	Mobile App	Attained - Case Closed	9/17/24 8:24 AM	9/17/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001948294	Dog Dog off leash	Mobile App	Attained - Case Closed	11/7/24 4:49 PM	11/7/24 5:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001260154	Dog Dog off leash	Mobile App	Attained - Case Closed	2/26/24 2:13 PM	2/26/24 2:40 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001295925	Licence cancellation	WEB	Attained - Case Closed	3/5/24 5:00 PM	3/5/24 5:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001721811	Dog Stray dog at large	Phone	Attained - Case Closed	8/20/24 12:08 PM	8/20/24 12:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001693850	Dog Dog off leash	Mobile App	Attained - Case Closed	8/6/24 12:03 PM	8/6/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001547915	Dog Dog off leash	Phone	Attained - Case Closed	6/6/24 9:38 AM	6/6/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001302643	Dog Stray dog at large	Phone	Attained - Case Closed	3/9/24 9:44 AM	3/9/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002066956	Dog Dog off leash	WEB	Attained - Case Closed	12/23/24 12:04 PM	12/23/24 12:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001975641	Dog Stray dog at large	Phone	Attained - Case Closed	11/21/24 2:49 PM	11/21/24 3:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001300247	Dog Dog off leash	Mobile App	Attained - Case Closed	3/7/24 5:55 PM	3/8/24 8:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001238350	Dog Dog attacked by dog	WEB	Attained - Case Closed	2/13/24 9:43 PM	2/14/24 8:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001942411	Dog Dog off leash	Phone	Attained - Case Closed	11/5/24 9:35 AM	11/5/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001261531	Dog Dog off leash	Mobile App	Attained - Case Closed	2/27/24 9:48 AM	2/27/24 12:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001542411	Dog Dog off leash	Mobile App	Attained - Case Closed	6/4/24 9:34 AM	6/4/24 10:04 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001413478	cat	WEB	Attained - Case Closed	4/18/24 3:55 PM	4/18/24 4:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001701449	Dog Dog off leash	WEB	Attained - Case Closed	8/9/24 11:49 AM	8/9/24 11:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001486879	Dog Dog off leash	WEB	Attained - Case Closed	5/16/24 7:05 PM	5/17/24 10:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001204612	Dog Dog off leash	Mobile App	Attained - Case Closed	1/30/24 7:52 AM	1/30/24 8:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001139861	Dog Dog off leash	Mobile App	Attained - Case Closed	1/11/24 9:49 AM	1/11/24 11:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001312851	Dog Dog attacked by dog	WEB	Attained - Case Closed	3/14/24 6:17 PM	3/15/24 8:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001925563	Dog Dog off leash	Phone	Missed - Case Closed	10/25/24 2:44 PM	10/27/24 7:37 AM	311_Contact Centre
Animal Concern Case	201001730409	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/25/24 4:37 PM	8/25/24 4:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626659	Dog Dog off leash	Mobile App	Attained - Case Closed	7/8/24 8:16 PM	7/9/24 11:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001734317	Dog Dog off leash	Mobile App	Attained - Case Closed	8/27/24 1:51 PM	8/27/24 2:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001255291	Dog Dog off leash	Mobile App	Attained - Case Closed	2/23/24 10:24 AM	2/23/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001563314	Dog Dog off leash	Mobile App	Attained - Case Closed	6/13/24 10:15 AM	6/13/24 11:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001857513	Dog Other	Mobile App	Attained - Case Closed	9/26/24 3:06 PM	9/26/24 3:27 PM	311_Contact Centre
Lost Pets Case	201001475578	Dog	Phone	Attained - Case Closed	5/10/24 5:20 PM	5/10/24 5:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001221995	Licence cancellation	WEB	Attained - Case Closed	2/6/24 6:09 AM	2/6/24 8:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001560029	Dog Dog off leash	Mobile App	Attained - Case Closed	6/11/24 6:45 PM	6/12/24 9:59 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001569162	Dog ownership	Mobile App	Attained - Case Closed	6/16/24 12:21 PM	6/16/24 12:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001388959	Dog Stray dog at large	Mobile App	Attained - Case Closed	4/5/24 11:38 AM	4/5/24 11:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001404268	Dog Dog off leash	Mobile App	Attained - Case Closed	4/14/24 11:47 AM	4/14/24 12:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001552217	Dog Dog off leash	Phone	Attained - Case Closed	6/7/24 4:30 PM	6/7/24 5:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001252525	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	2/22/24 8:36 AM	2/22/24 8:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001377827	Dog Dog off leash	WEB	Attained - Case Closed	3/29/24 10:42 PM	3/30/24 1:43 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001640942	Dog	WEB	Attained - Case Closed	7/15/24 10:52 PM	7/16/24 8:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001167978	Licence update	WEB	Attained - Case Closed	1/23/24 12:36 PM	1/23/24 1:22 PM	DBL_Animal Services Administration
Lost Pets Case	201001609413	cat	WEB	Attained - Case Closed	6/30/24 8:31 PM	7/2/24 4:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001197832	Licence update	WEB	Attained - Case Closed	1/26/24 2:04 PM	1/26/24 2:06 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001716235	By-laws	Phone	Attained - Case Closed	8/16/24 3:17 PM	8/16/24 4:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001234949	Licence cancellation	WEB	Attained - Case Closed	2/12/24 2:59 PM	2/12/24 3:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001814070	Dog Dog off leash	Phone	Attained - Case Closed	9/18/24 6:37 PM	9/19/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001480121	Dog Dog off leash	Mobile App	Attained - Case Closed	5/14/24 7:47 AM	5/14/24 9:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002056636	Dog Stray dog at large	Phone	Attained - Case Closed	12/17/24 12:10 PM	12/17/24 12:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001794713	Dog Dog off leash	Mobile App	Attained - Case Closed	9/8/24 5:30 PM	9/8/24 5:34 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001313890	Other	Phone	Attained - Case Closed	3/15/24 12:00 PM	3/15/24 12:09 PM	DBL_Animal Services Administration
Lost Pets Case	201001393660	Dog	Phone	Attained - Case Closed	4/8/24 3:54 PM	4/8/24 4:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001806407	Dog Dog off leash	Phone	Attained - Case Closed	9/14/24 1:08 PM	9/14/24 2:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001466219	Dog Dog off leash	Mobile App	Attained - Case Closed	5/6/24 10:12 PM	5/7/24 11:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001401405	Dog Dog off leash	Mobile App	Attained - Case Closed	4/12/24 10:59 AM	4/12/24 11:04 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001450281	Dog	Mobile App	Attained - Case Closed	4/29/24 7:54 AM	4/29/24 10:23 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001379170	Dog off leash Licence cancellation	Phone	Attained - Case Closed	3/31/24 3:51 PM	3/31/24 3:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001310567	Dog	Mobile App	Attained - Case Closed	3/13/24 6:35 PM	3/14/24 9:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310515	Dog off leash Dog barking	Phone	Attained - Case Closed	3/13/24 5:52 PM	3/13/24 6:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001872731	Dog	Mobile App	Attained - Case Closed	10/6/24 6:00 PM	10/6/24 6:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001589354	Dog off leash	WEB	Attained - Case Closed	6/25/24 6:22 PM	6/26/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001609161	Dog	Phone	Attained - Case Closed	6/30/24 3:45 PM	6/30/24 3:49 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001412157	Dog off leash Other	Mobile App	Attained - Case Closed	4/18/24 9:39 AM	4/18/24 11:46 AM	DBL_Animal Services Administration
Animal Concern Case	201001626662	Dog	Mobile App	Attained - Case Closed	7/8/24 8:19 PM	7/9/24 10:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001401365	Aggressive dog poorly contained Dog	Mobile App	Attained - Case Closed	4/12/24 10:46 AM	4/12/24 11:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001552506	Dog off leash Dog	WEB	Attained - Case Closed	6/7/24 8:01 PM	6/8/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001245922	Dog off leash Dog barking	Phone	Attained - Case Closed	2/17/24 2:39 PM	2/17/24 3:46 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001514153	Wildlife	WEB	Attained - Case Closed	5/30/24 3:04 PM	5/30/24 3:52 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001794120	Dog	Mobile App	Attained - Case Closed	9/8/24 8:27 AM	9/8/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001814030	Dog off leash Dog	Mobile App	Attained - Case Closed	9/18/24 6:07 PM	9/19/24 9:44 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001394258	Other	Mobile App	Attained - Case Closed	4/9/24 8:00 AM	4/9/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001512709	Dog waste not picked up Dog	Mobile App	Attained - Case Closed	5/30/24 8:42 AM	5/30/24 8:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001690204	Dog off leash Dog	Mobile App	Attained - Case Closed	8/3/24 11:41 AM	8/3/24 12:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001979474	Dog off leash Dog	WEB	Attained - Case Closed	11/23/24 3:00 PM	11/23/24 3:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001648229	Human attacked by dog Dog	Mobile App	Attained - Case Closed	7/18/24 7:55 PM	7/19/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001296747	Dog off leash Dog	Mobile App	Attained - Case Closed	3/6/24 10:41 AM	3/6/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001580268	Dog waste not picked up Dog	Mobile App	Attained - Case Closed	6/21/24 9:36 AM	6/21/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001557765	Dog off leash Dog	Mobile App	Attained - Case Closed	6/11/24 9:41 AM	6/11/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001482674	Dog off leash Dog	Mobile App	Attained - Case Closed	5/15/24 8:06 AM	5/15/24 8:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001455936	Dog off leash Dog	Mobile App	Attained - Case Closed	5/1/24 11:14 AM	5/1/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001477366	Dog off leash Dog	WEB	Attained - Case Closed	5/12/24 5:52 PM	5/12/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001580423	Dog off leash Dog	WEB	Attained - Case Closed	6/21/24 10:13 AM	6/21/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884414	Dog off leash Dog	Mobile App	Attained - Case Closed	10/13/24 12:27 PM	10/13/24 1:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001560806	Human attacked by dog Dog	Mobile App	Attained - Case Closed	6/12/24 10:12 AM	6/12/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001414278	Dog off leash Dog	Mobile App	Attained - Case Closed	4/19/24 9:28 AM	4/19/24 9:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001462851	Dog off leash Dog	WEB	Attained - Case Closed	5/4/24 5:58 PM	5/5/24 9:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001420022	Dog off leash Dog	WEB	Attained - Case Closed	4/22/24 8:18 PM	4/23/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002058556	Dog off leash Dog	Phone	Attained - Case Closed	12/18/24 10:52 AM	12/18/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652828	Other Stray dog at large	WEB	Attained - Case Closed	7/21/24 6:53 PM	7/22/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001794584	Dog off leash Dog	Mobile App	Attained - Case Closed	9/8/24 3:16 PM	9/8/24 3:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001933821	Dog off leash Dog	Mobile App	Attained - Case Closed	10/30/24 7:04 PM	10/31/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001561639	Dog off leash Dog	Mobile App	Attained - Case Closed	6/12/24 1:19 PM	6/12/24 1:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001409670	Dog off leash Dog	Mobile App	Attained - Case Closed	4/17/24 8:39 AM	4/17/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001930727	Dog off leash Dog	Phone	Attained - Case Closed	10/29/24 12:25 PM	10/29/24 1:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001310523	Dog off leash Dog	Mobile App	Attained - Case Closed	3/13/24 6:05 PM	3/14/24 8:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001463769	Dog off leash Dog	Phone	Attained - Case Closed	5/6/24 8:23 AM	5/6/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001631764	Human attacked by dog Dog	Mobile App	Attained - Case Closed	7/10/24 6:52 PM	7/11/24 11:05 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001286116	Other Aggressive dog poorly contained	Mobile App	Attained - Case Closed	2/29/24 7:59 AM	2/29/24 10:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001460038	Dog off leash Dog	Mobile App	Attained - Case Closed	5/3/24 8:41 AM	5/3/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001404642	Dog off leash Dog	Phone	Attained - Case Closed	4/14/24 6:35 PM	4/15/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001569496	Dog attacked by dog Dog	WEB	Attained - Case Closed	6/16/24 7:49 PM	6/17/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001627515	Dog off leash Dog	Phone	Attained - Case Closed	7/9/24 10:48 AM	7/9/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001157511	Dog off leash Dog	Phone	Attained - Case Closed	1/19/24 9:53 AM	1/19/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001196916	Dog off leash Dog	Phone	Attained - Case Closed	1/26/24 11:17 AM	1/26/24 11:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001220353	Dog off leash Dog	Phone	Attained - Case Closed	2/5/24 12:23 PM	2/5/24 12:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001343156	Dog off leash Dog	Phone	Attained - Case Closed	3/21/24 7:51 AM	3/21/24 11:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001462793	Dog off leash Dog	Phone	Attained - Case Closed	5/4/24 4:33 PM	5/4/24 5:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001553735	Dog off leash Dog	Phone	Attained - Case Closed	6/9/24 9:33 AM	6/9/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001205249	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	1/30/24 10:32 AM	1/30/24 12:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001450870	Dog off leash Dog	Mobile App	Attained - Case Closed	4/29/24 10:44 AM	4/29/24 11:25 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001783034	By-laws	Mobile App	Attained - Case Closed	9/2/24 7:29 AM	9/3/24 9:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001130326	Dog off leash Dog	Phone	Attained - Case Closed	1/6/24 1:07 PM	1/6/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001145870	Dog off leash Dog	Phone	Attained - Case Closed	1/14/24 5:02 PM	1/14/24 5:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001396413	Dog off leash Dog	Phone	Attained - Case Closed	4/9/24 7:46 PM	4/10/24 10:50 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001397390	Other	Phone	Attained - Case Closed	4/10/24 11:59 AM	4/10/24 12:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001419524	Dog off leash Dog	Phone	Attained - Case Closed	4/22/24 3:36 PM	4/22/24 3:41 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001561835	Other	Chat	Attained - Case Closed	6/12/24 2:07 PM	6/17/24 11:34 AM	PR_PD_Park Improvements
Lost Pets Case	201001640978	Dog	WEB	Attained - Case Closed	7/16/24 6:46 AM	7/16/24 8:26 AM	DBL_Animal Services Administration
Animal Concern Case	201001783184	Dog	WEB	Missed - Case Closed	9/2/24 10:05 AM	9/3/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001391659	Dog barking Dog Dog off leash	Phone	Attained - Case Closed	4/7/24 3:56 PM	4/7/24 4:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001080617	Dog Dog barking	WEB	Attained - Case Closed	1/2/24 10:39 AM	1/2/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001104941	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	1/3/24 4:49 PM	1/3/24 4:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001131250	Dog Dog barking	WEB	Attained - Case Closed	1/7/24 4:10 PM	1/7/24 4:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001141623	Dog Dog attacked by dog	WEB	Attained - Case Closed	1/11/24 4:45 PM	1/11/24 4:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001144548	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	1/13/24 10:19 AM	1/13/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001144632	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	1/13/24 11:14 AM	1/13/24 11:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001144903	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	1/13/24 2:34 PM	1/13/24 2:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001145405	Dog Dog off leash	WEB	Attained - Case Closed	1/14/24 10:46 AM	1/14/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001217473	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	2/3/24 10:15 AM	2/3/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001218421	Dog Dog barking	WEB	Attained - Case Closed	2/4/24 10:09 AM	2/4/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001256043	Dog Dog off leash	Mobile App	Attained - Case Closed	2/23/24 1:40 PM	2/23/24 2:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001290742	Dog Dog off leash	Phone	Attained - Case Closed	3/2/24 1:28 PM	3/2/24 2:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001294481	Dog Dog off leash	Phone	Attained - Case Closed	3/5/24 10:18 AM	3/5/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310837	Dog Dog off leash	Mobile App	Attained - Case Closed	3/14/24 8:16 AM	3/14/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001377879	Dog Other	WEB	Missed - Case Closed	3/30/24 8:42 AM	4/29/24 1:29 PM	311_Contact Centre
Animal Services Inquiry Case	201001397276	Other	WEB	Attained - Case Closed	4/10/24 11:32 AM	4/10/24 11:46 AM	DBL_Animal Services Administration
Animal Concern Case	201001409069	Dog Dog off leash	Phone	Attained - Case Closed	4/16/24 4:21 PM	4/16/24 4:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001414423	Dog Dog off leash	Phone	Attained - Case Closed	4/19/24 10:09 AM	4/19/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001416155	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/20/24 9:31 AM	4/20/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417101	Dog Dog off leash	Phone	Attained - Case Closed	4/21/24 10:46 AM	4/21/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001421432	Dog Dog off leash	WEB	Attained - Case Closed	4/23/24 1:19 PM	4/23/24 1:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449588	Dog Dog off leash	Phone	Attained - Case Closed	4/28/24 8:15 AM	4/28/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001455128	Dog Dog off leash	Phone	Attained - Case Closed	4/30/24 7:27 PM	5/1/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001460266	Other Other	Phone	Attained - Case Closed	5/3/24 10:03 AM	5/6/24 9:13 AM	311_Contact Centre
Animal Concern Case	201001503246	Dog Stray dog at large	Phone	Attained - Case Closed	5/25/24 1:25 PM	5/25/24 1:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001503307	Dog Stray dog at large	Phone	Attained - Case Closed	5/25/24 2:07 PM	5/25/24 2:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001550051	Dog Dog off leash	Mobile App	Attained - Case Closed	6/6/24 7:55 PM	6/7/24 11:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001562478	Dog Dog off leash	Mobile App	Attained - Case Closed	6/12/24 5:13 PM	6/12/24 5:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001565890	Dog Dog off leash	WEB	Attained - Case Closed	6/14/24 10:06 AM	6/14/24 11:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001568720	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	6/15/24 4:25 PM	6/15/24 4:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001572049	Dog Dog off leash	Phone	Attained - Case Closed	6/17/24 6:21 PM	6/18/24 8:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001572098	Dog Dog off leash	Mobile App	Attained - Case Closed	6/17/24 6:50 PM	6/18/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001589486	Dog Dog off leash	Phone	Attained - Case Closed	6/25/24 8:12 PM	6/26/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001611492	Dog Dog off leash	Mobile App	Attained - Case Closed	7/2/24 10:47 AM	7/2/24 11:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001616830	Dog Dog off leash	Phone	Attained - Case Closed	7/3/24 7:42 PM	7/4/24 8:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001616882	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/3/24 8:31 PM	7/4/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001620382	Dog Dog off leash	Mobile App	Attained - Case Closed	7/5/24 10:52 AM	7/5/24 11:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001622132	Dog Dog barking	WEB	Attained - Case Closed	7/6/24 8:05 AM	7/6/24 9:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001622451	Dog Dog attacked by dog	WEB	Attained - Case Closed	7/6/24 11:31 AM	7/6/24 12:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001634373	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/11/24 8:54 PM	7/12/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001636280	Pet reptile Other	Phone	Attained - Case Closed	7/12/24 5:25 PM	7/12/24 5:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001640895	Dog Dog off leash	Phone	Attained - Case Closed	7/15/24 9:16 PM	7/16/24 8:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001642920	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/16/24 3:49 PM	7/16/24 3:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001642958	Dog Dog barking	WEB	Attained - Case Closed	7/16/24 4:01 PM	7/16/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001643465	Dog Dog off leash	WEB	Attained - Case Closed	7/16/24 10:25 PM	7/17/24 9:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001649006	Dog Dog barking	WEB	Attained - Case Closed	7/19/24 10:48 AM	7/19/24 11:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001655503	Dog Dog barking	WEB	Attained - Case Closed	7/22/24 6:24 PM	7/23/24 9:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001671532	Dog Dog off leash	WEB	Attained - Case Closed	7/25/24 9:08 AM	7/25/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001686929	Dog Dog off leash	WEB	Missed - Case Closed	8/1/24 1:26 PM	8/6/24 8:57 AM	PR_PD_Park Improvements
Animal Services Inquiry Case	201001690763	Dog ownership	Mobile App	Attained - Case Closed	8/3/24 7:06 PM	8/4/24 11:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001690799	By-laws	Mobile App	Attained - Case Closed	8/3/24 7:47 PM	8/4/24 11:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001691628	Dog Dog attacked by dog	Phone	Missed - Case Closed	8/4/24 6:53 PM	8/6/24 10:38 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001707297	Other	Mobile App	Attained - Case Closed	8/12/24 9:46 PM	8/13/24 9:48 AM	DBL_Animal Services Administration
Animal Concern Case	201001713796	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/15/24 2:04 PM	8/15/24 2:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001719062	Dog Dog off leash	Phone	Attained - Case Closed	8/19/24 10:35 AM	8/19/24 1:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001719138	Dog Dog off leash	WEB	Attained - Case Closed	8/19/24 10:54 AM	8/19/24 7:26 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001724296	Dog Dog off leash	Phone	Attained - Case Closed	8/21/24 1:58 PM	8/21/24 2:16 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001735169	Dog Dog off leash	WEB	Attained - Case Closed	8/27/24 8:18 PM	8/28/24 10:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001735615	Dog Dog barking	WEB	Missed - Case Closed	8/28/24 9:48 AM	9/4/24 10:02 AM	PR_PD_Park Improvements
Animal Concern Case	201001779593	Dog Dog off leash	Mobile App	Attained - Case Closed	8/30/24 8:32 AM	8/30/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001781258	Dog Dog off leash	WEB	Attained - Case Closed	8/30/24 7:52 PM	8/31/24 9:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001781627	Dog Dog off leash	WEB	Attained - Case Closed	8/31/24 10:59 AM	8/31/24 11:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001782184	Dog Dog off leash	WEB	Attained - Case Closed	8/31/24 7:55 PM	9/1/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001788262	Dog Dog off leash	WEB	Attained - Case Closed	9/4/24 7:45 PM	9/5/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001788440	Dog Dog off leash	Mobile App	Attained - Case Closed	9/5/24 7:35 AM	9/5/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001801589	Dog Dog off leash	WEB	Attained - Case Closed	9/11/24 5:55 PM	9/11/24 6:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001803769	Dog Dog off leash	Mobile App	Attained - Case Closed	9/12/24 5:31 PM	9/12/24 6:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001803800	Dog Dog off leash	Phone	Attained - Case Closed	9/12/24 5:52 PM	9/12/24 6:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001807204	Dog Dog off leash	WEB	Attained - Case Closed	9/15/24 12:55 PM	9/15/24 1:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001811803	Dog Dog off leash	WEB	Attained - Case Closed	9/17/24 5:09 PM	9/17/24 6:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001813945	Dog Dog off leash	WEB	Attained - Case Closed	9/18/24 5:08 PM	9/18/24 5:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001862150	Dog Dog off leash	WEB	Attained - Case Closed	9/30/24 5:28 PM	10/1/24 8:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001864548	Dog Dog off leash	Phone	Attained - Case Closed	10/1/24 6:35 PM	10/2/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001866712	Dog Dog off leash	WEB	Attained - Case Closed	10/2/24 5:36 PM	10/2/24 6:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001869082	Dog Dog off leash	WEB	Attained - Case Closed	10/3/24 6:31 PM	10/4/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884093	Dog Dog off leash	Mobile App	Attained - Case Closed	10/12/24 7:59 PM	10/13/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884278	Dog Other	Mobile App	Attained - Case Closed	10/13/24 10:16 AM	10/13/24 12:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001887598	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	10/15/24 6:36 PM	10/15/24 6:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001891795	Dog Dog off leash	Phone	Attained - Case Closed	10/17/24 5:53 PM	10/17/24 6:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001926257	Dog Dog off leash	WEB	Attained - Case Closed	10/26/24 10:34 AM	10/26/24 3:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001939466	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/3/24 10:31 PM	11/4/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001942894	Dog Dog attacked by dog	WEB	Attained - Case Closed	11/5/24 11:27 AM	11/5/24 11:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001943088	Dog Dog off leash	Phone	Attained - Case Closed	11/5/24 12:10 PM	11/5/24 12:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001950506	Dog Dog off leash	Phone	Attained - Case Closed	11/8/24 4:38 PM	11/8/24 4:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002013155	Dog Dog off leash	Phone	Attained - Case Closed	11/30/24 10:02 AM	11/30/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002013983	Dog Dog off leash	Phone	Attained - Case Closed	12/1/24 9:54 AM	12/1/24 11:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002020946	Dog Dog off leash	Phone	Attained - Case Closed	12/4/24 11:57 AM	12/4/24 12:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002049278	Dog Dog off leash	WEB	Attained - Case Closed	12/12/24 4:23 PM	12/12/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002070894	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	12/27/24 9:40 AM	12/27/24 2:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002072632	Dog Dog off leash	Phone	Attained - Case Closed	12/28/24 12:31 PM	12/28/24 12:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002076101	Dog Dog off leash	Phone	Attained - Case Closed	12/31/24 9:44 AM	12/31/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001550060	Dog Dog off leash	Phone	Attained - Case Closed	6/6/24 8:08 PM	6/7/24 11:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001461926	Dog Dog off leash	WEB	Attained - Case Closed	5/3/24 7:49 PM	5/4/24 12:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001231573	Dog Stray dog at large	Phone	Attained - Case Closed	2/9/24 6:29 PM	2/10/24 8:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001473948	Dog Dog off leash	Mobile App	Attained - Case Closed	5/10/24 10:01 AM	5/10/24 10:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001572879	Dog Unlicensed dog	Mobile App	Attained - Case Closed	6/18/24 10:33 AM	6/18/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001485213	Dog Dog off leash	Mobile App	Attained - Case Closed	5/16/24 9:40 AM	5/16/24 10:01 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001512486	cat	WEB	Attained - Case Closed	5/29/24 9:43 PM	5/30/24 12:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001415906	Dog Stray dog at large	Phone	Attained - Case Closed	4/19/24 7:13 PM	4/20/24 8:40 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001219676	Licence cancellation	WEB	Attained - Case Closed	2/5/24 10:17 AM	2/5/24 10:43 AM	DBL_Animal Services Administration
Animal Concern Case	201001230534	Dog Dog off leash	Phone	Attained - Case Closed	2/9/24 12:48 PM	2/9/24 1:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001335989	Dog Dog off leash	Mobile App	Attained - Case Closed	3/17/24 11:22 AM	3/17/24 11:29 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001301675	Licence update	Phone	Attained - Case Closed	3/8/24 1:32 PM	3/8/24 1:42 PM	DBL_Animal Services Administration
Animal Concern Case	201001291380	Dog Holding stray	Phone	Attained - Case Closed	3/3/24 1:48 PM	3/3/24 1:59 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001934176	Other	Phone	Attained - Case Closed	10/31/24 9:34 AM	10/31/24 11:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001252943	Dog Dog off leash	Mobile App	Attained - Case Closed	2/22/24 10:28 AM	2/22/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001383783	Dog Dog off leash	Mobile App	Attained - Case Closed	4/3/24 10:08 AM	4/3/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001687666	Dog Holding stray	Phone	Attained - Case Closed	8/1/24 6:14 PM	8/1/24 6:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001256213	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	2/23/24 2:32 PM	2/23/24 2:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001641569	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	7/16/24 10:36 AM	7/16/24 12:13 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001643456	cat	WEB	Attained - Case Closed	7/16/24 9:58 PM	7/17/24 11:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001081523	Dog Other	Phone	Attained - Case Closed	1/2/24 1:31 PM	1/2/24 3:07 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001128725	Other	Phone	Attained - Case Closed	1/5/24 12:36 PM	1/5/24 12:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001236310	Dog Dog off leash	Phone	Attained - Case Closed	2/13/24 10:16 AM	2/13/24 11:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001246864	Dog Dog off leash	Phone	Missed - Case Closed	2/19/24 9:33 AM	2/20/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001309258	Dog Dog off leash	Phone	Attained - Case Closed	3/13/24 11:19 AM	3/13/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001422282	Dog Dog off leash	Phone	Attained - Case Closed	4/23/24 5:29 PM	4/23/24 5:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001453375	Dog Dog off leash	Phone	Attained - Case Closed	4/30/24 10:27 AM	4/30/24 11:46 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001507141	Dog Dog off leash	Mobile App	Attained - Case Closed	5/27/24 7:13 PM	5/28/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001509382	Dog Dog off leash	Mobile App	Attained - Case Closed	5/28/24 3:33 PM	5/28/24 4:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001614653	Dog Human attacked by dog	Mobile App	Attained - Case Closed	7/3/24 10:38 AM	7/3/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001788446	Dog Dog off leash	Mobile App	Attained - Case Closed	9/5/24 7:41 AM	9/5/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001871132	Dog Dog off leash	Phone	Attained - Case Closed	10/4/24 6:34 PM	10/5/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001973922	Dog Dog off leash	Mobile App	Attained - Case Closed	11/21/24 8:44 AM	11/21/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002071373	Dog Dog off leash	Mobile App	Attained - Case Closed	12/27/24 12:01 PM	12/27/24 2:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002072831	Dog Human attacked by dog	Phone	Attained - Case Closed	12/28/24 2:24 PM	12/28/24 3:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001641676	Dog Dog off leash	Mobile App	Attained - Case Closed	7/16/24 11:03 AM	7/16/24 12:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001636550	Dog Other	Mobile App	Attained - Case Closed	7/12/24 11:53 PM	7/13/24 10:38 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001616293	Dog Human attacked by dog	Phone	Attained - Case Closed	7/3/24 3:34 PM	7/3/24 3:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001655421	Dog Dog off leash	Mobile App	Attained - Case Closed	7/22/24 5:33 PM	7/22/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417530	Dog Dog off leash	WEB	Attained - Case Closed	4/21/24 5:33 PM	4/21/24 5:39 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001139322	Dog	WEB	Attained - Case Closed	1/10/24 6:30 PM	1/11/24 11:32 AM	DBL_Animal Services Administration
Animal Concern Case	201001884264	Dog Dog off leash	Phone	Attained - Case Closed	10/13/24 9:59 AM	10/13/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001080477	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	1/2/24 10:15 AM	1/2/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001378631	Dog Stray dog at large	WEB	Attained - Case Closed	3/31/24 12:29 AM	3/31/24 10:04 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001895240	Other	Phone	Attained - Case Closed	10/20/24 12:02 PM	10/20/24 12:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001379728	Dog Dog off leash	Mobile App	Missed - Case Closed	4/1/24 10:22 AM	4/2/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001878191	Dog Dog barking	WEB	Attained - Case Closed	10/9/24 11:48 AM	10/9/24 12:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001258851	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	2/26/24 9:48 AM	2/26/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002077171	Dog Dog off leash	WEB	Attained - Case Closed	12/31/24 2:44 PM	12/31/24 4:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001412392	Dog Dog off leash	Mobile App	Attained - Case Closed	4/18/24 10:49 AM	4/18/24 11:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001807468	Dog Stray dog at large	Phone	Attained - Case Closed	9/15/24 5:07 PM	9/15/24 5:12 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001344783	Licence cancellation	WEB	Attained - Case Closed	3/21/24 5:03 PM	3/21/24 5:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001619245	Dog Dog barking	WEB	Attained - Case Closed	7/4/24 4:55 PM	7/4/24 5:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001794192	Dog Unlicensed dog	WEB	Attained - Case Closed	9/8/24 9:39 AM	9/8/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001794527	Dog Dog off leash	Mobile App	Attained - Case Closed	9/8/24 2:22 PM	9/8/24 2:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002068864	Dog Dog off leash	WEB	Attained - Case Closed	12/24/24 1:00 PM	12/24/24 1:12 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001606719	Other	Phone	Attained - Case Closed	6/28/24 2:07 PM	6/28/24 2:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001348962	Dog Dog off leash	Mobile App	Attained - Case Closed	3/25/24 10:28 AM	3/25/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001651764	Dog Dog off leash	WEB	Attained - Case Closed	7/20/24 3:35 PM	7/20/24 3:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001379734	Dog Dog off leash	Mobile App	Missed - Case Closed	4/1/24 10:24 AM	4/2/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001634801	Dog Dog off leash	Phone	Attained - Case Closed	7/12/24 9:46 AM	7/12/24 12:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001782139	Dog Human attacked by dog	WEB	Attained - Case Closed	8/31/24 6:39 PM	9/1/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001609575	Dog Dog off leash	Phone	Missed - Case Closed	7/1/24 9:09 AM	7/2/24 4:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001947595	Dog Dog off leash	WEB	Attained - Case Closed	11/7/24 1:27 PM	11/7/24 2:00 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001560284	cat	WEB	Attained - Case Closed	6/12/24 1:27 AM	6/12/24 11:07 AM	DBL_Animal Services Administration
Animal Concern Case	201001695229	Dog Dog off leash	Mobile App	Attained - Case Closed	8/6/24 5:37 PM	8/6/24 5:55 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001304805	By-laws	Mobile App	Attained - Case Closed	3/11/24 12:19 PM	3/11/24 12:23 PM	DBL_Animal Services Administration
Animal Concern Case	201002051489	Other Holding stray	Phone	Attained - Case Closed	12/13/24 7:16 PM	12/14/24 8:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001299013	Dog Dog off leash	Phone	Attained - Case Closed	3/7/24 11:25 AM	3/7/24 11:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001344380	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/21/24 2:34 PM	3/21/24 2:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001346145	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/22/24 1:28 PM	3/22/24 1:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001379781	Dog Aggressive dog poorly contained	Mobile App	Missed - Case Closed	4/1/24 10:40 AM	4/2/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001410887	Dog Dog off leash	Mobile App	Attained - Case Closed	4/17/24 1:47 PM	4/17/24 2:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001720841	Dog Dog barking	WEB	Attained - Case Closed	8/20/24 4:04 AM	8/20/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001388677	Dog Dog off leash	Mobile App	Attained - Case Closed	4/5/24 10:35 AM	4/5/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001602602	Dog Other	WEB	Attained - Case Closed	6/27/24 8:48 AM	6/27/24 8:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001553860	Other Other	Phone	Attained - Case Closed	6/9/24 11:28 AM	6/9/24 11:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001311277	Dog Dog off leash	Mobile App	Attained - Case Closed	3/14/24 10:26 AM	3/14/24 11:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001463152	Dog Dog attacked by dog	WEB	Attained - Case Closed	5/5/24 11:13 AM	5/5/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001553856	Other Other	WEB	Attained - Case Closed	6/9/24 11:26 AM	6/9/24 11:40 AM	311_Contact Centre
Animal Services Inquiry Case	201001304709	By-laws	Mobile App	Attained - Case Closed	3/11/24 11:55 AM	3/11/24 11:59 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001509483	Other	Phone	Attained - Case Closed	5/28/24 4:00 PM	5/28/24 4:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001302612	Licence update	WEB	Attained - Case Closed	3/9/24 9:24 AM	3/9/24 10:23 AM	DBL_Animal Services Administration
Animal Concern Case	201001394677	Dog Dog off leash	Mobile App	Attained - Case Closed	4/9/24 10:20 AM	4/9/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001344195	Dog Dog off leash	Mobile App	Attained - Case Closed	3/21/24 1:30 PM	3/21/24 1:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001290995	Dog Holding stray	Phone	Attained - Case Closed	3/2/24 5:07 PM	3/2/24 5:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001351616	Dog Dog off leash	Mobile App	Attained - Case Closed	3/26/24 12:37 PM	3/26/24 12:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001986166	Dog Dog off leash	Mobile App	Attained - Case Closed	11/27/24 9:02 AM	11/27/24 3:45 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Feeding Wildlife Case	201001565054		Mobile App	Attained - Case Closed	6/13/24 5:33 PM	6/13/24 5:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462058	Dog	Mobile App	Attained - Case Closed	5/4/24 7:42 AM	5/4/24 8:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001247168	Stray dog at large	Phone	Missed - Case Closed	2/19/24 12:31 PM	2/20/24 11:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001287029	Dog	Phone	Attained - Case Closed	2/29/24 12:31 PM	2/29/24 12:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001399784	Dog off leash	Phone	Attained - Case Closed	4/11/24 12:47 PM	4/11/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417435	Dog off leash	Phone	Attained - Case Closed	4/21/24 3:32 PM	4/21/24 3:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001469048	Dog	Phone	Attained - Case Closed	5/8/24 9:53 AM	5/8/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001490894	Dog off leash	Phone	Attained - Case Closed	5/19/24 4:28 PM	5/19/24 4:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001496679	Dog	Phone	Attained - Case Closed	5/22/24 2:06 PM	5/22/24 2:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001623999	Stray dog at large	Phone	Attained - Case Closed	7/7/24 7:39 PM	7/8/24 11:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001635982	Dog	WEB	Attained - Case Closed	7/12/24 3:23 PM	7/12/24 3:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651957	Dog attacked by dog	Phone	Attained - Case Closed	7/20/24 7:23 PM	7/21/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001717609	Dog off leash	Phone	Attained - Case Closed	8/17/24 7:03 PM	8/18/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001883936	Dog off leash	Phone	Attained - Case Closed	10/12/24 3:54 PM	10/12/24 4:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001900035	Dog	Phone	Attained - Case Closed	10/22/24 5:58 PM	10/23/24 8:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002020252	Dog off leash	Phone	Attained - Case Closed	12/4/24 9:14 AM	12/4/24 9:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002077017	Dog	WEB	Attained - Case Closed	12/31/24 1:57 PM	12/31/24 2:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001569776	Dog off leash	Phone	Attained - Case Closed	6/17/24 9:09 AM	6/17/24 9:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001452621	Dog Holding stray	Mobile App	Attained - Case Closed	4/29/24 6:10 PM	4/29/24 6:26 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001481232	Dog off leash	Phone	Attained - Case Closed	5/14/24 12:35 PM	5/14/24 12:38 PM	DBL_Animal Services Administration
cat							
Dog Licence Case	201001383781	Licence update	Phone	Attained - Case Closed	4/3/24 10:07 AM	4/3/24 10:12 AM	DBL_Animal Services Administration
Lost Pets Case	201001651767	Dog	WEB	Attained - Case Closed	7/20/24 3:38 PM	7/20/24 3:42 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001964130	Other	Phone	Attained - Case Closed	11/16/24 2:37 PM	11/16/24 4:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001588346	Dog	WEB	Attained - Case Closed	6/25/24 1:21 PM	6/25/24 4:04 PM	311_Contact Centre - General Feedback
Other							
Dog Licence Case	201001257554	Other	Phone	Attained - Case Closed	2/24/24 4:10 PM	2/24/24 4:58 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001218913	Other	Mobile App	Attained - Case Closed	2/4/24 6:08 PM	2/4/24 6:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001496323	Dog	Mobile App	Attained - Case Closed	5/22/24 12:58 PM	5/22/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001506789	Dog off leash	Phone	Attained - Case Closed	5/27/24 4:18 PM	5/27/24 4:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001506915	Dog Holding stray	Phone	Attained - Case Closed	5/27/24 4:58 PM	5/27/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001245685	Dog	WEB	Attained - Case Closed	2/17/24 11:34 AM	2/18/24 5:53 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001375509	Dog off leash	Phone	Attained - Case Closed	3/28/24 11:23 AM	3/28/24 11:25 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001485599	Dog off leash	Mobile App	Attained - Case Closed	5/16/24 11:22 AM	5/21/24 8:43 AM	PR_PD_Park Improvements
Animal Services Inquiry Case	201001487411	By-laws	WEB	Attained - Case Closed	5/17/24 9:21 AM	5/17/24 9:58 AM	311_Contact Centre
Animal Concern Case	201001306339	Dog	Mobile App	Attained - Case Closed	3/12/24 8:17 AM	3/12/24 10:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001308348	Dog off leash	Phone	Attained - Case Closed	3/12/24 5:44 PM	3/13/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001559209	Dog off leash	Mobile App	Attained - Case Closed	6/11/24 2:26 PM	6/11/24 2:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001759235	Dog	Phone	Attained - Case Closed	8/29/24 5:59 PM	8/30/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001811816	Dog off leash	Phone	Attained - Case Closed	9/17/24 5:20 PM	9/17/24 6:31 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001302824	Dog off leash	Mobile App	Attained - Case Closed	3/9/24 11:56 AM	3/9/24 12:06 PM	DBL_Animal Services Administration
Animal Concern Case	201001199208	Dog ownership	Mobile App	Attained - Case Closed	1/27/24 10:47 AM	1/27/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001880003	Dog off leash	Phone	Attained - Case Closed	10/10/24 10:32 AM	10/10/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001349966	Aggressive dog poorly contained	Phone	Attained - Case Closed	3/25/24 2:48 PM	3/25/24 2:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001215321	Dog	WEB	Attained - Case Closed	2/2/24 11:27 AM	2/2/24 11:35 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001336972	Stray dog at large	Phone	Attained - Case Closed	3/18/24 10:31 AM	3/18/24 11:33 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001412845	Dog attacked by dog	Phone	Attained - Case Closed	4/18/24 12:50 PM	4/18/24 12:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001379506	Wildlife	Mobile App	Missed - Case Closed	4/1/24 8:19 AM	4/2/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001241056	Dog	WEB	Attained - Case Closed	2/15/24 8:53 AM	2/15/24 9:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001503224	Dog off leash	Phone	Attained - Case Closed	5/25/24 1:12 PM	5/25/24 1:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001784130	Stray dog at large	Phone	Attained - Case Closed	9/3/24 9:15 AM	9/3/24 9:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002021646	Dog off leash	Phone	Attained - Case Closed	12/4/24 2:31 PM	12/4/24 3:36 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001861280	Dog	Mobile App	Attained - Case Closed	9/29/24 9:16 PM	10/1/24 10:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001547516	By-laws	WEB	Attained - Case Closed	6/5/24 10:13 PM	6/6/24 8:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001254650	Dog	WEB	Attained - Case Closed	2/22/24 5:53 PM	2/22/24 5:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001617738	Dog off leash	WEB	Attained - Case Closed	7/4/24 10:54 AM	7/4/24 11:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001079364	Dog Human attacked by dog	Mobile App	Missed - Case Closed	1/1/24 8:04 AM	1/2/24 1:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001554282	Dog off leash	Phone	Attained - Case Closed	6/9/24 6:16 PM	6/10/24 9:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001414446	Stray dog at large	Phone	Attained - Case Closed	4/19/24 10:15 AM	4/19/24 11:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001584362	Dog	Phone	Attained - Case Closed	6/24/24 9:17 AM	6/24/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001638636	Dog off leash	Phone	Attained - Case Closed	7/15/24 9:12 AM	7/15/24 11:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001680975	Dog	Phone	Attained - Case Closed	7/30/24 9:36 AM	7/30/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001730584	Dog off leash	Phone	Attained - Case Closed	8/25/24 9:39 PM	8/26/24 11:00 AM	DBL_Animal Services Dispatch
		Human attacked by dog					



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001797486	Dog Dog off leash	Phone	Attained - Case Closed	9/10/24 9:00 AM	9/10/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001802156	Dog Dog off leash	Phone	Attained - Case Closed	9/12/24 9:30 AM	9/12/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001943006	Dog Stray dog at large	Phone	Attained - Case Closed	11/5/24 11:51 AM	11/5/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651746	Dog Other	WEB	Attained - Case Closed	7/20/24 3:15 PM	7/20/24 3:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001415158	Dog Dog off leash	Phone	Attained - Case Closed	4/19/24 1:43 PM	4/19/24 1:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001788184	Dog Stray dog at large	Phone	Attained - Case Closed	9/4/24 6:32 PM	9/5/24 9:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001891904	Dog Dog off leash	Mobile App	Attained - Case Closed	10/17/24 8:16 PM	10/18/24 10:36 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001562700	By-laws	Mobile App	Attained - Case Closed	6/12/24 8:06 PM	6/13/24 9:47 AM	DBL_Animal Services Administration
Animal Concern Case	201001586568	Dog Holding stray	Phone	Attained - Case Closed	6/24/24 5:29 PM	6/24/24 5:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001293740	Dog Dog off leash	Mobile App	Attained - Case Closed	3/4/24 5:26 PM	3/4/24 5:52 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001261181	Licence cancellation	Phone	Attained - Case Closed	2/27/24 7:42 AM	2/27/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001341367	Licence cancellation	Phone	Attained - Case Closed	3/20/24 10:12 AM	3/20/24 10:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001310478	Dog Dog off leash	Mobile App	Attained - Case Closed	3/13/24 5:31 PM	3/13/24 5:37 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001618626	Ticket	Phone	Attained - Case Closed	7/4/24 2:00 PM	7/4/24 2:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001310424	Dog Dog off leash	Mobile App	Attained - Case Closed	3/13/24 5:05 PM	3/13/24 5:15 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001888741	Dog	Phone	Attained - Case Closed	10/16/24 12:19 PM	10/16/24 12:47 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001292782	Dog ownership	Phone	Attained - Case Closed	3/4/24 12:44 PM	3/4/24 1:07 PM	DBL_Animal Services Administration
Animal Concern Case	201002053429	Dog Dog barking	WEB	Attained - Case Closed	12/16/24 5:47 AM	12/16/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001937274	Dog Stray dog at large	WEB	Attained - Case Closed	11/1/24 3:04 PM	11/1/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001582193	Dog Dog barking	Mobile App	Attained - Case Closed	6/21/24 7:39 PM	6/22/24 10:32 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002071421	cat	WEB	Attained - Case Closed	12/27/24 12:16 PM	12/28/24 11:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001681213	Dog Dog off leash	Mobile App	Attained - Case Closed	7/30/24 10:20 AM	7/30/24 11:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001875365	Dog Dog off leash	WEB	Attained - Case Closed	10/8/24 8:26 AM	10/8/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001446334	Dog Dog attacked by dog	Phone	Attained - Case Closed	4/25/24 4:03 PM	4/25/24 4:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001712037	Dog Dog off leash	Mobile App	Attained - Case Closed	8/14/24 5:08 PM	8/14/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001711961	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/14/24 4:39 PM	8/14/24 4:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001211784	Dog Dog off leash	Phone	Attained - Case Closed	2/1/24 10:27 AM	2/1/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001260897	Dog Dog off leash	Mobile App	Attained - Case Closed	2/26/24 5:28 PM	2/27/24 11:26 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001560064	By-laws	Mobile App	Attained - Case Closed	6/11/24 7:10 PM	6/12/24 10:46 AM	DBL_Animal Services Administration
Animal Concern Case	201001803492	Dog Dog off leash	Phone	Attained - Case Closed	9/12/24 3:41 PM	9/12/24 6:10 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001569280	cat	Phone	Attained - Case Closed	6/16/24 2:30 PM	6/16/24 2:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001822065	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	9/23/24 11:14 PM	9/24/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001486749	Dog Dog off leash	Mobile App	Attained - Case Closed	5/16/24 5:15 PM	5/16/24 5:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449448	Dog Human attacked by dog	WEB	Attained - Case Closed	4/27/24 6:42 PM	4/28/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001348251	Dog Stray dog at large	Phone	Attained - Case Closed	3/24/24 3:30 PM	3/24/24 3:38 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001346789	By-laws	Mobile App	Attained - Case Closed	3/22/24 6:17 PM	3/23/24 12:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001538218	Dog Dog off leash	Phone	Attained - Case Closed	6/2/24 8:42 AM	6/2/24 9:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001550892	Dog Dog off leash	Phone	Attained - Case Closed	6/7/24 10:48 AM	6/7/24 1:46 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001809185	Adoption	Phone	Attained - Case Closed	9/16/24 2:35 PM	9/16/24 3:11 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001451647		WEB	Attained - Case Closed	4/29/24 1:21 PM	4/29/24 1:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001702990	Dog Dog off leash	WEB	Attained - Case Closed	8/10/24 9:48 AM	8/10/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001583420	Dog Dog off leash	WEB	Attained - Case Closed	6/23/24 10:00 AM	6/23/24 11:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001686215	Dog Dog barking	Mobile App	Attained - Case Closed	8/1/24 10:35 AM	8/1/24 12:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001686134	Dog Dog off leash	Mobile App	Attained - Case Closed	8/1/24 10:18 AM	8/1/24 12:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001884419	Dog Dog off leash	Mobile App	Attained - Case Closed	10/13/24 12:32 PM	10/13/24 1:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257588	Dog Dog off leash	Phone	Attained - Case Closed	2/24/24 4:57 PM	2/24/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001260865	Dog Dog off leash	WEB	Attained - Case Closed	2/26/24 5:11 PM	2/27/24 11:17 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001194449	Dog ownership	Phone	Attained - Case Closed	1/25/24 12:42 PM	1/25/24 12:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001538499	Dog Human attacked by dog	WEB	Attained - Case Closed	6/2/24 1:21 PM	6/2/24 1:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001605156	Dog Other	Phone	Attained - Case Closed	6/28/24 7:40 AM	6/28/24 9:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001308900	Dog Dog off leash	Mobile App	Attained - Case Closed	3/13/24 9:38 AM	3/13/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001679879	Dog Dog off leash	Mobile App	Attained - Case Closed	7/29/24 3:04 PM	7/29/24 4:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001197492	Dog Dog off leash	Phone	Attained - Case Closed	1/26/24 12:58 PM	1/26/24 1:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001880143	Dog Dog off leash	WEB	Attained - Case Closed	10/10/24 11:06 AM	10/10/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001813715	Dog Dog barking	WEB	Attained - Case Closed	9/18/24 3:35 PM	9/18/24 3:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001233379	Dog Dog off leash	Phone	Attained - Case Closed	2/12/24 9:15 AM	2/12/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001403986	Dog Dog off leash	WEB	Attained - Case Closed	4/13/24 9:17 PM	4/14/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001502052	Dog Dog off leash	Phone	Attained - Case Closed	5/24/24 2:50 PM	5/24/24 3:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001567899	Dog	Phone	Attained - Case Closed	6/14/24 8:56 PM	6/15/24 10:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001568318	Dog Dog off leash	Phone	Attained - Case Closed	6/15/24 11:57 AM	6/15/24 12:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001617392	Dog Dog off leash	Phone	Attained - Case Closed	7/4/24 9:32 AM	7/4/24 10:44 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001622040	Dog	Phone	Attained - Case Closed	7/5/24 9:26 PM	7/6/24 9:17 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001637992	Dog off leash By-laws	Mobile App	Attained - Case Closed	7/14/24 2:04 PM	7/14/24 4:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001640875	Dog	Mobile App	Attained - Case Closed	7/15/24 8:57 PM	7/16/24 8:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001720882	Dog off leash	Phone	Attained - Case Closed	8/20/24 7:41 AM	8/20/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001737196	Dog off leash	Mobile App	Attained - Case Closed	8/28/24 5:45 PM	8/28/24 5:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001807464	Dog Holding stray	Phone	Attained - Case Closed	9/15/24 5:04 PM	9/15/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001813856	Dog off leash	WEB	Attained - Case Closed	9/18/24 4:30 PM	9/18/24 4:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001872251	Dog off leash	Phone	Attained - Case Closed	10/6/24 9:18 AM	10/6/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002024655	Dog off leash	Phone	Attained - Case Closed	12/5/24 4:18 PM	12/5/24 5:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001260907	Dog off leash	WEB	Attained - Case Closed	2/26/24 5:38 PM	2/27/24 11:42 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001886444	cat	Phone	Attained - Case Closed	10/15/24 11:52 AM	10/15/24 12:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001940493	Dog Stray dog at large	Phone	Attained - Case Closed	11/4/24 11:56 AM	11/4/24 12:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001265818	Dog off leash	Mobile App	Attained - Case Closed	2/28/24 5:27 PM	2/28/24 5:57 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001512920	Dog ownership	Mobile App	Attained - Case Closed	5/30/24 9:43 AM	5/30/24 11:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001503805	Dog Human attacked by dog	WEB	Attained - Case Closed	5/26/24 9:48 AM	5/26/24 10:33 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001378912	Licence cancellation	Phone	Attained - Case Closed	3/31/24 11:37 AM	3/31/24 11:42 AM	DBL_Animal Services Administration
Animal Concern Case	201001399424	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/11/24 11:15 AM	4/11/24 12:00 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001729175	Dog	Phone	Attained - Case Closed	8/24/24 10:45 AM	8/24/24 10:55 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001221980	By-laws	Mobile App	Attained - Case Closed	2/6/24 12:41 AM	2/6/24 9:05 AM	DBL_Animal Services Administration
Lost Pets Case	201001946281	Dog	WEB	Attained - Case Closed	11/6/24 11:34 PM	11/7/24 8:39 AM	DBL_Animal Services Administration
Lost Pets Case	201001783876	cat	WEB	Attained - Case Closed	9/2/24 8:43 PM	9/3/24 10:24 AM	DBL_Animal Services Administration
Lost Pets Case	201001720809	cat	WEB	Attained - Case Closed	8/19/24 9:48 PM	8/20/24 10:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001543982	Dog Dog waste not picked up	Phone	Attained - Case Closed	6/4/24 3:01 PM	6/4/24 3:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001509651	Dog off leash	Mobile App	Attained - Case Closed	5/28/24 5:02 PM	5/28/24 5:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001144251	Dog Other	Phone	Attained - Case Closed	1/12/24 6:01 PM	1/12/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001203533	Dog barking	Chat	Attained - Case Closed	1/29/24 3:19 PM	1/29/24 4:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001206625	Dog Human attacked by dog	WEB	Attained - Case Closed	1/30/24 2:18 PM	1/30/24 2:51 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002052611	Dog	Phone	Attained - Case Closed	12/14/24 7:05 PM	12/15/24 11:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001131467	Dog Dog attacked by dog	WEB	Attained - Case Closed	1/8/24 7:08 AM	1/8/24 10:47 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001237622		Mobile App	Attained - Case Closed	2/13/24 2:59 PM	2/13/24 3:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001781583	Dog off leash	WEB	Attained - Case Closed	8/31/24 10:28 AM	8/31/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001696625	Dog off leash	WEB	Attained - Case Closed	8/7/24 12:28 PM	8/7/24 12:57 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001193140	Licence cancellation	WEB	Attained - Case Closed	1/25/24 7:44 AM	1/25/24 10:22 AM	DBL_Animal Services Administration
Lost Pets Case	201001690902	Dog	WEB	Attained - Case Closed	8/4/24 12:09 AM	8/4/24 11:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001712315	Dog Dog attacked by dog	Phone	Attained - Case Closed	8/14/24 9:11 PM	8/15/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001944054	Dog barking	Phone	Attained - Case Closed	11/5/24 6:17 PM	11/5/24 6:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001338455	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/18/24 5:11 PM	3/18/24 5:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001569089	Dog off leash	Mobile App	Attained - Case Closed	6/16/24 10:46 AM	6/16/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001674819	Dog off leash	Chat	Attained - Case Closed	7/26/24 1:01 PM	7/26/24 1:36 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001948867	Other	Phone	Attained - Case Closed	11/8/24 9:23 AM	11/8/24 12:05 PM	DBL_Animal Services Administration
Lost Pets Case	201001447652	cat	WEB	Attained - Case Closed	4/26/24 12:14 PM	4/26/24 12:24 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001634363	Dog ownership	Mobile App	Attained - Case Closed	7/11/24 8:34 PM	7/12/24 10:04 AM	DBL_Animal Services Administration
Animal Concern Case	201001296500	Dog barking	Phone	Attained - Case Closed	3/6/24 9:41 AM	3/6/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001468411	Dog off leash	Mobile App	Attained - Case Closed	5/7/24 5:40 PM	5/7/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001131118	Dog Dog attacked by dog	Phone	Attained - Case Closed	1/7/24 1:47 PM	1/7/24 2:06 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001553045	Other	Mobile App	Attained - Case Closed	6/8/24 12:45 PM	6/8/24 1:22 PM	DBL_Animal Services Administration
Animal Concern Case	201001619313	Dog off leash	Mobile App	Attained - Case Closed	7/4/24 5:29 PM	7/4/24 6:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001476678	Dog off leash	WEB	Attained - Case Closed	5/11/24 9:25 PM	5/12/24 9:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001383209	Dog Stray dog at large	Phone	Attained - Case Closed	4/2/24 7:39 PM	4/3/24 9:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001312998	Dog barking	Mobile App	Attained - Case Closed	3/14/24 8:40 PM	3/15/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001736349	Dog off leash	WEB	Attained - Case Closed	8/28/24 12:45 PM	8/28/24 12:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001340806	Dog off leash	WEB	Attained - Case Closed	3/19/24 7:00 PM	3/20/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002026674	Dog off leash	Phone	Attained - Case Closed	12/6/24 2:23 PM	12/6/24 2:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001477608	Dog Dog attacked by dog	Phone	Attained - Case Closed	5/13/24 8:27 AM	5/13/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652215	Dog barking	Phone	Attained - Case Closed	7/21/24 9:39 AM	7/21/24 11:18 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001672146	Ticket	Phone	Attained - Case Closed	7/25/24 11:47 AM	7/25/24 12:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001561928	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	6/12/24 2:30 PM	6/12/24 2:59 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001135311	Licence update	WEB	Attained - Case Closed	1/9/24 11:45 AM	1/9/24 11:55 AM	DBL_Animal Services Administration
Lost Pets Case	201001651165	cat	WEB	Attained - Case Closed	7/20/24 9:28 AM	7/20/24 10:53 AM	DBL_Animal Services Administration
Animal Concern Case	201001544383	Dog off leash	Phone	Attained - Case Closed	6/4/24 4:55 PM	6/4/24 5:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001545335	Dog off leash	Phone	Attained - Case Closed	6/5/24 10:11 AM	6/5/24 10:12 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001654502	Other	Phone	Attained - Case Closed	7/22/24 1:57 PM	7/22/24 2:18 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001463182	Other cat	WEB	Attained - Case Closed	5/5/24 11:36 AM	5/5/24 11:47 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001475514	By-laws	Phone	Attained - Case Closed	5/10/24 4:50 PM	5/10/24 4:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001791853	Dog Dog off leash	WEB	Attained - Case Closed	9/6/24 12:41 PM	9/6/24 2:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001610747	Dog Other	Phone	Attained - Case Closed	7/2/24 8:21 AM	7/2/24 8:48 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001472829	Dog	Phone	Attained - Case Closed	5/9/24 3:18 PM	5/9/24 3:22 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001582028		Mobile App	Attained - Case Closed	6/21/24 4:57 PM	6/21/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001383216	Dog Badly injured stray dog or chicken**	Phone	Attained - Case Closed	4/2/24 7:44 PM	4/3/24 9:31 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001239638	Dog	Phone	Attained - Case Closed	2/14/24 12:57 PM	2/14/24 1:04 PM	DBL_Animal Services Administration
Animal Concern Case	201001697558	Dog Other	Mobile App	Attained - Case Closed	8/7/24 4:14 PM	8/7/24 4:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001736702	Dog Other	Phone	Attained - Case Closed	8/28/24 2:34 PM	8/28/24 2:39 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001818431		WEB	Attained - Case Closed	9/21/24 9:18 AM	9/21/24 12:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001980354	Dog Dog off leash	WEB	Attained - Case Closed	11/24/24 6:03 PM	11/25/24 11:10 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001675706		Phone	Attained - Case Closed	7/26/24 5:04 PM	7/26/24 5:53 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001232426	Licence cancellation	WEB	Attained - Case Closed	2/10/24 5:07 PM	2/10/24 5:12 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001538547	Other	Phone	Attained - Case Closed	6/2/24 2:08 PM	6/3/24 11:07 AM	311_Contact Centre
Animal Concern Case	201001230970	Dog Dog attacked by dog	Phone	Attained - Case Closed	2/9/24 2:30 PM	2/9/24 3:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819365	Dog Dog barking	WEB	Attained - Case Closed	9/22/24 11:17 AM	9/22/24 11:26 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001872645	cat	Phone	Attained - Case Closed	10/6/24 4:11 PM	10/6/24 5:38 PM	DBL_Animal Services Administration
Animal Concern Case	201001885312	Dog Stray dog at large	Phone	Missed - Case Closed	10/14/24 2:29 PM	10/15/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001584135	Dog Dog attacked by dog	WEB	Attained - Case Closed	6/24/24 7:46 AM	6/24/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001631992	Dog Dog barking	WEB	Attained - Case Closed	7/10/24 10:28 PM	7/11/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001409888	Dog Dog off leash	WEB	Attained - Case Closed	4/17/24 9:47 AM	4/17/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001252297	Dog Dog off leash	Mobile App	Attained - Case Closed	2/21/24 7:13 PM	2/22/24 8:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001298238	Dog Dog off leash	Mobile App	Attained - Case Closed	3/6/24 8:01 PM	3/7/24 11:14 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001584231	Dog ownership	WEB	Attained - Case Closed	6/24/24 8:42 AM	6/24/24 10:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001463175	Dog Dog attacked by dog	Phone	Attained - Case Closed	5/5/24 11:30 AM	5/5/24 11:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001353080	Dog Dog off leash	WEB	Attained - Case Closed	3/27/24 9:57 AM	3/27/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001965635	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/18/24 10:01 AM	11/18/24 12:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001348362	Dog Dog attacked by dog	Phone	Attained - Case Closed	3/24/24 5:22 PM	3/24/24 5:26 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001104658	New licence	Phone	Attained - Case Closed	1/3/24 3:40 PM	1/3/24 4:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001149573	Pet bird Holding stray	Phone	Attained - Case Closed	1/16/24 10:13 AM	1/16/24 10:21 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001151673	New licence	Phone	Attained - Case Closed	1/16/24 6:44 PM	1/17/24 10:45 AM	DBL_Animal Services Administration
Lost Pets Case	201001344562	Dog	Phone	Attained - Case Closed	3/21/24 3:30 PM	3/21/24 4:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001347643	Dog Holding stray	Phone	Attained - Case Closed	3/23/24 5:58 PM	3/25/24 7:29 AM	311_Contact Centre
Animal Concern Case	201001482641	Dog Other	Phone	Attained - Case Closed	5/15/24 7:45 AM	5/15/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001609981	Dog Other	Phone	Missed - Case Closed	7/1/24 12:44 PM	7/2/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001611170	Dog Holding stray	Phone	Attained - Case Closed	7/2/24 9:51 AM	7/2/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001611474	Dog Holding stray	Chat	Attained - Case Closed	7/2/24 10:43 AM	7/2/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001648835	Dog Other	Phone	Attained - Case Closed	7/19/24 10:07 AM	7/19/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652568	Dog Other	Phone	Attained - Case Closed	7/21/24 2:23 PM	7/21/24 2:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001673314	Dog Other	Phone	Attained - Case Closed	7/25/24 4:54 PM	7/25/24 4:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001683728	Dog Other	Phone	Attained - Case Closed	7/31/24 10:31 AM	7/31/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001727720	Dog Other	Phone	Attained - Case Closed	8/23/24 10:43 AM	8/23/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001926287	Dog Holding stray	Phone	Attained - Case Closed	10/26/24 10:51 AM	10/26/24 10:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001945952	Dog Other	Phone	Attained - Case Closed	11/6/24 4:14 PM	11/6/24 4:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001130641	Dog Dog barking	WEB	Attained - Case Closed	1/6/24 4:44 PM	1/6/24 5:33 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001650645	By-laws	WEB	Attained - Case Closed	7/19/24 5:22 PM	7/19/24 5:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001391187	Dog Other	WEB	Attained - Case Closed	4/7/24 1:30 AM	4/7/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001200376	Dog Other	Phone	Attained - Case Closed	1/28/24 12:09 PM	1/28/24 12:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001389988	Dog	Phone	Attained - Case Closed	4/5/24 4:34 PM	4/5/24 4:57 PM	DBL_Animal Services Administration
Lost Pets Case	201001860721	Dog	Phone	Attained - Case Closed	9/29/24 9:13 AM	9/29/24 11:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001549929	Dog Holding stray	Phone	Attained - Case Closed	6/6/24 6:05 PM	6/7/24 8:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001313090	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/15/24 7:42 AM	3/15/24 8:40 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001227054	Dog	Phone	Attained - Case Closed	2/7/24 7:02 PM	2/8/24 8:10 AM	DBL_Animal Services Administration
Lost Pets Case	201001563248	Dog	Phone	Attained - Case Closed	6/13/24 9:58 AM	6/13/24 10:45 AM	DBL_Animal Services Administration
Animal Concern Case	201001793000	Dog Dog off leash	WEB	Attained - Case Closed	9/6/24 10:27 PM	9/7/24 2:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001889689	Dog Dog attacked by dog	WEB	Attained - Case Closed	10/16/24 5:32 PM	10/16/24 5:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001899861	Dog Dog waste not picked up	WEB	Attained - Case Closed	10/22/24 4:21 PM	10/22/24 5:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001900926	Dog Dog waste not picked up	Phone	Attained - Case Closed	10/23/24 11:05 AM	10/23/24 11:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001925212	Dog Dog waste not picked up	WEB	Attained - Case Closed	10/25/24 12:43 PM	10/25/24 1:57 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001544703	Dog	Mobile App	Attained - Case Closed	6/4/24 8:30 PM	6/5/24 10:04 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001314425	Dog off leash Licence update	Phone	Attained - Case Closed	3/15/24 2:37 PM	3/15/24 3:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001503535	Dog	Mobile App	Attained - Case Closed	5/25/24 5:36 PM	5/25/24 6:02 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001221879	Dog off leash Licence cancellation	WEB	Attained - Case Closed	2/5/24 8:07 PM	2/6/24 8:13 AM	DBL_Animal Services Administration
Animal Concern Case	201001314981	Dog	WEB	Attained - Case Closed	3/15/24 7:03 PM	3/16/24 12:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001677139	Dog barking Dog off leash	Phone	Attained - Case Closed	7/28/24 8:15 AM	7/28/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001401990	Dog	Phone	Attained - Case Closed	4/12/24 1:33 PM	4/12/24 1:42 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001729663	Dog waste not picked up cat	WEB	Attained - Case Closed	8/24/24 4:38 PM	8/24/24 5:04 PM	DBL_Animal Services Administration
Lost Pets Case	201002048299	Rabbit	Phone	Attained - Case Closed	12/12/24 12:26 PM	12/12/24 3:35 PM	DBL_Animal Services Administration
Animal Concern Case	201001399742	Dog	WEB	Attained - Case Closed	4/11/24 12:34 PM	4/11/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001294004	Dog attacked by dog Dog	WEB	Attained - Case Closed	3/5/24 7:07 AM	3/5/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001152691	Dog waste not picked up Dog off leash	WEB	Attained - Case Closed	1/17/24 11:12 AM	1/17/24 11:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001630375	Dog	Phone	Attained - Case Closed	7/10/24 11:41 AM	7/10/24 11:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001864846	Holding stray Dog	Phone	Attained - Case Closed	10/2/24 8:51 AM	10/2/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002021631	Dog waste not picked up Dog	Phone	Attained - Case Closed	12/4/24 2:28 PM	12/4/24 2:55 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001783675	Dog off leash	Phone	Missed - Case Closed	9/2/24 3:50 PM	9/3/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002053364	Dog	WEB	Attained - Case Closed	12/15/24 8:27 PM	12/16/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310476	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	3/13/24 5:31 PM	3/13/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001343518	Other Dog	Phone	Attained - Case Closed	3/21/24 10:15 AM	3/21/24 10:44 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001548065	Other	Phone	Attained - Case Closed	6/6/24 10:11 AM	6/6/24 12:57 PM	311_Contact Centre
Feeding Wildlife Case	201001876427		Phone	Attained - Case Closed	10/8/24 1:09 PM	10/8/24 1:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001302839	Dog	Phone	Attained - Case Closed	3/9/24 12:10 PM	3/9/24 12:16 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001789574	Human attacked by dog cat	WEB	Attained - Case Closed	9/5/24 1:12 PM	9/5/24 1:25 PM	DBL_Animal Services Administration
Animal Concern Case	201001477165	Dog	WEB	Attained - Case Closed	5/12/24 2:37 PM	5/12/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001860140	Dog barking Dog	Phone	Attained - Case Closed	9/28/24 11:28 AM	9/28/24 11:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001602451	Stray dog at large Dog	WEB	Attained - Case Closed	6/27/24 6:54 AM	6/27/24 9:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001335229	Dog attacked by dog Dog	Phone	Attained - Case Closed	3/16/24 12:37 PM	3/16/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001949027	Human attacked by dog Dog	Phone	Attained - Case Closed	11/8/24 10:08 AM	11/8/24 2:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001955645	Dog off leash Dog	WEB	Attained - Case Closed	11/12/24 4:35 PM	11/12/24 5:10 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001296252	Dog off leash	WEB	Attained - Case Closed	3/6/24 7:55 AM	3/6/24 9:19 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001476253		Phone	Attained - Case Closed	5/11/24 1:18 PM	5/11/24 2:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001583075	Dog	Phone	Attained - Case Closed	6/22/24 4:48 PM	6/22/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001961823	Other Dog	WEB	Attained - Case Closed	11/15/24 11:01 AM	11/15/24 11:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001254887	Other Dog	WEB	Attained - Case Closed	2/23/24 7:44 AM	2/23/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001382099	Dog waste not picked up Dog	Phone	Attained - Case Closed	4/2/24 1:02 PM	4/2/24 1:44 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001869393	Other Rabbit	WEB	Attained - Case Closed	10/4/24 8:59 AM	10/4/24 10:18 AM	DBL_Animal Services Administration
Lost Pets Case	201001147214	Dog	Phone	Attained - Case Closed	1/15/24 11:59 AM	1/15/24 12:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001246748	Licence cancellation	WEB	Attained - Case Closed	2/19/24 3:28 AM	2/20/24 10:48 AM	DBL_Animal Services Administration
Lost Pets Case	201001554373	Dog	Phone	Attained - Case Closed	6/9/24 8:15 PM	6/10/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001726759	Dog	WEB	Attained - Case Closed	8/22/24 3:47 PM	8/22/24 4:08 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001208338	Aggressive dog poorly contained Other	WEB	Attained - Case Closed	1/31/24 9:38 AM	1/31/24 9:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001257084	Dog	Mobile App	Attained - Case Closed	2/24/24 9:21 AM	2/24/24 10:44 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001384392	Dog off leash Licence cancellation	Phone	Attained - Case Closed	4/3/24 12:36 PM	4/3/24 12:38 PM	DBL_Animal Services Administration
Lost Pets Case	201001227986	cat	WEB	Attained - Case Closed	2/8/24 11:29 AM	2/8/24 12:22 PM	DBL_Animal Services Administration
Animal Concern Case	201002072211	Dog	Phone	Attained - Case Closed	12/27/24 6:05 PM	12/28/24 10:02 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001452442	Stray dog at large Dog	Phone	Attained - Case Closed	4/29/24 4:38 PM	4/29/24 4:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001165697	Dog	Phone	Attained - Case Closed	1/22/24 4:56 PM	1/22/24 5:05 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001165740	Holding stray Other	Phone	Attained - Case Closed	1/22/24 5:09 PM	1/22/24 5:14 PM	DBL_Animal Services Administration
Lost Pets Case	201001546832	Dog	WEB	Attained - Case Closed	6/5/24 3:22 PM	6/5/24 3:45 PM	DBL_Animal Services Administration
Lost Pets Case	201001452468	Dog	WEB	Attained - Case Closed	4/29/24 4:46 PM	4/29/24 4:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001252529	Licence update	WEB	Attained - Case Closed	2/22/24 8:37 AM	2/22/24 9:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001303646	Licence update	Phone	Attained - Case Closed	3/10/24 1:54 PM	3/10/24 2:08 PM	DBL_Animal Services Administration
Animal Concern Case	201001622705	Dog	Phone	Attained - Case Closed	7/6/24 2:16 PM	7/6/24 2:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001575953	Human attacked by dog Dog	Phone	Attained - Case Closed	6/19/24 12:38 PM	6/19/24 12:45 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001416885	Holding stray	WEB	Attained - Case Closed	4/20/24 8:38 PM	4/21/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001955635	Dog	WEB	Attained - Case Closed	11/12/24 4:32 PM	11/12/24 5:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002023188	Dog off leash Dog	WEB	Attained - Case Closed	12/5/24 10:44 AM	12/5/24 2:50 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001556725	Other cat	WEB	Attained - Case Closed	6/10/24 3:54 PM	6/10/24 4:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001416401	Dog	Phone	Attained - Case Closed	4/20/24 12:16 PM	4/20/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001546136	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	6/5/24 12:49 PM	6/5/24 12:58 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001862975	Holding stray Other	WEB	Attained - Case Closed	10/1/24 10:59 AM	10/1/24 11:53 AM	311_Contact Centre - General Feedback

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Feeding Wildlife Case	201001237678		Mobile App	Attained - Case Closed	2/13/24 3:14 PM	2/13/24 3:49 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001888031	cat	Phone	Attained - Case Closed	10/16/24 9:10 AM	10/16/24 9:54 AM	DBL_Animal Services Administration
Lost Pets Case	201001947942	Dog	Phone	Attained - Case Closed	11/7/24 3:06 PM	11/7/24 3:33 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001542015		WEB	Attained - Case Closed	6/4/24 2:20 AM	6/4/24 10:02 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001900821	By-laws	Mobile App	Attained - Case Closed	10/23/24 10:40 AM	10/23/24 10:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001480323	Dog Other	Phone	Attained - Case Closed	5/14/24 9:11 AM	5/14/24 9:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001861197	Dog Dog barking	Phone	Missed - Case Closed	9/29/24 6:07 PM	10/1/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001860746	Dog Holding stray	Phone	Attained - Case Closed	9/29/24 9:48 AM	9/29/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001340196	Dog Dog off leash	WEB	Attained - Case Closed	3/19/24 2:37 PM	3/19/24 2:46 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001807670	Dog	WEB	Attained - Case Closed	9/15/24 10:57 PM	9/16/24 1:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001340655	Licence update	WEB	Attained - Case Closed	3/19/24 5:18 PM	3/20/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001256977	Licence cancellation	WEB	Attained - Case Closed	2/23/24 11:03 PM	2/24/24 9:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001378001	Dog Stray dog at large	Mobile App	Attained - Case Closed	3/30/24 10:16 AM	3/30/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001460628	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	5/3/24 11:31 AM	5/3/24 11:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001172222	Dog Stray dog at large	Phone	Attained - Case Closed	1/24/24 3:19 PM	1/24/24 3:25 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001080502	Licence cancellation	Phone	Attained - Case Closed	1/2/24 10:20 AM	1/2/24 10:40 AM	DBL_Animal Services Administration
Animal Concern Case	201002075798	Dog Dog barking	WEB	Attained - Case Closed	12/30/24 8:30 PM	12/31/24 8:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001689894	Dog Dog off leash	WEB	Attained - Case Closed	8/3/24 1:52 AM	8/3/24 10:34 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001227306	Licence cancellation	WEB	Attained - Case Closed	2/8/24 8:43 AM	2/8/24 9:04 AM	DBL_Animal Services Administration
Animal Concern Case	201001550679	Dog Stray dog at large	Phone	Attained - Case Closed	6/7/24 10:08 AM	6/7/24 11:01 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001262184	Licence update	Phone	Attained - Case Closed	2/27/24 12:13 PM	2/27/24 12:20 PM	DBL_Animal Services Administration
Lost Pets Case	201002068170	Dog	Phone	Attained - Case Closed	12/24/24 8:28 AM	12/24/24 9:12 AM	DBL_Animal Services Administration
Animal Concern Case	201001804501	Dog Stray dog at large	Mobile App	Attained - Case Closed	9/13/24 10:25 AM	9/13/24 10:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001226970	Dog Holding stray	Phone	Attained - Case Closed	2/7/24 6:02 PM	2/7/24 6:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001242388	Dog Dog barking	WEB	Attained - Case Closed	2/15/24 2:33 PM	2/15/24 3:24 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002013363	Dog ownership	Phone	Attained - Case Closed	11/30/24 12:05 PM	11/30/24 1:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001345389	Dog Dog off leash	Phone	Attained - Case Closed	3/22/24 9:55 AM	3/22/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002029877	Dog Other	Phone	Attained - Case Closed	12/9/24 11:01 AM	12/9/24 11:31 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002031354	Dog	Phone	Attained - Case Closed	12/9/24 4:34 PM	12/9/24 5:20 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002042895	Other	Phone	Attained - Case Closed	12/10/24 11:52 AM	12/10/24 12:27 PM	DBL_Animal Services Administration
Lost Pets Case	201002045836	Dog	Phone	Attained - Case Closed	12/11/24 12:05 PM	12/11/24 1:29 PM	DBL_Animal Services Administration
Lost Pets Case	201002047282	Dog	Phone	Attained - Case Closed	12/12/24 8:04 AM	12/12/24 8:40 AM	DBL_Animal Services Administration
Lost Pets Case	201002047561	Dog	Phone	Attained - Case Closed	12/12/24 9:38 AM	12/12/24 10:05 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002052696	Other	Phone	Attained - Case Closed	12/15/24 7:13 AM	12/15/24 1:28 PM	DBL_Animal Services Administration
Animal Concern Case	201002073707	Dog Other	Phone	Attained - Case Closed	12/30/24 8:03 AM	12/30/24 8:23 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001563246	cat	WEB	Attained - Case Closed	6/13/24 9:57 AM	6/13/24 11:21 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001901095	Fees and fines	Phone	Attained - Case Closed	10/23/24 11:51 AM	10/23/24 11:57 AM	DBL_Animal Services Administration
Lost Pets Case	201002062592	cat	WEB	Attained - Case Closed	12/19/24 10:50 PM	12/20/24 2:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001340497	Chicken Other	WEB	Attained - Case Closed	3/19/24 4:06 PM	3/19/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001956146	Dog Dog attacked by dog	WEB	Attained - Case Closed	11/13/24 8:02 AM	11/13/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001486961	Dog Dog barking	Phone	Attained - Case Closed	5/16/24 8:37 PM	5/17/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001249415	Dog Dog attacked by dog	WEB	Attained - Case Closed	2/20/24 2:46 PM	2/20/24 4:31 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001574810		WEB	Attained - Case Closed	6/18/24 10:06 PM	6/19/24 9:19 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001264365	Licence cancellation	Phone	Attained - Case Closed	2/28/24 10:58 AM	2/28/24 11:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001724679	Chicken Other	Phone	Attained - Case Closed	8/21/24 4:10 PM	8/21/24 4:23 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001570152		WEB	Attained - Case Closed	6/17/24 10:25 AM	6/17/24 10:58 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001079984	Licence cancellation	Phone	Attained - Case Closed	1/2/24 7:19 AM	1/2/24 9:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001798535	Dog Dog barking	WEB	Attained - Case Closed	9/10/24 1:13 PM	9/10/24 1:59 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001350887	Licence cancellation	Phone	Attained - Case Closed	3/26/24 9:11 AM	3/26/24 9:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001800319	Dog Dog barking	WEB	Attained - Case Closed	9/11/24 11:16 AM	9/11/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001939435	Dog Human attacked by dog	Phone	Attained - Case Closed	11/3/24 8:28 PM	11/4/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001342407	Dog Stray dog at large	Phone	Attained - Case Closed	3/20/24 2:34 PM	3/20/24 2:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001807218	Dog Dog barking	Phone	Attained - Case Closed	9/15/24 1:09 PM	9/15/24 1:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001902152	Dog Dog attacked by dog	WEB	Attained - Case Closed	10/23/24 5:41 PM	10/23/24 6:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449439	Dog Human attacked by dog	WEB	Attained - Case Closed	4/27/24 6:19 PM	4/28/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001466084	Dog Other	Phone	Attained - Case Closed	5/6/24 7:19 PM	5/7/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001630416	Pet rat Other	WEB	Attained - Case Closed	7/10/24 11:52 AM	7/10/24 4:13 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001949717	Dog Stray dog at large	Phone	Attained - Case Closed	11/8/24 12:53 PM	11/8/24 12:55 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001652093	cat	WEB	Attained - Case Closed	7/20/24 11:19 PM	7/21/24 10:57 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001983057		Phone	Attained - Case Closed	11/25/24 6:45 PM	11/26/24 11:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001449437	Dog Human attacked by dog	WEB	Attained - Case Closed	4/27/24 6:17 PM	4/28/24 10:17 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001735049	Dog	Mobile App	Attained - Case Closed	8/27/24 6:11 PM	8/27/24 6:17 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001354838	Dog off leash cat	WEB	Attained - Case Closed	3/27/24 9:02 PM	3/28/24 10:11 AM	DBL_Animal Services Administration
Lost Pets Case	201001455002	cat	WEB	Attained - Case Closed	4/30/24 5:32 PM	4/30/24 5:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001139704	Licence update	Phone	Attained - Case Closed	1/11/24 9:05 AM	1/11/24 10:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001683141	Dog	Mobile App	Attained - Case Closed	7/30/24 8:47 PM	7/31/24 9:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001797727	Dog barking	Mobile App	Attained - Case Closed	9/10/24 9:54 AM	9/10/24 10:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001690050	Dog barking	Phone	Attained - Case Closed	8/3/24 10:14 AM	8/3/24 10:38 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001246626	Holding stray Licence update	Phone	Attained - Case Closed	2/18/24 5:14 PM	2/18/24 5:26 PM	DBL_Animal Services Administration
Animal Concern Case	201001884516	Dog	Phone	Attained - Case Closed	10/13/24 2:19 PM	10/13/24 2:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001229274	Stray dog at large	Phone	Attained - Case Closed	2/8/24 6:02 PM	2/8/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257173	Dog	Phone	Attained - Case Closed	2/8/24 6:02 PM	2/8/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257173	Dog attacked by dog	Phone	Attained - Case Closed	2/24/24 10:47 AM	2/24/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001263676	Human attacked by dog	Phone	Attained - Case Closed	2/28/24 7:34 AM	2/28/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001483223	Dog	Phone	Attained - Case Closed	2/28/24 7:34 AM	2/28/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001483223	Aggressive dog poorly contained	Phone	Attained - Case Closed	5/15/24 10:42 AM	5/15/24 10:52 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001567647	Dog attacked by dog	Phone	Attained - Case Closed	6/14/24 5:21 PM	6/14/24 5:56 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001588371	Dog	Phone	Attained - Case Closed	6/14/24 5:21 PM	6/14/24 5:56 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001588371	Dog ownership	Phone	Attained - Case Closed	6/25/24 1:30 PM	6/25/24 1:49 PM	DBL_Animal Services Administration
Animal Concern Case	201001684002	Dog	Phone	Attained - Case Closed	6/25/24 1:30 PM	6/25/24 1:49 PM	DBL_Animal Services Administration
Animal Concern Case	201001684002	Dog attacked by dog	Phone	Attained - Case Closed	7/31/24 11:29 AM	7/31/24 11:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001693344	Dog	WEB	Attained - Case Closed	8/6/24 10:06 AM	8/6/24 10:11 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001885342	Dog attacked by dog	Phone	Attained - Case Closed	8/6/24 10:06 AM	8/6/24 10:11 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001885342	Dog	Phone	Attained - Case Closed	10/14/24 2:56 PM	10/15/24 10:28 AM	DBL_Animal Services Administration
Animal Concern Case	201002060685	Dog	Phone	Attained - Case Closed	10/14/24 2:56 PM	10/15/24 10:28 AM	DBL_Animal Services Administration
Animal Concern Case	201002060685	Holding stray	Phone	Attained - Case Closed	12/19/24 9:49 AM	12/19/24 9:54 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002062102	Other	Phone	Attained - Case Closed	12/19/24 3:28 PM	12/19/24 4:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001126842	Dog	Mobile App	Attained - Case Closed	12/19/24 3:28 PM	12/19/24 4:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001645683	Dog off leash	Mobile App	Attained - Case Closed	1/4/24 2:41 PM	1/4/24 2:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001645683	Dog	Mobile App	Attained - Case Closed	7/17/24 5:50 PM	7/17/24 5:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001139370	Dog barking	Phone	Attained - Case Closed	7/17/24 5:50 PM	7/17/24 5:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001139370	Dog	Phone	Attained - Case Closed	1/10/24 7:17 PM	1/10/24 7:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001947298	Dog attacked by dog	Phone	Attained - Case Closed	1/10/24 7:17 PM	1/10/24 7:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001947298	Dog	Phone	Attained - Case Closed	11/7/24 12:05 PM	11/7/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001555147	Human attacked by dog	Phone	Attained - Case Closed	11/7/24 12:05 PM	11/7/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001555147	Dog	Phone	Attained - Case Closed	6/10/24 10:25 AM	6/10/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001863633	Human attacked by dog	WEB	Attained - Case Closed	6/10/24 10:25 AM	6/10/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001863633	Dog	WEB	Attained - Case Closed	10/1/24 1:16 PM	10/1/24 1:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001451629	Human attacked by dog	WEB	Attained - Case Closed	10/1/24 1:16 PM	10/1/24 1:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001451629	Dog	WEB	Attained - Case Closed	4/29/24 1:17 PM	4/29/24 1:27 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001244776	Dog barking	WEB	Attained - Case Closed	4/29/24 1:17 PM	4/29/24 1:27 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001244776	Dog	WEB	Attained - Case Closed	2/16/24 2:37 PM	2/16/24 4:35 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001481086	Dog ownership	Phone	Attained - Case Closed	2/16/24 2:37 PM	2/16/24 4:35 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001481086	Dog ownership	Phone	Attained - Case Closed	5/14/24 11:57 AM	5/14/24 12:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001871441	Dog	Phone	Attained - Case Closed	5/14/24 11:57 AM	5/14/24 12:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001871441	Human attacked by dog	Phone	Attained - Case Closed	10/5/24 10:28 AM	10/5/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001882920	Dog	Phone	Attained - Case Closed	10/5/24 10:28 AM	10/5/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001882920	Aggressive dog poorly contained	Phone	Attained - Case Closed	10/11/24 3:10 PM	10/11/24 4:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001822311	Dog	Phone	Attained - Case Closed	10/11/24 3:10 PM	10/11/24 4:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001822311	Dog off leash	Phone	Attained - Case Closed	9/24/24 9:18 AM	9/24/24 10:29 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001296962	Licence update	Phone	Attained - Case Closed	9/24/24 9:18 AM	9/24/24 10:29 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001296962	Licence update	Phone	Attained - Case Closed	3/6/24 11:37 AM	3/6/24 11:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001288875	Other	Mobile App	Attained - Case Closed	3/6/24 11:37 AM	3/6/24 11:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001288875	Other	Mobile App	Attained - Case Closed	3/1/24 11:02 AM	3/5/24 2:58 PM	CMO_Mayor and Council Feedback
Animal Concern Case	201001817133	Dog	WEB	Attained - Case Closed	3/1/24 11:02 AM	3/5/24 2:58 PM	CMO_Mayor and Council Feedback
Animal Concern Case	201001817133	Dog barking	WEB	Attained - Case Closed	9/20/24 11:35 AM	9/20/24 12:23 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001245431	Replacement tag	WEB	Attained - Case Closed	9/20/24 11:35 AM	9/20/24 12:23 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001245431	Replacement tag	WEB	Attained - Case Closed	2/16/24 10:17 PM	2/17/24 10:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001409465	Dog	WEB	Attained - Case Closed	2/16/24 10:17 PM	2/17/24 10:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001409465	Dog barking	WEB	Attained - Case Closed	4/16/24 10:12 PM	4/17/24 11:00 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001302342	Dog barking	Phone	Attained - Case Closed	4/16/24 10:12 PM	4/17/24 11:00 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001302342	Dog	Phone	Attained - Case Closed	3/8/24 4:58 PM	3/8/24 5:08 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001306458	Dog	Phone	Attained - Case Closed	3/8/24 4:58 PM	3/8/24 5:08 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001306458	Dog barking	Phone	Attained - Case Closed	3/12/24 9:06 AM	3/12/24 10:25 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002067207	Dog ownership	Phone	Attained - Case Closed	3/12/24 9:06 AM	3/12/24 10:25 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002067207	Dog ownership	Phone	Attained - Case Closed	12/23/24 1:09 PM	12/23/24 1:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001640191	Dog	WEB	Attained - Case Closed	12/23/24 1:09 PM	12/23/24 1:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001640191	Dog attacked by dog	WEB	Attained - Case Closed	7/15/24 3:19 PM	7/15/24 3:51 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001577348	Other	Phone	Attained - Case Closed	7/15/24 3:19 PM	7/15/24 3:51 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001577348	Other	Phone	Attained - Case Closed	6/20/24 8:22 AM	6/20/24 11:12 AM	DBL_Animal Services Administration
Animal Concern Case	201001926459	Dog	WEB	Attained - Case Closed	6/20/24 8:22 AM	6/20/24 11:12 AM	DBL_Animal Services Administration
Animal Concern Case	201001926459	Human attacked by dog	WEB	Attained - Case Closed	10/26/24 12:46 PM	10/26/24 1:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001544051	Dog	Mobile App	Attained - Case Closed	10/26/24 12:46 PM	10/26/24 1:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001544051	Dog off leash	Mobile App	Attained - Case Closed	6/4/24 3:18 PM	6/4/24 3:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001927379	Dog	WEB	Attained - Case Closed	6/4/24 3:18 PM	6/4/24 3:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001927379	Dog off leash	WEB	Attained - Case Closed	10/27/24 5:25 PM	10/27/24 5:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002028423	Dog	WEB	Attained - Case Closed	10/27/24 5:25 PM	10/27/24 5:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002028423	Dog off leash	WEB	Attained - Case Closed	12/8/24 9:43 AM	12/8/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703828	Dog	WEB	Attained - Case Closed	12/8/24 9:43 AM	12/8/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703828	Aggressive dog poorly contained	WEB	Attained - Case Closed	8/11/24 12:08 AM	8/11/24 10:30 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001503981	By-laws	Mobile App	Attained - Case Closed	8/11/24 12:08 AM	8/11/24 10:30 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001503981	By-laws	Mobile App	Attained - Case Closed	5/26/24 12:44 PM	5/26/24 12:56 PM	DBL_Animal Services Administration
Animal Concern Case	201001722025	Dog	Mobile App	Attained - Case Closed	5/26/24 12:44 PM	5/26/24 12:56 PM	DBL_Animal Services Administration
Animal Concern Case	201001722025	Other	Mobile App	Attained - Case Closed	8/20/24 12:58 PM	8/20/24 1:29 PM	311_Contact Centre
Animal Concern Case	201001874013	Dog	WEB	Attained - Case Closed	8/20/24 12:58 PM	8/20/24 1:29 PM	311_Contact Centre
Animal Concern Case	201001874013	Aggressive dog poorly contained	WEB	Attained - Case Closed	10/7/24 12:42 PM	10/7/24 1:11 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001159888	Licence cancellation	WEB	Attained - Case Closed	10/7/24 12:42 PM	10/7/24 1:11 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001159888	Licence cancellation	WEB	Attained - Case Closed	1/19/24 9:30 PM	1/20/24 10:30 AM	DBL_Animal Services Administration
Lost Pets Case	201001884734	Dog	WEB	Attained - Case Closed	1/19/24 9:30 PM	1/20/24 10:30 AM	DBL_Animal Services Administration
Lost Pets Case	201001884734	Dog	WEB	Attained - Case Closed	10/13/24 7:52 PM	10/15/24 10:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001160322	Dog	Phone	Attained - Case Closed	10/13/24 7:52 PM	10/15/24 10:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001160322	Human attacked by dog	Phone	Attained - Case Closed	1/20/24 11:10 AM	1/20/24 11:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001240172	Dog	Phone	Attained - Case Closed	1/20/24 11:10 AM	1/20/24 11:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001240172	Dog off leash	Phone	Attained - Case Closed	2/14/24 3:11 PM	2/14/24 3:18 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002055179	Dog off leash	WEB	Missed - Case Closed	2/14/24 3:11 PM	2/14/24 3:18 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002055179	Dog off leash	WEB	Missed - Case Closed	12/16/24 3:14 PM	12/17/24 9:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001242228	Dog	WEB	Attained - Case Closed	12/16/24 3:14 PM	12/17/24 9:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001242228	Human attacked by dog	WEB	Attained - Case Closed	2/15/24 1:46 PM	2/15/24 2:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001468454	Dog	Phone	Attained - Case Closed	2/15/24 1:46 PM	2/15/24 2:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001468454	Aggressive dog poorly contained	Phone	Attained - Case Closed	5/7/24 6:24 PM	5/8/24 8:59 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001673651	Dog	WEB	Attained - Case Closed	5/7/24 6:24 PM	5/8/24 8:59 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001673651	Dog	WEB	Attained - Case Closed	7/25/24 11:27 PM	7/26/24 11:09 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001871629	Dog	Phone	Attained - Case Closed	7/25/24 11:27 PM	7/26/24 11:09 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001871629	Dog	Phone	Attained - Case Closed	10/5/24 12:34 PM	10/5/24 1:04 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001936046	Other	Phone	Attained - Case Closed	10/5/24 12:34 PM	10/5/24 1:04 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001936046	Other	Phone	Attained - Case Closed	11/1/24 8:37 AM	11/1/24 9:56 AM	DBL_Animal Services Administration
Lost Pets Case	201001979928	cat	Phone	Attained - Case Closed	11/1/24 8:37 AM	11/1/24 9:56 AM	DBL_Animal Services Administration
Lost Pets Case	201001979928	cat	Phone	Attained - Case Closed	11/24/24 10:59 AM	11/24/24 11:50 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001704467	Dog	WEB	Attained - Case Closed	8/11/24 4:45 PM	8/11/24 4:55 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001617358	Aggressive dog poorly contained cat	WEB	Attained - Case Closed	7/4/24 9:24 AM	7/4/24 10:49 AM	DBL_Animal Services Administration
Animal Concern Case	201002052552	Dog	Phone	Attained - Case Closed	12/14/24 5:45 PM	12/14/24 5:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001786394	Holding stray	WEB	Attained - Case Closed	9/4/24 8:56 AM	9/4/24 12:19 PM	311_Contact Centre
Animal Concern Case	201001792826	Pet rabbit	Phone	Attained - Case Closed	9/6/24 6:37 PM	9/7/24 11:22 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001554017	Other	Phone	Attained - Case Closed	6/9/24 1:52 PM	6/9/24 4:45 PM	311_Contact Centre
Lost Pets Case	201001502863	Other	Phone	Attained - Case Closed	5/25/24 9:06 AM	5/25/24 9:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001782994	cat	Mobile App	Missed - Case Closed	9/1/24 10:57 PM	9/3/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001171922	Dog barking	WEB	Attained - Case Closed	1/24/24 2:19 PM	1/24/24 3:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001657578	Dog	Mobile App	Missed - Case Closed	7/23/24 2:46 PM	7/24/24 9:54 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001401122	Dog off leash	WEB	Attained - Case Closed	4/12/24 9:28 AM	4/12/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001403039	Dog barking	Mobile App	Attained - Case Closed	4/13/24 7:44 AM	4/13/24 8:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001651337	Dog	Phone	Attained - Case Closed	7/20/24 11:13 AM	7/20/24 11:41 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001809214	Stray dog at large	Phone	Attained - Case Closed	9/16/24 2:42 PM	9/16/24 3:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001945968	Dog	Mobile App	Attained - Case Closed	11/6/24 4:19 PM	11/6/24 4:32 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001702550	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	8/9/24 5:00 PM	8/9/24 5:29 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001546354		WEB	Attained - Case Closed	6/5/24 1:29 PM	6/5/24 2:38 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001588490		WEB	Attained - Case Closed	6/25/24 1:53 PM	6/25/24 3:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001218881	Dog	Phone	Attained - Case Closed	2/4/24 5:26 PM	2/4/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002024827	Holding stray	Phone	Attained - Case Closed	12/5/24 5:33 PM	12/5/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001816346	Dog	WEB	Attained - Case Closed	9/19/24 9:08 PM	9/20/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002021739	Dog attacked by dog	Phone	Attained - Case Closed	12/4/24 2:53 PM	12/4/24 3:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001800423	Dog	Phone	Attained - Case Closed	9/11/24 11:44 AM	9/11/24 11:56 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001224307	Human attacked by dog Licence update	WEB	Attained - Case Closed	2/6/24 4:26 PM	2/7/24 10:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001693000	Dog	Phone	Attained - Case Closed	8/6/24 8:34 AM	8/6/24 12:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001229056	Dog off leash	Phone	Attained - Case Closed	2/8/24 4:09 PM	2/8/24 4:12 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001513060	Aggressive dog poorly contained Volunteering	WEB	Attained - Case Closed	5/30/24 10:23 AM	5/30/24 10:35 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001232823	Other	Phone	Attained - Case Closed	2/11/24 1:00 PM	2/11/24 1:15 PM	DBL_Animal Services Administration
Animal Concern Case	201002023583	Dog	WEB	Attained - Case Closed	12/5/24 12:14 PM	12/5/24 1:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002052902	Stray dog at large	Phone	Attained - Case Closed	12/15/24 11:14 AM	12/15/24 12:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001217604	Dog	Phone	Attained - Case Closed	2/3/24 11:40 AM	2/3/24 11:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001450455	Stray dog at large	Phone	Attained - Case Closed	4/29/24 9:11 AM	4/29/24 9:49 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002043832	Dog	WEB	Attained - Case Closed	12/10/24 3:02 PM	12/10/24 3:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001421720	Stray dog at large	Mobile App	Attained - Case Closed	4/23/24 2:23 PM	4/23/24 3:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001613936	Dog off leash	Phone	Attained - Case Closed	7/3/24 7:15 AM	7/3/24 10:05 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001297377	Dog	WEB	Attained - Case Closed	3/6/24 1:25 PM	3/6/24 1:31 PM	DBL_Animal Services Administration
Lost Pets Case	201001397892	Holding stray	Phone	Attained - Case Closed	4/10/24 2:11 PM	4/10/24 4:00 PM	DBL_Animal Services Administration
Animal Concern Case	201001554387	Dog	Phone	Attained - Case Closed	6/9/24 8:35 PM	6/10/24 10:40 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001398471	Dog off leash	WEB	Attained - Case Closed	4/10/24 5:34 PM	4/11/24 7:10 AM	311_Contact Centre
Lost Pets Case	201001807065	Other	WEB	Attained - Case Closed	9/15/24 10:50 AM	9/15/24 11:35 AM	DBL_Animal Services Administration
Animal Concern Case	201002060863	cat	Phone	Attained - Case Closed	12/19/24 10:30 AM	12/19/24 11:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002062636	Aggressive dog poorly contained	Phone	Attained - Case Closed	12/20/24 7:19 AM	12/20/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001808549	Dog	Phone	Attained - Case Closed	9/16/24 11:55 AM	9/16/24 12:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001200308	Holding stray	Mobile App	Attained - Case Closed	1/28/24 11:23 AM	1/28/24 11:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001222402	Dog	Mobile App	Attained - Case Closed	2/6/24 9:32 AM	2/6/24 9:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001404392	Dog off leash	Phone	Attained - Case Closed	4/14/24 2:07 PM	4/14/24 2:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717528	Dog	Phone	Attained - Case Closed	8/17/24 5:17 PM	8/18/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001968261	Dog off leash	WEB	Attained - Case Closed	11/19/24 9:07 AM	11/19/24 11:27 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001641905	Dog	Mobile App	Over Due - Work Pending	7/16/24 11:56 AM		ENG_Streets Operations
Animal Concern Case	201001490596	Dog off leash	WEB	Attained - Case Closed	5/19/24 11:55 AM	5/19/24 12:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001690206	Human attacked by dog	WEB	Attained - Case Closed	8/3/24 11:42 AM	8/3/24 12:45 PM	311_Contact Centre
Animal Concern Case	201001261888	Other	WEB	Attained - Case Closed	2/27/24 11:11 AM	2/27/24 12:15 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001309262	Dog waste not picked up Licence cancellation	Phone	Attained - Case Closed	3/13/24 11:20 AM	3/13/24 11:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001552527	Dog	Mobile App	Attained - Case Closed	6/7/24 8:39 PM	6/9/24 10:04 AM	311_Contact Centre
Animal Concern Case	201001380763	Dog off leash	Phone	Attained - Case Closed	4/1/24 7:40 PM	4/2/24 11:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001607884	Dog	Phone	Attained - Case Closed	6/29/24 10:25 AM	6/29/24 11:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001860266	Dog off leash	Phone	Attained - Case Closed	9/28/24 1:02 PM	9/28/24 2:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001391714	Dog	Mobile App	Attained - Case Closed	4/7/24 5:09 PM	4/7/24 5:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001926976	Dog off leash	Phone	Attained - Case Closed	10/27/24 10:17 AM	10/27/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001936364	Dog barking	Phone	Attained - Case Closed	11/1/24 10:34 AM	11/1/24 12:27 PM	311_Contact Centre
Dog Licence Case	201001251186	Other	WEB	Attained - Case Closed	2/21/24 12:37 PM	2/21/24 12:44 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001251196	Licence cancellation	WEB	Attained - Case Closed	2/21/24 12:40 PM	2/21/24 12:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001788866	Dog	WEB	Attained - Case Closed	9/5/24 10:23 AM	9/5/24 11:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637363	Dog attacked by dog	Phone	Attained - Case Closed	7/13/24 5:38 PM	7/13/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001299719	Holding stray	Phone	Attained - Case Closed	3/7/24 2:33 PM	3/7/24 3:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001980374	Dog Dog off leash	Mobile App	Attained - Case Closed	11/24/24 6:36 PM	11/25/24 11:16 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001479071	Other	Phone	Attained - Case Closed	5/13/24 2:07 PM	5/13/24 2:14 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001502567	By-laws	WEB	Attained - Case Closed	5/24/24 6:11 PM	5/25/24 9:53 AM	DBL_Animal Services Administration
Animal Concern Case	201001703882	Dog	Phone	Attained - Case Closed	8/11/24 8:37 AM	8/11/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001379181	Dog attacked by dog	WEB	Attained - Case Closed	3/31/24 3:58 PM	3/31/24 4:08 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001375334	Dog Licence cancellation	WEB	Attained - Case Closed	3/28/24 10:32 AM	3/28/24 10:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001131917	Dog	WEB	Attained - Case Closed	1/8/24 9:57 AM	1/8/24 11:04 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001135947	Dog barking Other	Phone	Attained - Case Closed	1/9/24 1:59 PM	1/9/24 2:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001484543	Dog	WEB	Attained - Case Closed	5/15/24 4:39 PM	5/15/24 4:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001652764	Dog barking	Phone	Attained - Case Closed	7/21/24 5:43 PM	7/21/24 5:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001295941	Dog Stray dog at large	WEB	Attained - Case Closed	3/5/24 5:04 PM	3/5/24 5:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001645589	Dog waste not picked up	WEB	Attained - Case Closed	7/17/24 4:53 PM	7/17/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001629775	Dog barking	WEB	Attained - Case Closed	7/10/24 9:16 AM	7/10/24 9:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001704177	Dog Dog off leash	WEB	Attained - Case Closed	8/11/24 12:39 PM	8/11/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002076859	Dog attacked by dog	Phone	Attained - Case Closed	12/31/24 1:11 PM	12/31/24 1:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001546965	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	6/5/24 3:59 PM	6/5/24 4:17 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001231007	Dog off leash Licence update	WEB	Attained - Case Closed	2/9/24 2:40 PM	2/9/24 3:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001195930	Dog	WEB	Attained - Case Closed	1/25/24 8:28 PM	1/26/24 2:33 PM	311_Contact Centre
Animal Concern Case	201001252858	Dog barking	WEB	Attained - Case Closed	2/22/24 10:11 AM	2/22/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001125269	Aggressive dog poorly contained	WEB	Attained - Case Closed	1/4/24 8:01 AM	1/4/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001650928	Dog Dog barking	WEB	Attained - Case Closed	7/19/24 9:30 PM	7/20/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002063104	Dog barking	WEB	Attained - Case Closed	12/20/24 10:27 AM	12/20/24 10:48 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001552661	Dog Dog barking	Phone	Attained - Case Closed	6/8/24 8:14 AM	6/8/24 10:39 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001875813		Phone	Attained - Case Closed	10/8/24 10:44 AM	10/8/24 11:49 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001898255	Other	Phone	Attained - Case Closed	10/22/24 9:14 AM	10/22/24 9:15 AM	DBL_Animal Services Administration
Lost Pets Case	201001146894	Dog	WEB	Attained - Case Closed	1/15/24 11:06 AM	1/15/24 11:12 AM	DBL_Animal Services Administration
Lost Pets Case	201001545992	cat	WEB	Attained - Case Closed	6/5/24 12:18 PM	6/5/24 12:23 PM	DBL_Animal Services Administration
Animal Concern Case	201001856225	Dog	Mobile App	Attained - Case Closed	9/26/24 8:36 AM	9/26/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001569747	Dog off leash	WEB	Attained - Case Closed	6/17/24 9:01 AM	6/17/24 10:39 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001133625	Dog Aggressive dog poorly contained Licence cancellation	WEB	Attained - Case Closed	1/8/24 3:23 PM	1/8/24 3:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001652763	Dog	WEB	Attained - Case Closed	7/21/24 5:42 PM	7/21/24 5:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001975805	Dog barking	WEB	Attained - Case Closed	11/21/24 3:32 PM	11/21/24 3:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001171460	Dog off leash	Phone	Attained - Case Closed	1/24/24 12:44 PM	1/25/24 8:03 AM	311_Contact Centre
Dog Licence Case	201001301154	Other Other Licence update	Phone	Attained - Case Closed	3/8/24 11:24 AM	3/8/24 11:59 AM	DBL_Animal Services Administration
Lost Pets Case	201001169426	Dog	WEB	Attained - Case Closed	1/23/24 4:51 PM	1/23/24 5:40 PM	DBL_Animal Services Administration
Lost Pets Case	201001169585	Dog	Phone	Attained - Case Closed	1/23/24 5:49 PM	1/23/24 5:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001576918	Dog	WEB	Attained - Case Closed	6/19/24 5:51 PM	6/19/24 6:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001793402	Other	WEB	Attained - Case Closed	9/7/24 11:40 AM	9/7/24 1:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001350360	Dog barking	WEB	Attained - Case Closed	3/25/24 4:33 PM	3/25/24 4:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001503556	Dog Other	Phone	Attained - Case Closed	5/25/24 6:21 PM	5/26/24 10:24 AM	311_Contact Centre
Animal Concern Case	201001344669	Dog Dog attacked by dog	Phone	Attained - Case Closed	3/21/24 4:08 PM	3/21/24 4:27 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001390616	cat	Phone	Attained - Case Closed	4/6/24 11:35 AM	4/6/24 11:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001170927	Licence update	Phone	Attained - Case Closed	1/24/24 11:07 AM	1/24/24 11:27 AM	DBL_Animal Services Administration
Animal Concern Case	201001566686	Dog	Phone	Attained - Case Closed	6/14/24 1:03 PM	6/14/24 2:29 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001567195	Aggressive dog poorly contained Other	Phone	Attained - Case Closed	6/14/24 2:54 PM	6/14/24 3:01 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001567212	Other	Phone	Attained - Case Closed	6/14/24 3:00 PM	6/14/24 3:11 PM	DBL_Animal Services Administration
Lost Pets Case	201001417685	cat	WEB	Attained - Case Closed	4/21/24 10:39 PM	4/22/24 8:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001623830	Other	WEB	Attained - Case Closed	7/7/24 3:53 PM	7/7/24 4:14 PM	311_Contact Centre
Lost Pets Case	201001391880	Other cat	WEB	Attained - Case Closed	4/7/24 11:06 PM	4/8/24 9:59 AM	DBL_Animal Services Administration
Animal Concern Case	201001779739	Dog	Mobile App	Attained - Case Closed	8/30/24 9:28 AM	8/30/24 10:16 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001351078	Dog off leash Licence update	Phone	Attained - Case Closed	3/26/24 10:09 AM	3/26/24 10:23 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001537008		Phone	Attained - Case Closed	5/31/24 5:41 PM	5/31/24 5:56 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001944931	Dog ownership	Phone	Attained - Case Closed	11/6/24 11:31 AM	11/6/24 11:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001861169	Dog	Phone	Attained - Case Closed	9/29/24 5:11 PM	9/29/24 5:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001240192	Holding stray	WEB	Attained - Case Closed	2/14/24 3:16 PM	2/14/24 3:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001446412	Dog Human attacked by dog	WEB	Attained - Case Closed	4/25/24 4:30 PM	4/25/24 4:35 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001892342	Dog waste not picked up Other	WEB	Attained - Case Closed	10/18/24 10:22 AM	10/18/24 2:59 PM	DBL_LO_Licence Office



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001677898	Dog	WEB	Attained - Case Closed	7/29/24 4:18 AM	7/29/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001152358	Dog barking	WEB	Attained - Case Closed	1/17/24 10:03 AM	1/17/24 10:27 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001381086	Dog Stray dog at large cat	WEB	Attained - Case Closed	4/2/24 9:04 AM	4/2/24 1:28 PM	DBL_Animal Services Administration
Animal Concern Case	201001456609	Dog	Mobile App	Attained - Case Closed	5/1/24 2:14 PM	5/1/24 2:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001895744	Dog barking	WEB	Attained - Case Closed	10/20/24 8:21 PM	10/21/24 9:55 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001218822	Dog Human attacked by dog Licence update	Phone	Attained - Case Closed	2/4/24 4:13 PM	2/4/24 5:28 PM	DBL_Animal Services Administration
Animal Concern Case	201001556924	Dog	WEB	Attained - Case Closed	6/10/24 4:49 PM	6/10/24 4:58 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001557231	Human attacked by dog Dog	Phone	Attained - Case Closed	6/10/24 8:19 PM	6/11/24 10:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001229542	Dog	Mobile App	Attained - Case Closed	2/9/24 8:23 AM	2/9/24 8:45 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001613791	Stray dog at large Wildlife	WEB	Attained - Case Closed	7/2/24 8:40 PM	7/3/24 2:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001779745	Dog	Mobile App	Attained - Case Closed	8/30/24 9:31 AM	8/30/24 10:16 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001957369	Dog off leash Other	Phone	Attained - Case Closed	11/13/24 12:49 PM	11/13/24 12:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001884518	Dog	Phone	Attained - Case Closed	10/13/24 2:22 PM	10/13/24 2:28 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001617601	Stray dog at large Dog	WEB	Attained - Case Closed	7/4/24 10:20 AM	7/4/24 10:23 AM	DBL_Animal Services Administration
Lost Pets Case	201001655375	cat	WEB	Attained - Case Closed	7/22/24 5:18 PM	7/22/24 5:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001378487	Dog	WEB	Attained - Case Closed	3/30/24 5:08 PM	3/30/24 6:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001235784	Dog off leash Dog Holding stray	Phone	Attained - Case Closed	2/12/24 8:56 PM	2/13/24 8:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001416857	Dog	WEB	Attained - Case Closed	4/20/24 7:25 PM	4/21/24 10:11 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001204198	Human attacked by dog Licence cancellation	Phone	Attained - Case Closed	1/29/24 5:55 PM	1/29/24 6:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001385105	Licence update	WEB	Attained - Case Closed	4/3/24 3:23 PM	4/3/24 3:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001796920	Dog	Phone	Attained - Case Closed	9/9/24 4:41 PM	9/9/24 5:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001735813	Human attacked by dog Dog	Phone	Attained - Case Closed	8/28/24 10:33 AM	8/28/24 11:04 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001720625	Holding stray cat	WEB	Attained - Case Closed	8/19/24 6:03 PM	8/19/24 6:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001640927	Dog	WEB	Attained - Case Closed	7/15/24 10:05 PM	7/16/24 8:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884721	Aggressive dog poorly contained Dog	WEB	Missed - Case Closed	10/13/24 6:57 PM	10/15/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001348176	Dog off leash Dog	Phone	Attained - Case Closed	3/24/24 2:36 PM	3/24/24 2:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001490876	Human attacked by dog Dog Other	Phone	Attained - Case Closed	5/19/24 4:13 PM	5/19/24 4:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001726970	Dog	Phone	Attained - Case Closed	8/22/24 5:10 PM	8/22/24 5:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001789462	Dog barking Dog	Phone	Attained - Case Closed	9/5/24 12:47 PM	9/5/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001709666	Dog off leash Dog	WEB	Attained - Case Closed	8/13/24 7:06 PM	8/14/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001457038	Dog off leash Dog	WEB	Attained - Case Closed	5/1/24 4:09 PM	5/6/24 8:51 AM	311_Contact Centre
Animal Concern Case	201001734743	Dog waste not picked up Dog	Phone	Attained - Case Closed	8/27/24 3:48 PM	8/27/24 4:38 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001783137	Dog off leash Dog	Phone	Attained - Case Closed	9/2/24 9:36 AM	9/4/24 3:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001638046	Dog	WEB	Attained - Case Closed	7/14/24 2:56 PM	7/14/24 3:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651819	Stray dog at large Dog	Mobile App	Attained - Case Closed	7/20/24 4:20 PM	7/20/24 4:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001878870	Dog off leash Dog	Mobile App	Attained - Case Closed	10/9/24 3:05 PM	10/9/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951908	Dog off leash Dog	Phone	Attained - Case Closed	11/10/24 9:55 AM	11/10/24 2:46 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001693467	Dog off leash Dog	Phone	Attained - Case Closed	8/6/24 10:39 AM	8/6/24 11:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001404158	Dog	WEB	Attained - Case Closed	4/14/24 10:04 AM	4/14/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001210322	Dog off leash Dog	Phone	Attained - Case Closed	1/31/24 3:24 PM	1/31/24 3:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001224765	Dog off leash Dog	Mobile App	Attained - Case Closed	2/7/24 6:49 AM	2/7/24 9:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001928973	Dog barking Dog	Phone	Missed - Case Closed	10/28/24 2:13 PM	10/29/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001379054	Dog off leash Dog	Phone	Attained - Case Closed	3/31/24 1:28 PM	3/31/24 1:35 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001718157	Stray dog at large	WEB	Attained - Case Closed	8/18/24 2:16 PM	8/18/24 4:15 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001416871	cat	WEB	Attained - Case Closed	4/20/24 7:43 PM	4/21/24 9:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001610851	Dog	WEB	Attained - Case Closed	7/2/24 8:52 AM	7/2/24 9:03 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001613584	Holding stray Dog	Phone	Attained - Case Closed	7/2/24 6:03 PM	7/3/24 9:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001611047	Dog	WEB	Attained - Case Closed	7/2/24 9:31 AM	7/2/24 10:55 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001471863	Human attacked by dog Other	Phone	Attained - Case Closed	5/9/24 11:26 AM	5/9/24 11:29 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001416397	Other	Phone	Attained - Case Closed	4/20/24 12:14 PM	4/20/24 1:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001681233	Dog	Phone	Attained - Case Closed	7/30/24 10:25 AM	7/30/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001686172	Other Dog	Phone	Attained - Case Closed	8/1/24 10:28 AM	8/1/24 10:47 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001290350	Holding stray Licence cancellation	WEB	Attained - Case Closed	3/2/24 8:05 AM	3/2/24 9:57 AM	DBL_Animal Services Administration
Lost Pets Case	201001642539	cat	WEB	Attained - Case Closed	7/16/24 2:27 PM	7/16/24 4:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001079884	Dog	WEB	Attained - Case Closed	1/1/24 6:17 PM	1/2/24 1:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001874456	Dog attacked by dog Dog	WEB	Attained - Case Closed	10/7/24 2:33 PM	10/7/24 2:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001980461	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	11/24/24 9:38 PM	11/25/24 9:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637746	Stray dog at large Dog	Phone	Attained - Case Closed	7/14/24 10:33 AM	7/14/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001857936	Holding stray Dog	Phone	Attained - Case Closed	9/26/24 6:14 PM	9/26/24 6:24 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002074395	Holding stray cat	Phone	Attained - Case Closed	12/30/24 11:32 AM	12/30/24 12:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001233267	Licence cancellation	WEB	Attained - Case Closed	2/12/24 8:34 AM	2/12/24 8:49 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001720023	cat	Phone	Attained - Case Closed	8/19/24 2:17 PM	8/19/24 3:50 PM	DBL_Animal Services Administration
Animal Concern Case	201001818864	Dog	Phone	Attained - Case Closed	9/21/24 2:28 PM	9/23/24 7:11 AM	311_Contact Centre
Animal Concern Case	201001392615	Other Pet bird	Phone	Attained - Case Closed	4/8/24 11:17 AM	4/8/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001968878	Holding stray Dog	WEB	Attained - Case Closed	11/19/24 11:09 AM	11/19/24 11:54 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001683192	Human attacked by dog cat	WEB	Attained - Case Closed	7/30/24 10:38 PM	7/31/24 9:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001154815	Licence cancellation	WEB	Attained - Case Closed	1/18/24 9:55 AM	1/18/24 10:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001982016	Chicken Other	Phone	Attained - Case Closed	11/25/24 1:29 PM	11/25/24 1:37 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001304902	Licence update	Phone	Attained - Case Closed	3/11/24 12:42 PM	3/11/24 1:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001720771	Dog	WEB	Attained - Case Closed	8/19/24 8:47 PM	8/20/24 10:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001951705	Dog attacked by dog Dog	WEB	Missed - Case Closed	11/9/24 7:29 PM	11/10/24 11:35 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001387997	Human attacked by dog Dog	Phone	Attained - Case Closed	4/4/24 7:18 PM	4/5/24 9:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001200187	Licence cancellation	Phone	Attained - Case Closed	1/28/24 9:57 AM	1/28/24 10:07 AM	DBL_Animal Services Administration
Animal Concern Case	201001804502	Dog	Phone	Attained - Case Closed	9/13/24 10:25 AM	9/13/24 3:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001590398	Dog off leash Dog	Phone	Attained - Case Closed	6/26/24 10:45 AM	6/26/24 11:14 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001250179	Dog off leash Licence cancellation	WEB	Attained - Case Closed	2/21/24 6:22 AM	2/21/24 8:19 AM	DBL_Animal Services Administration
Animal Concern Case	201002077163	Dog	Phone	Attained - Case Closed	12/31/24 2:43 PM	12/31/24 2:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001652046	Stray dog at large Dog	WEB	Attained - Case Closed	7/20/24 9:17 PM	7/21/24 11:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001612549	Dog barking Dog	Phone	Missed - Case Closed	7/2/24 1:46 PM	7/3/24 9:05 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001697722	Other Other	Phone	Attained - Case Closed	8/7/24 5:38 PM	8/7/24 5:40 PM	DBL_Animal Services Administration
Animal Concern Case	201001862127	Dog	Mobile App	Attained - Case Closed	9/30/24 5:09 PM	10/1/24 10:28 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001226509	Dog off leash Dog	WEB	Attained - Case Closed	2/7/24 3:14 PM	2/7/24 3:23 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001486038	Dog off leash Other	WEB	Attained - Case Closed	5/16/24 1:20 PM	5/17/24 9:07 AM	311_Contact Centre - General Feedback
Lost Pets Case	201001619637	cat	WEB	Attained - Case Closed	7/4/24 10:42 PM	7/5/24 10:18 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001701284	Other	WEB	Attained - Case Closed	8/9/24 11:11 AM	8/9/24 11:23 AM	DBL_Animal Services Administration
Lost Pets Case	201001249403	Dog	WEB	Attained - Case Closed	2/20/24 2:41 PM	2/20/24 3:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001167927	Dog	Phone	Attained - Case Closed	1/23/24 12:29 PM	1/23/24 1:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001645285	Dog off leash Dog	Phone	Attained - Case Closed	7/17/24 3:16 PM	7/17/24 3:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001686683	Dog off leash Dog	Phone	Attained - Case Closed	8/1/24 12:21 PM	8/1/24 12:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002060756	Dog off leash Dog	WEB	Attained - Case Closed	12/19/24 10:09 AM	12/19/24 10:44 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001242964	Aggressive dog poorly contained Dog ownership	Phone	Attained - Case Closed	2/15/24 5:09 PM	2/15/24 5:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001544723	Dog	Phone	Attained - Case Closed	6/4/24 8:50 PM	6/5/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001803271	Other Dog	Phone	Attained - Case Closed	9/12/24 2:24 PM	9/12/24 2:25 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001623501	Human attacked by dog By-laws	Phone	Attained - Case Closed	7/7/24 11:34 AM	7/7/24 11:41 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001657306	Other	Chat	Attained - Case Closed	7/23/24 1:46 PM	7/23/24 1:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001139554	Licence cancellation	Phone	Attained - Case Closed	1/11/24 8:04 AM	1/11/24 10:38 AM	DBL_Animal Services Administration
Animal Concern Case	201002019024	Dog	WEB	Attained - Case Closed	12/3/24 2:03 PM	12/3/24 3:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002009978	Dog off leash Dog	Phone	Attained - Case Closed	11/28/24 2:02 PM	11/28/24 4:29 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001512515	Dog off leash Wildlife	WEB	Attained - Case Closed	5/29/24 10:33 PM	5/30/24 11:22 AM	311_Contact Centre - General Feedback
Lost Pets Case	201001468037	Dog	WEB	Attained - Case Closed	5/7/24 3:23 PM	5/7/24 3:49 PM	DBL_Animal Services Administration
Lost Pets Case	201001469658	Dog	Phone	Attained - Case Closed	5/8/24 12:14 PM	5/8/24 12:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001391782	Dog	Phone	Attained - Case Closed	4/7/24 7:17 PM	4/8/24 9:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001157008	Dog off leash Dog	Mobile App	Attained - Case Closed	1/18/24 9:22 PM	1/19/24 1:11 PM	311_Contact Centre
Dog Licence Case	201001351989	Dog off leash Licence update	WEB	Attained - Case Closed	3/26/24 2:17 PM	3/26/24 2:31 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001211524	Licence update Dog ownership	Phone	Attained - Case Closed	2/1/24 9:34 AM	2/1/24 10:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001676931	Other Other	WEB	Attained - Case Closed	7/27/24 6:54 PM	7/28/24 1:44 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001568878	Dog	WEB	Attained - Case Closed	6/15/24 8:18 PM	6/16/24 9:40 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001490120	Dog barking Other	WEB	Attained - Case Closed	5/18/24 4:04 PM	5/21/24 8:47 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001862471	Dog	WEB	Attained - Case Closed	10/1/24 8:59 AM	10/1/24 9:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001147725	Dog off leash Dog	Phone	Attained - Case Closed	1/15/24 1:31 PM	1/15/24 1:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002021629	Other Dog	Phone	Attained - Case Closed	12/4/24 2:27 PM	12/4/24 2:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001856099	Dog off leash Dog	WEB	Attained - Case Closed	9/26/24 2:28 AM	9/26/24 8:54 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001630067	Aggressive dog poorly contained Wildlife	WEB	Attained - Case Closed	7/10/24 10:26 AM	7/10/24 4:15 PM	311_Contact Centre - General Feedback
Dog Licence Case	201001243048	Licence update	Phone	Attained - Case Closed	2/15/24 5:49 PM	2/15/24 5:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001135362	Licence cancellation	Phone	Attained - Case Closed	1/9/24 11:55 AM	1/9/24 12:06 PM	DBL_Animal Services Administration
Lost Pets Case	201001645018	cat	Phone	Attained - Case Closed	7/17/24 2:09 PM	7/17/24 2:35 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001504707	Dog ownership	Phone	Attained - Case Closed	5/27/24 9:18 AM	5/27/24 9:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001380666	Dog	Mobile App	Attained - Case Closed	4/1/24 5:38 PM	4/2/24 11:08 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001132406	Dog off leash Licence update	WEB	Attained - Case Closed	1/8/24 11:25 AM	1/8/24 11:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001144895	Dog	Phone	Attained - Case Closed	1/13/24 2:29 PM	1/13/24 2:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001546479	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	6/5/24 1:55 PM	6/5/24 3:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001233933	Dog off leash Dog	Phone	Attained - Case Closed	2/12/24 11:22 AM	2/12/24 11:42 AM	DBL_Animal Services Dispatch
		Human attacked by dog					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Feeding Wildlife Case	201001571991		Phone	Attained - Case Closed	6/17/24 5:50 PM	6/17/24 5:59 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001291322	Licence cancellation	WEB	Attained - Case Closed	3/3/24 12:50 PM	3/3/24 12:55 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001135815	Fees and fines	Phone	Attained - Case Closed	1/9/24 1:28 PM	1/9/24 1:39 PM	DBL_Animal Services Administration
Lost Pets Case	201001468379	Dog	WEB	Attained - Case Closed	5/7/24 5:17 PM	5/7/24 5:25 PM	DBL_Animal Services Administration
Animal Concern Case	201001477106	Dog Dog off leash	Mobile App	Attained - Case Closed	5/12/24 1:46 PM	5/12/24 1:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001967454	Dog Stray dog at large	Phone	Attained - Case Closed	11/18/24 4:23 PM	11/18/24 4:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001157004	Dog Dog off leash	Mobile App	Attained - Case Closed	1/18/24 9:19 PM	1/19/24 1:11 PM	311_Contact Centre
Animal Concern Case	201001157006	Dog Dog off leash	Mobile App	Attained - Case Closed	1/18/24 9:20 PM	1/19/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001157010	Dog Dog off leash	Mobile App	Attained - Case Closed	1/18/24 9:24 PM	1/19/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001720802	Dog Dog off leash	Mobile App	Attained - Case Closed	8/19/24 9:32 PM	8/20/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001726817	Dog Dog off leash	Mobile App	Attained - Case Closed	8/22/24 4:08 PM	8/22/24 4:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819400	Dog Dog off leash	Mobile App	Attained - Case Closed	9/22/24 11:56 AM	9/22/24 12:06 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001467977	Dog	WEB	Attained - Case Closed	5/7/24 3:05 PM	5/7/24 3:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001147005	Licence cancellation	Phone	Attained - Case Closed	1/15/24 11:24 AM	1/15/24 11:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001219581	Licence cancellation	WEB	Attained - Case Closed	2/5/24 10:02 AM	2/5/24 10:42 AM	DBL_Animal Services Administration
Animal Concern Case	201001254670	Dog Dog off leash	Phone	Attained - Case Closed	2/22/24 6:15 PM	2/23/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001398827	Dog Dog off leash	Phone	Attained - Case Closed	4/11/24 8:13 AM	4/11/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001799364	Dog Dog off leash	Mobile App	Attained - Case Closed	9/10/24 5:22 PM	9/10/24 5:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001964980	Dog Other	Phone	Attained - Case Closed	11/17/24 4:50 PM	11/17/24 5:38 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001291490	cat	WEB	Attained - Case Closed	3/3/24 4:06 PM	3/3/24 4:25 PM	DBL_Animal Services Administration
Animal Concern Case	201001135542	Dog Dog barking	WEB	Attained - Case Closed	1/9/24 12:27 PM	1/9/24 12:34 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001306801	Licence cancellation	WEB	Attained - Case Closed	3/12/24 10:37 AM	3/12/24 10:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001092970	Dog Dog barking	Phone	Attained - Case Closed	1/3/24 9:45 AM	1/3/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001152665	Dog Dog barking	Phone	Attained - Case Closed	1/17/24 11:08 AM	1/17/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001246300	Dog Dog barking	Phone	Attained - Case Closed	2/18/24 10:32 AM	2/18/24 10:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001298175	Dog Dog barking	Phone	Attained - Case Closed	3/6/24 6:45 PM	3/7/24 10:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001407638	Dog Holding stray	Phone	Attained - Case Closed	4/16/24 9:58 AM	4/16/24 10:16 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001409339	Dog	Phone	Attained - Case Closed	4/16/24 7:09 PM	4/17/24 10:42 AM	DBL_Animal Services Administration
Animal Concern Case	201001297410	Dog Dog off leash	Phone	Attained - Case Closed	3/6/24 1:33 PM	3/6/24 1:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001868390	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	10/3/24 1:49 PM	10/3/24 2:37 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001347320	Licence update	Phone	Attained - Case Closed	3/23/24 12:27 PM	3/23/24 1:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001682800	Dog Dog off leash	Phone	Attained - Case Closed	7/30/24 4:29 PM	7/30/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001243317	Dog Dog off leash	Phone	Attained - Case Closed	2/16/24 8:14 AM	2/16/24 9:01 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001081624	Other	Phone	Attained - Case Closed	1/2/24 1:50 PM	1/2/24 2:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001413782	Dog Dog off leash	Phone	Attained - Case Closed	4/18/24 6:08 PM	4/19/24 10:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001490124	Dog Dog off leash	Phone	Attained - Case Closed	5/18/24 4:08 PM	5/18/24 4:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001927432	Dog Dog off leash	Mobile App	Attained - Case Closed	10/27/24 6:45 PM	10/28/24 11:27 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001680579	cat	WEB	Attained - Case Closed	7/29/24 11:49 PM	7/30/24 8:46 AM	DBL_Animal Services Administration
Animal Concern Case	201001154557	Dog Dog off leash	Mobile App	Attained - Case Closed	1/18/24 8:33 AM	1/18/24 11:39 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001236813	Licence update	Phone	Attained - Case Closed	2/13/24 12:06 PM	2/13/24 1:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001721842	Dog Dog barking	Phone	Attained - Case Closed	8/20/24 12:14 PM	8/20/24 12:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001722484	Dog Dog barking	WEB	Attained - Case Closed	8/20/24 3:06 PM	8/20/24 3:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001704721	Dog Dog barking	Phone	Attained - Case Closed	8/11/24 9:59 PM	8/12/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001680101	Dog Dog attacked by dog	Phone	Attained - Case Closed	7/29/24 3:59 PM	7/29/24 5:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001232699	Dog Dog attacked by dog	WEB	Attained - Case Closed	2/11/24 10:57 AM	2/11/24 11:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001409458	Dog Dog attacked by dog	WEB	Attained - Case Closed	4/16/24 9:50 PM	4/17/24 1:11 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001808471	cat	WEB	Attained - Case Closed	9/16/24 11:36 AM	9/16/24 12:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001129925	Dog Stray dog at large	WEB	Attained - Case Closed	1/6/24 3:55 AM	1/6/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001377304	Dog Stray dog at large	Phone	Missed - Case Closed	3/29/24 12:49 PM	3/30/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001927413	Dog Dog off leash	WEB	Attained - Case Closed	10/27/24 6:22 PM	10/28/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001552576	Dog Dog off leash	Mobile App	Attained - Case Closed	6/7/24 10:26 PM	6/8/24 11:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001459858	Dog Other	Mobile App	Attained - Case Closed	5/2/24 9:57 PM	5/3/24 11:12 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001490118	cat	WEB	Attained - Case Closed	5/18/24 4:03 PM	5/18/24 4:52 PM	DBL_Animal Services Administration
Lost Pets Case	201001390705	cat	WEB	Attained - Case Closed	4/6/24 12:57 PM	4/6/24 1:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001377826	Dog Dog off leash	WEB	Attained - Case Closed	3/29/24 10:39 PM	3/30/24 1:35 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001207608	Licence cancellation	Phone	Attained - Case Closed	1/30/24 5:54 PM	1/31/24 8:03 AM	DBL_Animal Services Administration
Animal Concern Case	201001825839	Pet rabbit Other	Phone	Attained - Case Closed	9/25/24 5:17 PM	9/25/24 5:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001574179	Dog Stray dog at large	Phone	Attained - Case Closed	6/18/24 3:31 PM	6/18/24 3:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449696	Dog Other	WEB	Attained - Case Closed	4/28/24 10:42 AM	4/28/24 10:43 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001202388	By-laws	WEB	Attained - Case Closed	1/29/24 12:21 PM	1/29/24 12:46 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001969583	Other	Phone	Attained - Case Closed	11/19/24 1:27 PM	11/19/24 1:30 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001811301	cat	Phone	Attained - Case Closed	9/17/24 1:58 PM	9/17/24 2:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001416002	Dog	Phone	Attained - Case Closed	4/19/24 9:20 PM	4/20/24 8:50 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001200615	Stray dog at large Licence cancellation	WEB	Attained - Case Closed	1/28/24 3:07 PM	1/28/24 3:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001565494	Dog	Phone	Attained - Case Closed	6/14/24 8:11 AM	6/14/24 8:38 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001217408	Stray dog at large Licence update	Phone	Attained - Case Closed	2/3/24 9:28 AM	2/3/24 10:28 AM	DBL_Animal Services Administration
Animal Concern Case	201001219033	Dog	Phone	Attained - Case Closed	2/4/24 9:36 PM	2/5/24 8:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001543429	Dog barking Dog	WEB	Attained - Case Closed	6/4/24 1:02 PM	6/4/24 1:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001167857	Dog barking Dog	WEB	Attained - Case Closed	1/23/24 12:16 PM	1/23/24 12:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001862269	Stray dog at large cat	WEB	Attained - Case Closed	9/30/24 11:13 PM	10/1/24 10:26 AM	DBL_Animal Services Administration
Lost Pets Case	201001703928	cat	WEB	Attained - Case Closed	8/11/24 9:21 AM	8/11/24 11:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001236360	Licence update	WEB	Attained - Case Closed	2/13/24 10:27 AM	2/13/24 1:29 PM	DBL_Animal Services Administration
Lost Pets Case	201001390728	cat	Phone	Attained - Case Closed	4/6/24 1:10 PM	4/6/24 1:30 PM	DBL_Animal Services Administration
Lost Pets Case	201001682228	Dog	Phone	Attained - Case Closed	7/30/24 2:04 PM	7/30/24 2:15 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001685433	Other	Phone	Attained - Case Closed	7/31/24 7:13 PM	8/1/24 8:34 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001721121	Other	Phone	Attained - Case Closed	8/20/24 9:34 AM	8/20/24 10:01 AM	DBL_Animal Services Administration
Lost Pets Case	201001721374	Dog	Phone	Attained - Case Closed	8/20/24 10:28 AM	8/20/24 10:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001231860	Dog	WEB	Attained - Case Closed	2/10/24 9:38 AM	2/10/24 9:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001415858	Stray dog at large Dog	Mobile App	Attained - Case Closed	4/19/24 6:25 PM	4/20/24 10:07 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001378773	Dog attacked by dog By-laws	Mobile App	Attained - Case Closed	3/31/24 10:02 AM	3/31/24 10:11 AM	DBL_Animal Services Administration
Animal Concern Case	201002014345	Other	Phone	Attained - Case Closed	12/1/24 3:34 PM	12/1/24 3:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001964979	Holding stray Dog	WEB	Attained - Case Closed	11/17/24 4:49 PM	11/17/24 5:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001247471	Stray dog at large Dog	WEB	Attained - Case Closed	2/19/24 4:04 PM	2/20/24 1:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001799494	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	9/10/24 7:58 PM	9/11/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001702815	Human attacked by dog Dog	Mobile App	Attained - Case Closed	8/9/24 9:25 PM	8/10/24 9:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001141167	Dog barking Other	Phone	Attained - Case Closed	1/11/24 2:41 PM	1/11/24 3:15 PM	311_Contact Centre
Animal Services Inquiry Case	201001396986	Other	Phone	Attained - Case Closed	4/10/24 10:22 AM	4/10/24 10:36 AM	DBL_Animal Services Administration
Lost Pets Case	201001934410	Other	Phone	Attained - Case Closed	10/31/24 10:36 AM	10/31/24 11:46 AM	DBL_Animal Services Administration
Animal Concern Case	201001695169	Dog	Phone	Attained - Case Closed	8/6/24 5:12 PM	8/6/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001702769	Dog barking Dog	Mobile App	Attained - Case Closed	8/9/24 8:31 PM	8/10/24 9:11 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001872252	Dog barking	Phone	Attained - Case Closed	10/6/24 9:19 AM	10/6/24 9:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001643322	Dog	Phone	Attained - Case Closed	7/16/24 7:14 PM	7/17/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001651900	Dog barking Dog	Phone	Attained - Case Closed	7/20/24 5:59 PM	7/21/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001700259	Dog barking Dog	Phone	Attained - Case Closed	8/8/24 5:33 PM	8/8/24 6:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001809814	Dog barking Dog	WEB	Attained - Case Closed	9/16/24 6:55 PM	9/16/24 7:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001617612	Dog barking Dog	Phone	Attained - Case Closed	7/4/24 10:22 AM	7/4/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001693113	Dog off leash Dog	Phone	Attained - Case Closed	8/6/24 9:10 AM	8/6/24 11:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001860053	Dog barking Dog	WEB	Attained - Case Closed	9/28/24 10:32 AM	9/28/24 11:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001298051	Dog attacked by dog Dog	Phone	Attained - Case Closed	3/6/24 5:10 PM	3/6/24 5:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001692311	Holding stray Dog	WEB	Missed - Case Closed	8/5/24 12:51 PM	8/6/24 11:44 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001131029	Dog barking Licence update	WEB	Attained - Case Closed	1/7/24 12:07 PM	1/7/24 12:12 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001131913	Dog ownership	Phone	Attained - Case Closed	1/8/24 9:56 AM	1/8/24 10:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001949405	Dog	Phone	Attained - Case Closed	11/8/24 11:35 AM	11/8/24 2:17 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001131420	Dog barking Dog	Phone	Attained - Case Closed	1/7/24 9:23 PM	1/8/24 9:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001554325	Dog	Phone	Attained - Case Closed	6/9/24 7:12 PM	6/10/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001615962	Dog barking Dog	WEB	Attained - Case Closed	7/3/24 2:34 PM	7/3/24 3:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001138678	Dog barking Dog	WEB	Attained - Case Closed	1/10/24 2:28 PM	1/10/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001873440	Aggressive dog poorly contained Dog	Mobile App	Attained - Case Closed	10/7/24 10:37 AM	10/7/24 11:22 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001476001	Dog off leash	Mobile App	Attained - Case Closed	5/11/24 10:09 AM	5/11/24 11:46 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001537380	Bird	Phone	Attained - Case Closed	6/1/24 10:08 AM	6/1/24 10:17 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001218560	Other	Phone	Attained - Case Closed	2/4/24 12:22 PM	2/4/24 12:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001262506	Licence cancellation	Phone	Attained - Case Closed	2/27/24 1:24 PM	2/27/24 1:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001144950	Dog	WEB	Attained - Case Closed	1/13/24 2:57 PM	1/13/24 3:08 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002010369	Human attacked by dog Other	Phone	Attained - Case Closed	11/28/24 3:53 PM	11/28/24 4:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001254844	Licence update	WEB	Attained - Case Closed	2/22/24 11:31 PM	2/23/24 10:18 AM	DBL_Animal Services Administration
Animal Concern Case	201002073007	Dog	WEB	Attained - Case Closed	12/28/24 5:14 PM	12/28/24 5:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001413865	Dog barking Dog	Phone	Attained - Case Closed	4/18/24 7:35 PM	4/19/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001863452	Human attacked by dog Dog	Phone	Attained - Case Closed	10/1/24 12:45 PM	10/1/24 12:50 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001383557	Holding stray	Mobile App	Over Due - Work Pending	4/3/24 9:13 AM		PR_Parks Operations - North
Animal Concern Case	201001141238	Dog	Phone	Attained - Case Closed	1/11/24 2:59 PM	1/11/24 3:48 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001512710	Other cat	Phone	Attained - Case Closed	5/30/24 8:42 AM	5/30/24 10:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001307912	Licence update	Phone	Attained - Case Closed	3/12/24 3:10 PM	3/12/24 3:14 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Feeding Wildlife Case	201001872658		Mobile App	Attained - Case Closed	10/6/24 4:23 PM	10/6/24 5:55 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001376253	Dog	WEB	Attained - Case Closed	3/28/24 2:54 PM	3/28/24 4:03 PM	DBL_Animal Services Administration
Lost Pets Case	201001625051	cat	WEB	Attained - Case Closed	7/8/24 11:34 AM	7/8/24 12:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001080501	Licence cancellation	Phone	Attained - Case Closed	1/2/24 10:20 AM	1/2/24 10:44 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001821811	Fees and fines	Phone	Attained - Case Closed	9/23/24 4:55 PM	9/23/24 5:04 PM	DBL_Animal Services Administration
Animal Concern Case	201001491402	Dog Stray dog at large	Phone	Attained - Case Closed	5/20/24 11:23 AM	5/20/24 4:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001491406	Dog Stray dog at large	Phone	Attained - Case Closed	5/20/24 11:24 AM	5/20/24 3:19 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001170331	Licence update	Phone	Attained - Case Closed	1/24/24 9:17 AM	1/24/24 9:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001381231	Licence cancellation	WEB	Attained - Case Closed	4/2/24 9:41 AM	4/2/24 10:48 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001466217		WEB	Attained - Case Closed	5/6/24 10:06 PM	5/7/24 11:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001718686	Dog Dog attacked by dog	Phone	Attained - Case Closed	8/19/24 9:06 AM	8/19/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001819771	Dog Dog attacked by dog	Phone	Attained - Case Closed	9/22/24 7:10 PM	9/23/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001613898	Dog Dog barking	WEB	Attained - Case Closed	7/2/24 11:19 PM	7/3/24 12:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001661092	Dog Human attacked by dog	WEB	Attained - Case Closed	7/24/24 7:02 PM	7/25/24 10:44 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002055411	cat	WEB	Attained - Case Closed	12/16/24 4:22 PM	12/16/24 5:21 PM	DBL_Animal Services Administration
Animal Concern Case	201002073120	Dog Dog attacked by dog	Phone	Attained - Case Closed	12/29/24 8:58 AM	12/29/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002021030	Dog Dog off leash	Mobile App	Attained - Case Closed	12/4/24 12:16 PM	12/4/24 2:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001336036	Dog Dog off leash	Phone	Attained - Case Closed	3/17/24 12:10 PM	3/17/24 1:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001556268	Dog Dog barking	Phone	Attained - Case Closed	6/10/24 2:05 PM	6/10/24 2:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001161032	Dog Other	WEB	Attained - Case Closed	1/20/24 7:31 PM	1/21/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001475950	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	5/11/24 9:28 AM	5/11/24 11:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001552580	Dog Dog off leash	Mobile App	Attained - Case Closed	6/7/24 10:29 PM	6/9/24 10:09 AM	311_Contact Centre
Animal Concern Case	201001462930	Dog Dog off leash	Phone	Attained - Case Closed	5/4/24 8:17 PM	5/5/24 9:38 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001223135	Licence update	WEB	Attained - Case Closed	2/6/24 12:01 PM	2/6/24 12:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001291030	Licence cancellation	WEB	Attained - Case Closed	3/2/24 5:50 PM	3/2/24 5:53 PM	DBL_Animal Services Administration
Animal Concern Case	201001460875	Dog Dog off leash	Phone	Attained - Case Closed	5/3/24 12:30 PM	5/3/24 12:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001782795	Dog Dog barking	WEB	Attained - Case Closed	9/1/24 4:15 PM	9/1/24 4:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001964483	Dog Stray dog at large	WEB	Attained - Case Closed	11/17/24 9:21 AM	11/17/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001673237	Dog Stray dog at large	Phone	Attained - Case Closed	7/25/24 4:23 PM	7/25/24 4:27 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001477010	Other	Phone	Attained - Case Closed	5/12/24 12:13 PM	5/12/24 12:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001411676	Dog Dog waste not picked up	WEB	Attained - Case Closed	4/17/24 6:46 PM	4/18/24 11:10 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001951989	Dog ownership	Phone	Attained - Case Closed	11/10/24 11:01 AM	11/10/24 11:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001231087	Licence update	WEB	Attained - Case Closed	2/9/24 3:02 PM	2/9/24 3:30 PM	DBL_Animal Services Administration
Lost Pets Case	201001502473	cat	WEB	Attained - Case Closed	5/24/24 5:00 PM	5/24/24 5:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001139496	Licence update	WEB	Attained - Case Closed	1/11/24 12:48 AM	1/11/24 10:41 AM	DBL_Animal Services Administration
Animal Concern Case	201001725464	Dog Human attacked by dog	Phone	Attained - Case Closed	8/22/24 9:50 AM	8/22/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002031460	Dog Stray dog at large	Phone	Attained - Case Closed	12/9/24 5:12 PM	12/9/24 6:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001948652	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	11/8/24 7:30 AM	11/8/24 11:56 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001475967		Mobile App	Attained - Case Closed	5/11/24 9:45 AM	5/11/24 11:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001092892	Dog Dog off leash	Phone	Attained - Case Closed	1/3/24 9:27 AM	1/3/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001218646	Dog Dog off leash	Phone	Attained - Case Closed	2/4/24 1:57 PM	2/4/24 1:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001245664	Dog Dog off leash	Phone	Attained - Case Closed	2/17/24 11:15 AM	2/17/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001300591	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/8/24 8:47 AM	3/8/24 9:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001479998	Dog Dog off leash	Phone	Attained - Case Closed	5/13/24 9:46 PM	5/14/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001704707	Dog Dog off leash	Phone	Attained - Case Closed	8/11/24 9:32 PM	8/12/24 10:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001823837	Dog Dog off leash	Phone	Attained - Case Closed	9/24/24 4:30 PM	9/24/24 5:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001881008	Dog Dog off leash	Phone	Attained - Case Closed	10/10/24 3:32 PM	10/10/24 4:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001882761	Dog	Phone	Attained - Case Closed	10/11/24 2:13 PM	10/11/24 2:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001884179	Dog Dog off leash	Phone	Attained - Case Closed	10/13/24 8:26 AM	10/13/24 11:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002067492	Dog Dog off leash	Phone	Attained - Case Closed	12/23/24 2:25 PM	12/23/24 2:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001980922	Dog Other	Phone	Attained - Case Closed	11/25/24 9:53 AM	11/25/24 11:25 AM	311_Contact Centre
Dog Licence Case	201001352376	Licence cancellation	Phone	Attained - Case Closed	3/26/24 4:24 PM	3/26/24 4:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001786870	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	9/4/24 11:03 AM	9/4/24 11:29 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001158573	Licence cancellation	Phone	Attained - Case Closed	1/19/24 1:16 PM	1/19/24 1:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001613901	Dog Dog barking	WEB	Attained - Case Closed	7/2/24 11:29 PM	7/3/24 12:57 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001244221	Licence cancellation	Phone	Attained - Case Closed	2/16/24 12:28 PM	2/16/24 1:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001252221	Licence cancellation	WEB	Attained - Case Closed	2/21/24 5:56 PM	2/22/24 8:24 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001603247	Fostering	Phone	Attained - Case Closed	6/27/24 11:16 AM	6/27/24 11:24 AM	DBL_Animal Services Administration
Animal Concern Case	201001503228	Dog Dog off leash	Phone	Attained - Case Closed	5/25/24 1:16 PM	5/25/24 1:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001788072	Dog Dog off leash	Mobile App	Attained - Case Closed	9/4/24 5:04 PM	9/4/24 5:13 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001811798	cat	Phone	Attained - Case Closed	9/17/24 5:08 PM	9/17/24 6:41 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001166694	Licence cancellation	Phone	Attained - Case Closed	1/23/24 9:10 AM	1/23/24 9:39 AM	DBL_Animal Services Administration
Lost Pets Case	201002018907	Dog	WEB	Attained - Case Closed	12/3/24 1:36 PM	12/3/24 2:43 PM	DBL_Animal Services Administration
Lost Pets Case	201002018953	Dog	WEB	Attained - Case Closed	12/3/24 1:45 PM	12/3/24 2:28 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001586302	Backyard chickens	Phone	Attained - Case Closed	6/24/24 3:48 PM	6/24/24 3:50 PM	DBL_Animal Services Administration
Animal Concern Case	201001352730	Dog Holding stray	Phone	Attained - Case Closed	3/26/24 9:33 PM	3/27/24 8:12 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001354670	Adoption	Phone	Attained - Case Closed	3/27/24 5:59 PM	3/27/24 6:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001782405	Dog Dog off leash	Phone	Attained - Case Closed	9/1/24 10:17 AM	9/1/24 10:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001591682	Dog Dog attacked by dog	WEB	Attained - Case Closed	6/26/24 3:21 PM	6/26/24 4:01 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001161864	Dog	Phone	Attained - Case Closed	1/21/24 3:50 PM	1/21/24 3:51 PM	DBL_Animal Services Administration
Lost Pets Case	201001785082	Dog	Phone	Attained - Case Closed	9/3/24 12:58 PM	9/3/24 1:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001877847	Dog Human attacked by dog	Phone	Attained - Case Closed	10/9/24 10:19 AM	10/9/24 11:09 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001145815	Replacement tag	Phone	Attained - Case Closed	1/14/24 4:29 PM	1/14/24 4:38 PM	DBL_Animal Services Administration
Animal Concern Case	201001389412	Dog Dog attacked by dog	WEB	Attained - Case Closed	4/5/24 1:37 PM	4/5/24 1:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001162152	Dog Stray dog at large	Phone	Attained - Case Closed	1/21/24 9:48 PM	1/22/24 12:21 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001733932	Dog ownership	Phone	Attained - Case Closed	8/27/24 12:19 PM	8/27/24 12:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001199332	Refund	WEB	Attained - Case Closed	1/27/24 12:03 PM	1/27/24 12:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001161532	Replacement tag	Chat	Attained - Case Closed	1/21/24 12:05 PM	1/21/24 12:29 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001703702		WEB	Attained - Case Closed	8/10/24 7:24 PM	8/11/24 10:15 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001870888	cat	WEB	Attained - Case Closed	10/4/24 4:08 PM	10/4/24 5:01 PM	DBL_Animal Services Administration
Lost Pets Case	201001491934	Dog	WEB	Attained - Case Closed	5/20/24 5:14 PM	5/20/24 5:23 PM	DBL_Animal Services Administration
Animal Concern Case	201001702748	Dog Other	Mobile App	Attained - Case Closed	8/9/24 8:09 PM	8/10/24 9:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001303705	Dog Dog off leash	Mobile App	Attained - Case Closed	3/10/24 3:03 PM	3/10/24 3:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001253420	Dog Holding stray	Phone	Attained - Case Closed	2/22/24 12:12 PM	2/22/24 12:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001551604	Dog Holding stray	Phone	Attained - Case Closed	6/7/24 1:40 PM	6/7/24 1:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001871289	Dog Holding stray	Phone	Attained - Case Closed	10/5/24 7:41 AM	10/5/24 10:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001569373	Dog Dog off leash	Mobile App	Attained - Case Closed	6/16/24 4:14 PM	6/16/24 4:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001779484	Dog Dog barking	Mobile App	Attained - Case Closed	8/30/24 4:21 AM	8/30/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001130826	Dog Dog off leash	Mobile App	Attained - Case Closed	1/7/24 8:44 AM	1/7/24 10:31 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001588118		Phone	Attained - Case Closed	6/25/24 12:31 PM	6/25/24 4:08 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001161860	Dog	Phone	Attained - Case Closed	1/21/24 3:44 PM	1/21/24 3:50 PM	DBL_Animal Services Administration
Animal Concern Case	201001823997	Dog Dog attacked by dog	WEB	Attained - Case Closed	9/24/24 6:33 PM	9/25/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001347817	Chicken Chicken noise	WEB	Attained - Case Closed	3/24/24 8:53 AM	3/24/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001608447	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	6/29/24 5:32 PM	6/29/24 5:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001256299	Dog Human attacked by dog	WEB	Attained - Case Closed	2/23/24 2:49 PM	2/23/24 3:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001726936	Dog Dog off leash	WEB	Attained - Case Closed	8/22/24 4:52 PM	8/22/24 5:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001859942	Dog Dog off leash	Mobile App	Attained - Case Closed	9/28/24 9:19 AM	9/28/24 11:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001737163	Dog Dog off leash	Mobile App	Attained - Case Closed	8/28/24 5:19 PM	8/28/24 5:40 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001302426	Licence update	WEB	Attained - Case Closed	3/8/24 6:31 PM	3/9/24 9:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001783423	Dog Dog barking	Phone	Missed - Case Closed	9/2/24 12:53 PM	9/3/24 10:50 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001218587	cat	WEB	Attained - Case Closed	2/4/24 12:53 PM	2/4/24 12:59 PM	DBL_Animal Services Administration
Lost Pets Case	201001227737	cat	WEB	Attained - Case Closed	2/8/24 10:35 AM	2/8/24 11:48 AM	DBL_Animal Services Administration
Animal Concern Case	201001625330	Dog Stray dog at large	Mobile App	Attained - Case Closed	7/8/24 12:48 PM	7/8/24 12:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001922458	Dog Stray dog at large	Mobile App	Attained - Case Closed	10/24/24 8:06 AM	10/24/24 8:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001482090	Dog Dog off leash	Mobile App	Attained - Case Closed	5/14/24 4:04 PM	5/14/24 4:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001312806	Dog Dog off leash	Mobile App	Attained - Case Closed	3/14/24 5:47 PM	3/14/24 5:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001872683	Dog Dog off leash	Mobile App	Attained - Case Closed	10/6/24 4:52 PM	10/6/24 6:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001876897	Dog Human attacked by dog	WEB	Attained - Case Closed	10/8/24 3:31 PM	10/8/24 3:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001737270	Dog Dog off leash	Mobile App	Attained - Case Closed	8/28/24 7:01 PM	8/29/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001737155	Dog Dog off leash	Mobile App	Attained - Case Closed	8/28/24 5:13 PM	8/28/24 5:40 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001659670	Dog	Phone	Attained - Case Closed	7/24/24 12:12 PM	7/24/24 12:24 PM	DBL_Animal Services Administration
Lost Pets Case	201001707261	Dog	WEB	Attained - Case Closed	8/12/24 8:48 PM	8/13/24 9:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001860031	Dog Dog off leash	Mobile App	Attained - Case Closed	9/28/24 10:18 AM	9/28/24 11:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001641173	Dog Dog off leash	Mobile App	Attained - Case Closed	7/16/24 9:00 AM	7/16/24 9:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001468964	Dog Dog off leash	Mobile App	Attained - Case Closed	5/8/24 9:31 AM	5/8/24 9:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001398158	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/10/24 3:36 PM	4/10/24 3:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001470038	Dog Other	Phone	Attained - Case Closed	5/8/24 1:44 PM	5/8/24 2:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001396075	Dog Dog off leash	WEB	Attained - Case Closed	4/9/24 4:17 PM	4/9/24 4:28 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001232432	Licence cancellation	WEB	Attained - Case Closed	2/10/24 5:12 PM	2/10/24 5:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001248968	Dog Dog off leash	Mobile App	Attained - Case Closed	2/20/24 1:03 PM	2/20/24 1:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001396035	Dog Dog off leash	Mobile App	Attained - Case Closed	4/9/24 4:03 PM	4/9/24 4:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001482066	Dog Dog off leash	Mobile App	Attained - Case Closed	5/14/24 3:59 PM	5/14/24 4:05 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001479462	Dog Dog off leash	Mobile App	Attained - Case Closed	5/13/24 3:53 PM	5/13/24 3:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001222145	Dog Dog off leash	WEB	Attained - Case Closed	2/6/24 8:35 AM	2/6/24 9:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001465628	Dog Dog off leash	Mobile App	Attained - Case Closed	5/6/24 3:37 PM	5/6/24 3:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378164	Dog Dog off leash	Chat	Attained - Case Closed	3/30/24 12:28 PM	3/30/24 3:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001564606	Dog Dog off leash	Phone	Attained - Case Closed	6/13/24 3:06 PM	6/13/24 3:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609707	Dog Dog off leash	Phone	Missed - Case Closed	7/1/24 10:30 AM	7/2/24 12:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001254947	Dog Dog off leash	Mobile App	Attained - Case Closed	2/23/24 8:19 AM	2/23/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001303735	Dog Dog off leash	Mobile App	Attained - Case Closed	3/10/24 3:41 PM	3/10/24 3:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001396690	Dog Dog off leash	Mobile App	Attained - Case Closed	4/10/24 8:48 AM	4/10/24 11:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001403209	Dog Dog off leash	Mobile App	Attained - Case Closed	4/13/24 10:21 AM	4/13/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001409669	Dog Dog off leash	Mobile App	Attained - Case Closed	4/17/24 8:38 AM	4/17/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417126	Dog Dog off leash	Mobile App	Attained - Case Closed	4/21/24 11:14 AM	4/21/24 11:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001421196	Dog Dog off leash	WEB	Attained - Case Closed	4/23/24 12:21 PM	4/23/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001549942	Dog Dog off leash	Phone	Attained - Case Closed	6/6/24 6:14 PM	6/7/24 11:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001558925	Dog Dog off leash	Phone	Attained - Case Closed	6/11/24 1:32 PM	6/11/24 1:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001565064	Dog Dog off leash	Phone	Attained - Case Closed	6/13/24 5:37 PM	6/13/24 5:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001571831	Dog Dog off leash	Mobile App	Attained - Case Closed	6/17/24 4:39 PM	6/17/24 4:43 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001586438	By-laws	Mobile App	Attained - Case Closed	6/24/24 4:30 PM	6/24/24 4:47 PM	DBL_Animal Services Administration
Animal Concern Case	201001890048	Dog Dog off leash	Mobile App	Attained - Case Closed	10/17/24 8:37 AM	10/17/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001945313	Dog Dog off leash	Phone	Attained - Case Closed	11/6/24 1:00 PM	11/6/24 1:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002077236	Dog Dog off leash	Phone	Attained - Case Closed	12/31/24 3:10 PM	12/31/24 4:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001246956	Dog Dog off leash	WEB	Missed - Case Closed	2/19/24 10:32 AM	2/20/24 11:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001254766	Dog Dog off leash	WEB	Attained - Case Closed	2/22/24 8:02 PM	2/23/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001258143	Dog Dog off leash	WEB	Attained - Case Closed	2/25/24 2:34 PM	2/25/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001261126	Dog Dog off leash	WEB	Attained - Case Closed	2/26/24 10:28 PM	2/27/24 12:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001265598	Dog Dog off leash	WEB	Attained - Case Closed	2/28/24 4:07 PM	2/28/24 5:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001310579	Dog Dog off leash	WEB	Attained - Case Closed	3/13/24 6:45 PM	3/14/24 9:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001377765	Dog Dog off leash	WEB	Attained - Case Closed	3/29/24 7:37 PM	3/30/24 12:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001411531	Dog Dog off leash	WEB	Attained - Case Closed	4/17/24 4:53 PM	4/17/24 5:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449908	Dog Dog off leash	WEB	Attained - Case Closed	4/28/24 2:21 PM	4/28/24 4:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001218692	Dog Dog off leash	Mobile App	Attained - Case Closed	2/4/24 2:35 PM	2/4/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001792411	Dog Stray dog at large	Phone	Attained - Case Closed	9/6/24 3:23 PM	9/6/24 3:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390460	Dog Stray dog at large	Phone	Attained - Case Closed	4/6/24 9:39 AM	4/6/24 10:10 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001142116	Licence update	WEB	Attained - Case Closed	1/11/24 11:57 PM	1/12/24 10:34 AM	DBL_Animal Services Administration
Animal Concern Case	201002067825	Dog Dog barking	WEB	Attained - Case Closed	12/23/24 4:00 PM	12/23/24 4:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002067917	Dog Dog barking	WEB	Attained - Case Closed	12/23/24 4:47 PM	12/23/24 4:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002025663	Dog Human attacked by dog	Phone	Attained - Case Closed	12/6/24 10:08 AM	12/6/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314903	Dog Dog off leash	Phone	Attained - Case Closed	3/15/24 5:38 PM	3/15/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001339809	Dog Dog off leash	WEB	Attained - Case Closed	3/19/24 12:57 PM	3/19/24 1:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001227388	Dog Dog off leash	Mobile App	Attained - Case Closed	2/8/24 9:16 AM	2/8/24 9:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001890132	Dog Aggressive dog poorly contained	Phone	Missed - Case Closed	10/17/24 9:16 AM	10/18/24 11:54 AM	311_Contact Centre
Animal Concern Case	201001131304	Dog Dog off leash	Mobile App	Attained - Case Closed	1/7/24 5:12 PM	1/7/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001142221	Dog Dog off leash	Phone	Attained - Case Closed	1/12/24 8:23 AM	1/12/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001226895	Dog Dog off leash	Mobile App	Attained - Case Closed	2/7/24 5:16 PM	2/7/24 5:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001247518	Dog Dog off leash	Mobile App	Attained - Case Closed	2/19/24 4:52 PM	2/20/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001312812	Dog Dog off leash	Mobile App	Attained - Case Closed	3/14/24 5:49 PM	3/14/24 5:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001338639	Dog Dog off leash	Mobile App	Attained - Case Closed	3/18/24 7:52 PM	3/19/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001342904	Dog Dog off leash	Phone	Attained - Case Closed	3/20/24 5:44 PM	3/20/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001385488	Dog Dog off leash	Phone	Attained - Case Closed	4/3/24 5:16 PM	4/3/24 5:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001413729	Dog Dog off leash	Phone	Attained - Case Closed	4/18/24 5:39 PM	4/18/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001424508	Dog Dog off leash	Phone	Attained - Case Closed	4/24/24 5:18 PM	4/24/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001470786	Dog Dog off leash	Mobile App	Attained - Case Closed	5/8/24 5:44 PM	5/8/24 6:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001471122	Dog Dog barking	Phone	Attained - Case Closed	5/9/24 8:03 AM	5/9/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001553700	Dog Dog off leash	Mobile App	Attained - Case Closed	6/9/24 8:50 AM	6/9/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001620089	Dog Dog off leash	Mobile App	Attained - Case Closed	7/5/24 9:48 AM	7/5/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001720368	Dog Dog off leash	Mobile App	Attained - Case Closed	8/19/24 3:56 PM	8/19/24 4:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001724765	Dog Dog off leash	Mobile App	Attained - Case Closed	8/21/24 4:52 PM	8/21/24 4:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001734477	Dog Dog off leash	Mobile App	Attained - Case Closed	8/27/24 2:33 PM	8/27/24 2:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001807536	Dog Dog off leash	Mobile App	Attained - Case Closed	9/15/24 6:27 PM	9/16/24 11:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001856262	Pet rabbit Other	Phone	Attained - Case Closed	9/26/24 8:50 AM	9/26/24 9:24 AM	311_Contact Centre
Animal Concern Case	201001716256	Dog Dog off leash	Phone	Attained - Case Closed	8/16/24 3:23 PM	8/16/24 4:10 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001204296	Other	Phone	Attained - Case Closed	1/29/24 6:44 PM	1/30/24 8:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001819273	Dog	Phone	Attained - Case Closed	9/22/24 9:47 AM	9/22/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001641118	Dog off leash Dog Dog off leash	Mobile App	Attained - Case Closed	7/16/24 8:39 AM	7/16/24 8:56 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001310475	Licence cancellation	WEB	Attained - Case Closed	3/13/24 5:31 PM	3/13/24 5:34 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001536019	Other	Phone	Attained - Case Closed	5/31/24 12:53 PM	5/31/24 2:06 PM	DBL_Animal Services Administration
Animal Concern Case	201001482685	Dog Dog off leash	Phone	Attained - Case Closed	5/15/24 8:11 AM	5/15/24 8:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001252303	Dog Dog off leash	Mobile App	Attained - Case Closed	2/21/24 7:17 PM	2/22/24 8:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001822132	Dog Dog off leash	Mobile App	Attained - Case Closed	9/24/24 7:54 AM	9/24/24 10:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001658159	Dog Human attacked by dog	Mobile App	Attained - Case Closed	7/23/24 5:09 PM	7/23/24 5:24 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001251128	Licence cancellation	WEB	Attained - Case Closed	2/21/24 12:21 PM	2/21/24 12:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001607819	Dog Dog off leash	Mobile App	Attained - Case Closed	6/29/24 9:44 AM	6/29/24 11:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001335432	Chicken Chicken noise	Phone	Attained - Case Closed	3/16/24 2:47 PM	3/16/24 2:55 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001290359	Licence cancellation	Phone	Attained - Case Closed	3/2/24 8:25 AM	3/2/24 9:59 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001396774	By-laws	Mobile App	Attained - Case Closed	4/10/24 9:18 AM	4/10/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001303698	Other	WEB	Attained - Case Closed	3/10/24 2:58 PM	3/10/24 3:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001936027	Dog Stray dog at large	Phone	Attained - Case Closed	11/1/24 8:27 AM	11/1/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001305575	Dog Dog off leash	Mobile App	Attained - Case Closed	3/11/24 3:17 PM	3/11/24 3:22 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001724782	cat	Phone	Attained - Case Closed	8/21/24 5:01 PM	8/21/24 5:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001409544	Dog Dog off leash	Mobile App	Attained - Case Closed	4/17/24 7:40 AM	4/17/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001638550	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	7/15/24 8:45 AM	7/15/24 11:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001730359	Dog Stray dog at large	WEB	Attained - Case Closed	8/25/24 3:20 PM	8/25/24 3:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001948613	Dog Dog barking	WEB	Attained - Case Closed	11/8/24 12:13 AM	11/8/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001563107	Dog Dog off leash	Phone	Attained - Case Closed	6/13/24 9:22 AM	6/13/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001784775	Dog Other	Phone	Attained - Case Closed	9/3/24 11:47 AM	9/3/24 11:57 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001883661	Dog	Phone	Attained - Case Closed	10/12/24 11:29 AM	10/12/24 1:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001931367	Dog Dog off leash	Phone	Attained - Case Closed	10/29/24 3:08 PM	10/29/24 5:22 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001538720	Dog	Phone	Attained - Case Closed	6/2/24 5:05 PM	6/2/24 5:12 PM	DBL_Animal Services Administration
Lost Pets Case	201001461427	cat	WEB	Attained - Case Closed	5/3/24 2:54 PM	5/3/24 3:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001869239	Dog Dog barking	WEB	Attained - Case Closed	10/3/24 11:56 PM	10/4/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001979776	Dog Other	Mobile App	Missed - Case Closed	11/24/24 3:37 AM	11/26/24 11:21 AM	DBL_Property Use Inspections
Animal Services Inquiry Case	201001537479	By-laws	Mobile App	Attained - Case Closed	6/1/24 11:21 AM	6/1/24 11:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001246816	Licence cancellation	WEB	Attained - Case Closed	2/19/24 8:48 AM	2/20/24 10:49 AM	DBL_Animal Services Administration
Animal Concern Case	201002057012	Dog Human attacked by dog	Phone	Attained - Case Closed	12/17/24 1:31 PM	12/17/24 1:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001227171	Dog Holding stray	WEB	Attained - Case Closed	2/7/24 11:06 PM	2/8/24 8:19 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001254735	Dog	Phone	Attained - Case Closed	2/22/24 7:21 PM	2/23/24 10:14 AM	DBL_Animal Services Administration
Animal Concern Case	201002064192	Dog Dog off leash	Mobile App	Attained - Case Closed	12/20/24 2:56 PM	12/20/24 3:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001198337	Dog Holding stray	Phone	Attained - Case Closed	1/26/24 3:39 PM	1/26/24 3:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001496317	Dog Stray dog at large	Phone	Attained - Case Closed	5/22/24 12:57 PM	5/22/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001154538	Dog Dog off leash	Mobile App	Attained - Case Closed	1/18/24 8:24 AM	1/18/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001218781	Dog Dog attacked by dog	WEB	Attained - Case Closed	2/4/24 3:49 PM	2/4/24 4:34 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001874299	cat	WEB	Attained - Case Closed	10/7/24 1:57 PM	10/7/24 2:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001465584	Dog Human attacked by dog	Chat	Attained - Case Closed	5/6/24 3:25 PM	5/6/24 3:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783247	Dog Dog off leash	Mobile App	Missed - Case Closed	9/2/24 10:51 AM	9/3/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001503609	Dog Dog off leash	Mobile App	Attained - Case Closed	5/25/24 7:41 PM	5/26/24 9:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001502601	Dog Dog off leash	Mobile App	Attained - Case Closed	5/24/24 6:47 PM	5/25/24 9:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001872644	Dog Badly injured stray dog or chicken**	Phone	Attained - Case Closed	10/6/24 4:10 PM	10/6/24 4:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001821872	Dog Dog off leash	Mobile App	Attained - Case Closed	9/23/24 5:32 PM	9/24/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001496185	Dog Stray dog at large	Phone	Attained - Case Closed	5/22/24 12:33 PM	5/22/24 12:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002019728	Dog Dog attacked by dog	WEB	Attained - Case Closed	12/3/24 6:25 PM	12/4/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001151008	Dog Stray dog at large	Phone	Attained - Case Closed	1/16/24 3:11 PM	1/16/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001294814	Dog Dog off leash	WEB	Attained - Case Closed	3/5/24 11:43 AM	3/5/24 11:51 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001314936	Licence update	Phone	Attained - Case Closed	3/15/24 6:17 PM	3/16/24 11:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001387958	Dog Dog off leash	Mobile App	Attained - Case Closed	4/4/24 6:26 PM	4/5/24 8:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001554030	Dog Other	WEB	Attained - Case Closed	6/9/24 2:01 PM	6/9/24 2:28 PM	311_Contact Centre
Animal Concern Case	201001219343	Dog Stray dog at large	Phone	Attained - Case Closed	2/5/24 9:10 AM	2/5/24 9:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001704516	Dog Dog off leash	Mobile App	Attained - Case Closed	8/11/24 5:39 PM	8/11/24 5:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001782002	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/31/24 4:04 PM	8/31/24 4:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001969393	Dog Other	Phone	Attained - Case Closed	11/19/24 12:48 PM	11/19/24 12:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001397175	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	4/10/24 11:07 AM	4/10/24 11:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001799397	Dog Human attacked by dog	Mobile App	Attained - Case Closed	9/10/24 5:53 PM	9/10/24 5:59 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001129916	Licence update	WEB	Attained - Case Closed	1/6/24 2:52 AM	1/6/24 10:20 AM	DBL_Animal Services Administration



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001244545	Dog Other	Chat	Attained - Case Closed	2/16/24 1:43 PM	2/16/24 2:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001643373	Dog Dog off leash	WEB	Attained - Case Closed	7/16/24 8:10 PM	7/17/24 9:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001244529	Dog Other	Phone	Attained - Case Closed	2/16/24 1:40 PM	2/16/24 2:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001698423	Dog Dog barking	Phone	Attained - Case Closed	8/8/24 9:43 AM	8/8/24 10:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417338	Dog Human attacked by dog	WEB	Attained - Case Closed	4/21/24 2:17 PM	4/21/24 2:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001655736	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/22/24 9:25 PM	7/23/24 11:56 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001446636	cat	WEB	Attained - Case Closed	4/25/24 7:01 PM	4/26/24 10:10 AM	DBL_Animal Services Administration
Lost Pets Case	201001414717	cat	WEB	Attained - Case Closed	4/19/24 11:38 AM	4/19/24 12:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001468205	Dog Stray dog at large	Phone	Attained - Case Closed	5/7/24 4:06 PM	5/7/24 4:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001958961	Dog Other	Phone	Attained - Case Closed	11/14/24 9:28 AM	11/14/24 12:42 PM	311_Contact Centre
Animal Concern Case	201001859745	Dog Stray dog at large	Phone	Attained - Case Closed	9/27/24 6:31 PM	9/28/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001794059	Dog Dog barking	WEB	Attained - Case Closed	9/7/24 11:02 PM	9/8/24 9:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001946708	Dog Dog barking	WEB	Attained - Case Closed	11/7/24 9:48 AM	11/7/24 10:35 AM	311_Contact Centre
Animal Concern Case	201001977004	Dog Stray dog at large	Phone	Attained - Case Closed	11/22/24 10:50 AM	11/22/24 11:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001874992	Dog Dog off leash	Mobile App	Attained - Case Closed	10/7/24 5:37 PM	10/7/24 5:52 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001259483	Dog	WEB	Attained - Case Closed	2/26/24 11:56 AM	2/26/24 12:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001150978	Dog Other	Phone	Attained - Case Closed	1/16/24 3:05 PM	1/16/24 3:10 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001931569	Other	Phone	Attained - Case Closed	10/29/24 4:05 PM	10/29/24 4:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001898841	Other Other	Phone	Attained - Case Closed	10/22/24 11:35 AM	10/22/24 11:42 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001578299	Dog	Phone	Attained - Case Closed	6/20/24 12:09 PM	6/20/24 12:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001354704	Dog Dog off leash	Phone	Attained - Case Closed	3/27/24 6:19 PM	3/28/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001687318	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/1/24 3:19 PM	8/1/24 3:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001708577	Dog Dog barking	WEB	Attained - Case Closed	8/13/24 12:56 PM	8/13/24 5:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001940325	Dog Unlicensed dog	Phone	Attained - Case Closed	11/4/24 11:23 AM	11/4/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001477213	Dog Stray dog at large	Phone	Attained - Case Closed	5/12/24 3:20 PM	5/12/24 3:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001504728	Dog Holding stray	WEB	Attained - Case Closed	5/27/24 9:24 AM	5/27/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001232068	Dog Dog off leash	WEB	Attained - Case Closed	2/10/24 12:05 PM	2/10/24 12:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001241630	Dog Dog off leash	WEB	Attained - Case Closed	2/15/24 11:15 AM	2/15/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001250619	Dog Dog off leash	WEB	Attained - Case Closed	2/21/24 10:24 AM	2/21/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001252127	Dog Dog off leash	WEB	Attained - Case Closed	2/21/24 5:05 PM	2/21/24 5:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001290576	Dog	Phone	Attained - Case Closed	3/2/24 11:39 AM	3/2/24 11:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001305639	Dog Dog off leash	WEB	Attained - Case Closed	3/11/24 3:32 PM	3/11/24 3:36 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001309688	Other	Phone	Attained - Case Closed	3/13/24 1:03 PM	3/13/24 1:14 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001351337	Other	Phone	Attained - Case Closed	3/26/24 11:16 AM	3/26/24 11:26 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001450918	Other	Phone	Attained - Case Closed	4/29/24 10:56 AM	4/29/24 11:03 AM	DBL_Animal Services Administration
Animal Concern Case	201001453200	Dog Stray dog at large	Phone	Attained - Case Closed	4/30/24 9:44 AM	4/30/24 10:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001544536	Dog Dog off leash	WEB	Attained - Case Closed	6/4/24 6:15 PM	6/4/24 6:23 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001705026	By-laws	Phone	Attained - Case Closed	8/12/24 9:21 AM	8/12/24 10:41 AM	DBL_Animal Services Administration
Animal Concern Case	201001784763	Dog Dog off leash	Phone	Attained - Case Closed	9/3/24 11:44 AM	9/3/24 11:52 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002058633	Fostering	Phone	Attained - Case Closed	12/18/24 11:09 AM	12/18/24 11:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001609507	Dog Holding stray	Phone	Missed - Case Closed	7/1/24 7:54 AM	7/2/24 3:41 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001346162	Other	Mobile App	Attained - Case Closed	3/22/24 1:35 PM	3/26/24 10:07 AM	DBL_Property Use Inspections
Animal Concern Case	201001803019	Dog Human attacked by dog	Phone	Attained - Case Closed	9/12/24 1:16 PM	9/12/24 1:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001799507	Dog Human attacked by dog	WEB	Attained - Case Closed	9/10/24 8:15 PM	9/11/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001125655	Dog Human attacked by dog	Phone	Attained - Case Closed	1/4/24 10:15 AM	1/4/24 11:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001644462	Dog Human attacked by dog	Phone	Attained - Case Closed	7/17/24 11:59 AM	7/17/24 1:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001104271	Dog Human attacked by dog	Phone	Attained - Case Closed	1/3/24 2:17 PM	1/3/24 2:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001161434	Dog Stray dog at large	Phone	Attained - Case Closed	1/21/24 11:06 AM	1/21/24 11:16 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001129923	Dog	WEB	Attained - Case Closed	1/6/24 3:48 AM	1/6/24 10:06 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002065018	Dog ownership	Phone	Attained - Case Closed	12/21/24 12:48 PM	12/21/24 1:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001345846	Dog Dog off leash	WEB	Attained - Case Closed	3/22/24 12:00 PM	3/22/24 12:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001978395	Dog Other	Phone	Attained - Case Closed	11/22/24 4:31 PM	11/22/24 4:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462977	Dog Human attacked by dog	WEB	Attained - Case Closed	5/5/24 12:12 AM	5/5/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001642070	Dog Dog barking	WEB	Missed - Case Closed	7/16/24 12:35 PM	7/18/24 12:14 PM	DBL_Property Use Inspections
Lost Pets Case	201001577996	Dog	WEB	Attained - Case Closed	6/20/24 11:00 AM	6/20/24 11:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001198223	Licence cancellation	Phone	Attained - Case Closed	1/26/24 3:15 PM	1/26/24 3:17 PM	DBL_Animal Services Administration
Lost Pets Case	201001504899	Dog	WEB	Attained - Case Closed	5/27/24 9:57 AM	5/27/24 10:04 AM	DBL_Animal Services Administration
Animal Concern Case	201001952410	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/10/24 5:16 PM	11/10/24 5:50 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001210366	Licence cancellation	WEB	Attained - Case Closed	1/31/24 3:34 PM	1/31/24 3:36 PM	DBL_Animal Services Administration
Lost Pets Case	201001705241	cat	WEB	Attained - Case Closed	8/12/24 10:09 AM	8/12/24 10:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001208823	Licence update	WEB	Attained - Case Closed	1/31/24 11:06 AM	1/31/24 11:15 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001628923	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/9/24 4:27 PM	7/9/24 4:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001710134	Dog Other	Phone	Attained - Case Closed	8/14/24 9:11 AM	8/14/24 9:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001348004	Dog Stray dog at large	Phone	Attained - Case Closed	3/24/24 12:02 PM	3/24/24 12:13 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001565958		WEB	Attained - Case Closed	6/14/24 10:22 AM	6/14/24 11:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001943518	Dog Dog off leash	Phone	Attained - Case Closed	11/5/24 2:14 PM	11/5/24 2:29 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001871748	cat	WEB	Attained - Case Closed	10/5/24 1:51 PM	10/5/24 3:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001154192	Dog Stray dog at large	Phone	Attained - Case Closed	1/17/24 5:38 PM	1/17/24 5:48 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001310421	Licence update	WEB	Attained - Case Closed	3/13/24 5:04 PM	3/13/24 5:11 PM	DBL_Animal Services Administration
Animal Concern Case	201001295821	Dog Dog off leash	Mobile App	Attained - Case Closed	3/5/24 4:14 PM	3/5/24 4:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001661267	Dog Stray dog at large	WEB	Attained - Case Closed	7/24/24 10:07 PM	7/25/24 9:40 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001785398	Dog	Phone	Attained - Case Closed	9/3/24 2:15 PM	9/3/24 2:20 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001092690	Volunteering	WEB	Attained - Case Closed	1/3/24 8:09 AM	1/3/24 12:10 PM	DBL_Animal Services Administration
Lost Pets Case	201001785331	Dog	WEB	Attained - Case Closed	9/3/24 1:59 PM	9/3/24 2:04 PM	DBL_Animal Services Administration
Animal Concern Case	201001660889	Dog Dog off leash	WEB	Attained - Case Closed	7/24/24 5:12 PM	7/24/24 5:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001556773	Dog Dog off leash	Phone	Attained - Case Closed	6/10/24 4:06 PM	6/10/24 4:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002010269	Dog Stray dog at large	Phone	Attained - Case Closed	11/28/24 3:21 PM	11/28/24 3:32 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001872765	Wildlife	WEB	Attained - Case Closed	10/6/24 6:43 PM	10/7/24 11:36 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001463188	Dog Dog barking	Mobile App	Attained - Case Closed	5/5/24 11:43 AM	5/5/24 11:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001498717	Dog Dog off leash	Mobile App	Attained - Case Closed	5/23/24 11:16 AM	5/23/24 11:34 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001079959	Licence update	WEB	Attained - Case Closed	1/1/24 10:44 PM	1/2/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001198209	Licence cancellation	Phone	Attained - Case Closed	1/26/24 3:12 PM	1/26/24 3:15 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001293221	Fees and fines	Phone	Attained - Case Closed	3/4/24 2:40 PM	3/4/24 3:38 PM	DBL_Animal Services Administration
Lost Pets Case	201001496668	Dog	Phone	Attained - Case Closed	5/22/24 2:02 PM	5/22/24 2:17 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001496915	Other	Phone	Attained - Case Closed	5/22/24 2:55 PM	5/22/24 2:56 PM	DBL_Animal Services Administration
Animal Concern Case	201001257349	Dog Human attacked by dog	WEB	Attained - Case Closed	2/24/24 1:14 PM	2/24/24 1:29 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001312731	Aggressive dog licence enquiry	Phone	Attained - Case Closed	3/14/24 5:00 PM	3/15/24 8:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001346784	Dog Dog off leash	Mobile App	Attained - Case Closed	3/22/24 6:11 PM	3/23/24 11:29 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001287098	cat	WEB	Attained - Case Closed	2/29/24 12:47 PM	2/29/24 1:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001152172	Dog Holding stray	Phone	Attained - Case Closed	1/17/24 9:18 AM	1/17/24 10:17 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001871813	Dog	Phone	Attained - Case Closed	10/5/24 2:40 PM	10/5/24 4:11 PM	DBL_Animal Services Administration
Animal Concern Case	201001800685	Dog Dog barking	WEB	Attained - Case Closed	9/11/24 1:01 PM	9/11/24 1:33 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001691195	Dog ownership	Phone	Attained - Case Closed	8/4/24 11:40 AM	8/4/24 11:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001876824	Dog Dog barking	Phone	Attained - Case Closed	10/8/24 3:11 PM	10/8/24 3:45 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001893810	Other	Phone	Attained - Case Closed	10/18/24 8:03 PM	10/19/24 9:56 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001568794		WEB	Attained - Case Closed	6/15/24 6:09 PM	6/16/24 9:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001660934	Dog Human attacked by dog	Phone	Attained - Case Closed	7/24/24 5:31 PM	7/24/24 5:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002030210	Dog Dog attacked by dog	Phone	Attained - Case Closed	12/9/24 12:09 PM	12/9/24 2:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001200955	Dog Dog barking	WEB	Attained - Case Closed	1/29/24 2:22 AM	1/29/24 8:18 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001811325	Wildlife	WEB	Attained - Case Closed	9/17/24 2:07 PM	9/17/24 3:43 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001376929	Dog Holding stray	Phone	Missed - Case Closed	3/29/24 9:04 AM	4/4/24 11:16 AM	311_Contact Centre
Lost Pets Case	201001537333	Dog	Phone	Attained - Case Closed	6/1/24 9:26 AM	6/1/24 10:04 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001645603	By-laws	Phone	Attained - Case Closed	7/17/24 5:02 PM	7/17/24 5:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001255759	Pet bird Other	Phone	Attained - Case Closed	2/23/24 12:31 PM	2/23/24 12:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001216919	Dog Stray dog at large	Phone	Attained - Case Closed	2/2/24 4:46 PM	2/2/24 4:59 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001610191	Dog	Mobile App	Missed - Case Closed	7/1/24 3:02 PM	7/3/24 9:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001988121	Dog Stray dog at large	Phone	Attained - Case Closed	11/27/24 4:44 PM	11/27/24 4:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001623986	Dog Dog off leash	Phone	Attained - Case Closed	7/7/24 7:17 PM	7/8/24 11:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001980627	Dog Dog off leash	Mobile App	Attained - Case Closed	11/25/24 8:29 AM	11/25/24 9:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001673990	Dog Human attacked by dog	Phone	Attained - Case Closed	7/26/24 9:38 AM	7/26/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001661201	Dog Stray dog at large	Phone	Attained - Case Closed	7/24/24 8:36 PM	7/25/24 9:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001821918	Dog Dog off leash	Mobile App	Attained - Case Closed	9/23/24 6:29 PM	9/24/24 10:37 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001249771	Licence update	Phone	Attained - Case Closed	2/20/24 4:13 PM	2/20/24 4:22 PM	DBL_Animal Services Administration
Animal Concern Case	201001589092	Dog Human attacked by dog	Phone	Attained - Case Closed	6/25/24 4:15 PM	6/25/24 5:03 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001677600	Dog	Phone	Attained - Case Closed	7/28/24 3:29 PM	7/28/24 3:35 PM	DBL_Animal Services Administration
Animal Concern Case	201001824266	Dog Badly injured stray dog or chicken**	Phone	Attained - Case Closed	9/25/24 8:43 AM	9/25/24 9:10 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001137002	Dog	Phone	Attained - Case Closed	1/9/24 8:50 PM	1/10/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001354790	Replacement tag	Phone	Attained - Case Closed	3/27/24 7:45 PM	3/28/24 10:03 AM	DBL_Animal Services Administration
Animal Concern Case	201001897964	Dog Holding stray	Phone	Attained - Case Closed	10/21/24 8:15 PM	10/22/24 8:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001583491	Dog Stray dog at large	Phone	Attained - Case Closed	6/23/24 11:18 AM	6/23/24 11:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001411549	Dog Badly injured stray dog or chicken**	Phone	Attained - Case Closed	4/17/24 5:04 PM	4/17/24 5:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001135768	Dog Other	Chat	Attained - Case Closed	1/9/24 1:20 PM	1/9/24 2:57 PM	311_Contact Centre

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201002052078	Dog Human attacked by dog	Phone	Attained - Case Closed	12/14/24 12:17 PM	12/14/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001563001	Dog Dog off leash	Mobile App	Attained - Case Closed	6/13/24 8:46 AM	6/13/24 12:55 PM	311_Contact Centre
Lost Pets Case	201001584585	Other	Phone	Attained - Case Closed	6/24/24 10:00 AM	6/24/24 10:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001587265	Dog Dog off leash	Mobile App	Attained - Case Closed	6/25/24 9:21 AM	6/25/24 10:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001677672	Dog Holding stray	Phone	Attained - Case Closed	7/28/24 4:51 PM	7/28/24 5:14 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001680038	Dog	Phone	Attained - Case Closed	7/29/24 3:42 PM	7/29/24 4:24 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001160230	Other	Phone	Attained - Case Closed	1/20/24 10:32 AM	1/20/24 10:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001562643	Dog Dog off leash	Mobile App	Attained - Case Closed	6/12/24 7:11 PM	6/13/24 9:46 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001134317	Dog ownership	Mobile App	Attained - Case Closed	1/8/24 11:56 PM	1/9/24 10:56 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001952958	Dog Other	Phone	Missed - Case Closed	11/11/24 11:56 AM	11/12/24 11:21 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001609485	cat	WEB	Attained - Case Closed	7/1/24 2:58 AM	7/2/24 3:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001255038	Dog Dog off leash	Mobile App	Attained - Case Closed	2/23/24 9:07 AM	2/23/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001951963	Dog Dog off leash	Mobile App	Attained - Case Closed	11/10/24 10:36 AM	11/10/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001307099	Dog Dog attacked by dog	Phone	Attained - Case Closed	3/12/24 11:51 AM	3/12/24 12:04 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001622297	Dog ownership	Mobile App	Attained - Case Closed	7/6/24 10:07 AM	7/6/24 10:19 AM	DBL_Animal Services Administration
Animal Concern Case	201002052563	Dog Holding stray	Phone	Attained - Case Closed	12/14/24 5:57 PM	12/14/24 6:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001622319	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/6/24 10:21 AM	7/6/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707095	Dog Dog off leash	WEB	Attained - Case Closed	8/12/24 5:47 PM	8/12/24 5:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001931786	Dog Dog off leash	Mobile App	Attained - Case Closed	10/29/24 5:55 PM	10/29/24 6:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001938020	Dog Dog off leash	WEB	Attained - Case Closed	11/2/24 10:02 AM	11/2/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001424595	Dog Dog off leash	Mobile App	Attained - Case Closed	4/24/24 6:41 PM	4/25/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001294041	Dog Dog off leash	Mobile App	Attained - Case Closed	3/5/24 7:55 AM	3/5/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001468439	Dog Dog off leash	WEB	Attained - Case Closed	5/7/24 6:02 PM	5/7/24 6:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717360	Dog Dog off leash	Mobile App	Attained - Case Closed	8/17/24 2:55 PM	8/17/24 4:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001258538	Dog Dog off leash	Phone	Attained - Case Closed	2/26/24 8:10 AM	2/26/24 9:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001982869	Dog Dog off leash	Phone	Attained - Case Closed	11/25/24 4:53 PM	11/25/24 5:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001222937	Dog Human attacked by dog	Phone	Attained - Case Closed	2/6/24 11:21 AM	2/6/24 11:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001229177	Dog Dog off leash	Phone	Attained - Case Closed	2/8/24 5:02 PM	2/8/24 5:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001235546	Dog Dog off leash	Phone	Attained - Case Closed	2/12/24 5:08 PM	2/12/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001296287	Dog Dog off leash	Phone	Attained - Case Closed	3/6/24 8:20 AM	3/6/24 9:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001308661	Dog Dog off leash	Phone	Attained - Case Closed	3/13/24 8:12 AM	3/13/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001389961	Dog Dog off leash	Phone	Attained - Case Closed	4/5/24 4:23 PM	4/5/24 4:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390796	Dog Dog off leash	Phone	Attained - Case Closed	4/6/24 1:58 PM	4/6/24 2:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001452796	Dog Dog off leash	Phone	Attained - Case Closed	4/29/24 9:10 PM	4/30/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001491757	Dog Dog off leash	Phone	Attained - Case Closed	5/20/24 2:57 PM	5/20/24 5:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001549503	Dog Dog off leash	Phone	Attained - Case Closed	6/6/24 3:24 PM	6/6/24 3:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001556928	Dog Dog off leash	Phone	Attained - Case Closed	6/10/24 4:51 PM	6/10/24 4:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001562350	Dog Dog off leash	Phone	Attained - Case Closed	6/12/24 4:27 PM	6/12/24 5:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001574219	Dog Dog off leash	Phone	Attained - Case Closed	6/18/24 3:42 PM	6/18/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001634044	Dog Dog off leash	Phone	Attained - Case Closed	7/11/24 4:15 PM	7/11/24 4:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001734894	Dog Dog off leash	Phone	Attained - Case Closed	8/27/24 4:34 PM	8/27/24 4:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001814215	Dog Human attacked by dog	WEB	Attained - Case Closed	9/18/24 9:25 PM	9/19/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001960704	Dog Other	Phone	Attained - Case Closed	11/14/24 4:20 PM	11/14/24 4:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002076777	Dog Other	Phone	Attained - Case Closed	12/31/24 12:46 PM	12/31/24 12:51 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001864363	Dog ownership	Phone	Attained - Case Closed	10/1/24 4:24 PM	10/1/24 4:32 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001296265	By-laws	Mobile App	Attained - Case Closed	3/6/24 8:11 AM	3/6/24 10:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001782284	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	9/1/24 2:24 AM	9/1/24 10:15 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001237262		WEB	Attained - Case Closed	2/13/24 1:47 PM	2/13/24 2:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001567849	Dog Dog off leash	Mobile App	Attained - Case Closed	6/14/24 7:56 PM	6/15/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001795453	Dog Stray dog at large	Phone	Attained - Case Closed	9/9/24 10:40 AM	9/9/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001200121	Dog Dog off leash	WEB	Attained - Case Closed	1/28/24 8:57 AM	1/28/24 9:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001486974	Dog Dog off leash	Phone	Attained - Case Closed	5/16/24 9:00 PM	5/17/24 10:30 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001655648		WEB	Attained - Case Closed	7/22/24 8:10 PM	7/23/24 10:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001700494	Dog Dog off leash	Mobile App	Attained - Case Closed	8/8/24 9:12 PM	8/9/24 1:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001795454	Dog Holding stray	Phone	Attained - Case Closed	9/9/24 10:40 AM	9/9/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001398628	Dog Dog off leash	Mobile App	Attained - Case Closed	4/10/24 7:41 PM	4/11/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001377739	Dog Dog off leash	Mobile App	Attained - Case Closed	3/29/24 6:55 PM	3/30/24 11:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001638851	Dog Dog off leash	Mobile App	Attained - Case Closed	7/15/24 10:02 AM	7/15/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001128376	Dog Dog off leash	Mobile App	Attained - Case Closed	1/5/24 11:19 AM	1/5/24 12:27 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001347373		WEB	Attained - Case Closed	3/23/24 1:03 PM	3/23/24 1:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001569486	Dog Dog off leash	Phone	Attained - Case Closed	6/16/24 7:21 PM	6/17/24 10:06 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001720620	Dog	Mobile App	Attained - Case Closed	8/19/24 6:01 PM	8/19/24 6:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001689819	Dog off leash	Phone	Attained - Case Closed	8/2/24 9:14 PM	8/3/24 1:14 PM	DBL_Animal Services Dispatch
		Other					
Animal Concern Case	201001677471	Dog	Phone	Attained - Case Closed	7/28/24 1:23 PM	7/28/24 1:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001497490	Stray dog at large	Mobile App	Attained - Case Closed	5/22/24 6:08 PM	5/23/24 10:00 AM	DBL_Animal Services Dispatch
		Dog					
Animal Services Inquiry Case	201001204639	Dog off leash	Mobile App	Attained - Case Closed	1/30/24 8:09 AM	1/30/24 8:50 AM	DBL_Animal Services Administration
		By-laws					
Animal Concern Case	201001396083	Dog	WEB	Attained - Case Closed	4/9/24 4:22 PM	4/9/24 4:40 PM	DBL_Animal Services Dispatch
		Dog off leash	Phone	Attained - Case Closed	6/10/24 5:33 PM	6/10/24 6:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001557027	Dog					
Dog Licence Case	201001251689	Dog off leash	Phone	Attained - Case Closed	2/21/24 2:48 PM	2/21/24 3:11 PM	DBL_Animal Services Administration
		Licence cancellation					
Lost Pets Case	201001794769	cat	WEB	Attained - Case Closed	9/8/24 7:07 PM	9/9/24 10:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001736720	Dog	WEB	Attained - Case Closed	8/28/24 2:40 PM	8/28/24 2:51 PM	DBL_Animal Services Dispatch
		Dog off leash	Phone	Attained - Case Closed	6/5/24 10:23 AM	6/5/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001545391	Dog					
Dog Licence Case	201001375098	Dog off leash	WEB	Attained - Case Closed	3/28/24 9:23 AM	3/28/24 10:26 AM	DBL_Animal Services Administration
		Licence update					
Animal Services Inquiry Case	201001689925	Other	Phone	Attained - Case Closed	8/3/24 8:06 AM	8/3/24 10:03 AM	DBL_Animal Services Administration
Animal Concern Case	201001864079	Dog	Phone	Attained - Case Closed	10/1/24 3:07 PM	10/1/24 4:00 PM	DBL_Animal Services Dispatch
		Dog off leash	Mobile App	Attained - Case Closed	2/23/24 8:59 PM	2/24/24 9:49 AM	DBL_Animal Services Administration
Lost Pets Case	201001256949	Dog					
Animal Concern Case	201001889553	Dog	Mobile App	Attained - Case Closed	10/16/24 4:21 PM	10/16/24 4:46 PM	DBL_Animal Services Dispatch
		Dog off leash	Phone	Attained - Case Closed	8/26/24 10:47 AM	8/26/24 1:23 PM	311_Contact Centre
Animal Concern Case	201001731175	Dog					
Animal Concern Case	201002016238	Other	Phone	Attained - Case Closed	12/2/24 1:56 PM	12/2/24 2:07 PM	DBL_Animal Services Dispatch
		Dog					
Lost Pets Case	201001622027	Holding stray	WEB	Attained - Case Closed	7/5/24 9:09 PM	7/6/24 9:22 AM	DBL_Animal Services Administration
		cat					
Lost Pets Case	201001984834	Dog	Phone	Attained - Case Closed	11/26/24 1:37 PM	11/26/24 2:21 PM	DBL_Animal Services Administration
			WEB	Attained - Case Closed	2/13/24 10:50 AM	2/13/24 11:53 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001236474						
Animal Concern Case	201001637445	Dog	WEB	Attained - Case Closed	7/13/24 7:42 PM	7/14/24 11:50 AM	DBL_Animal Services Dispatch
		Dog barking	Phone	Attained - Case Closed	7/20/24 12:44 PM	7/20/24 1:13 PM	DBL_Animal Services Administration
Lost Pets Case	201001651495	Dog					
Animal Services Inquiry Case	201001799238	By-laws	Phone	Attained - Case Closed	9/10/24 4:24 PM	9/10/24 4:33 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001952633	Other	Phone	Attained - Case Closed	11/11/24 8:36 AM	11/12/24 2:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001584027	Pet rabbit	Phone	Attained - Case Closed	6/23/24 9:37 PM	6/24/24 12:18 PM	311_Contact Centre
		Other	WEB	Attained - Case Closed	9/1/24 9:51 AM	9/1/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001782374	Dog					
Animal Concern Case	201001794509	Dog barking	Mobile App	Attained - Case Closed	9/8/24 2:06 PM	9/8/24 2:38 PM	DBL_Animal Services Dispatch
		Dog					
Dog Licence Case	201001141046	Dog off leash	Phone	Attained - Case Closed	1/11/24 2:09 PM	1/11/24 2:14 PM	DBL_Animal Services Administration
		Licence update					
Animal Concern Case	201001170630	Dog	Phone	Attained - Case Closed	1/24/24 10:20 AM	1/24/24 10:25 AM	DBL_Animal Services Dispatch
		Holding stray	Phone	Attained - Case Closed	2/16/24 9:22 AM	2/16/24 9:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001243503	Licence update					
Animal Concern Case	201001889032	Dog	WEB	Attained - Case Closed	10/16/24 1:42 PM	10/16/24 2:44 PM	DBL_Animal Services Dispatch
		Human attacked by dog	Phone	Attained - Case Closed	9/6/24 6:13 PM	9/7/24 11:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001792800	Dog					
Animal Concern Case	201001926486	Holding stray	Phone	Attained - Case Closed	10/26/24 1:10 PM	10/26/24 2:29 PM	DBL_Animal Services Dispatch
		Chicken					
Animal Concern Case	201001567888	Badly injured stray dog or chicken**	Phone	Attained - Case Closed	6/14/24 8:43 PM	6/15/24 9:37 AM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001153647	Dog barking	Phone	Attained - Case Closed	1/17/24 2:53 PM	1/17/24 3:24 PM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001537954	Dog barking	Phone	Attained - Case Closed	6/1/24 5:05 PM	6/1/24 5:19 PM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001567876	Dog barking	Phone	Attained - Case Closed	6/14/24 8:36 PM	6/15/24 9:32 AM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001709868	Dog barking	WEB	Attained - Case Closed	8/14/24 1:31 AM	8/14/24 10:42 AM	DBL_Animal Services Dispatch
		Dog					
Lost Pets Case	201001671403	Dog barking	WEB	Attained - Case Closed	7/25/24 8:15 AM	7/25/24 10:33 AM	DBL_Animal Services Administration
		cat					
Animal Concern Case	201001623726	Dog	WEB	Attained - Case Closed	7/7/24 2:19 PM	7/7/24 2:43 PM	DBL_Animal Services Dispatch
		Human attacked by dog	WEB	Attained - Case Closed	1/20/24 8:23 PM	1/21/24 10:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001161050	Licence update					
Animal Services Inquiry Case	201002027952	Dog ownership	Phone	Attained - Case Closed	12/7/24 1:59 PM	12/7/24 2:04 PM	DBL_Animal Services Administration
Animal Concern Case	201001490385	Dog	WEB	Attained - Case Closed	5/19/24 1:22 AM	5/19/24 9:59 AM	DBL_Animal Services Dispatch
		Dog barking	Mobile App	Attained - Case Closed	5/13/24 7:03 PM	5/14/24 9:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001479874	Dog					
Animal Concern Case	201001414886	Dog off leash	Phone	Attained - Case Closed	4/19/24 12:33 PM	4/19/24 1:27 PM	DBL_Animal Services Dispatch
		Dog					
Animal Concern Case	201001647203	Dog off leash	Phone	Attained - Case Closed	7/18/24 1:01 PM	7/18/24 3:23 PM	DBL_Animal Services Dispatch
		Dog					
Lost Pets Case	201001403142	Dog off leash	WEB	Attained - Case Closed	4/13/24 9:41 AM	4/13/24 10:25 AM	DBL_Animal Services Administration
		Dog					
Animal Concern Case	201001295735	Dog	Mobile App	Attained - Case Closed	3/5/24 3:48 PM	3/5/24 4:20 PM	DBL_Animal Services Dispatch
		Dog off leash	WEB	Attained - Case Closed	8/16/24 7:14 PM	8/17/24 1:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001716616	Dog					
Lost Pets Case	201001942303	Aggressive dog poorly contained	WEB	Attained - Case Closed	11/5/24 9:07 AM	11/5/24 10:01 AM	DBL_Animal Services Administration
		cat					
Dog Licence Case	201001303868	Licence update	WEB	Attained - Case Closed	3/10/24 6:56 PM	3/11/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001381675	Licence update	Phone	Attained - Case Closed	4/2/24 11:19 AM	4/2/24 11:47 AM	DBL_Animal Services Administration
Animal Concern Case	201001793420	Dog	WEB	Attained - Case Closed	9/7/24 11:48 AM	9/9/24 9:19 PM	311_Contact Centre - General Feedback
		Other	Phone	Attained - Case Closed	5/21/24 4:28 PM	5/21/24 4:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001494186	Dog					
Lost Pets Case	201002052583	Stray dog at large	Phone	Attained - Case Closed	12/14/24 6:19 PM	12/15/24 12:16 PM	DBL_Animal Services Administration
		Dog					
Dog Licence Case	201001144498	Licence update	Phone	Attained - Case Closed	1/13/24 9:46 AM	1/13/24 10:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001404551	Dog	Phone	Attained - Case Closed	4/14/24 4:55 PM	4/14/24 4:58 PM	DBL_Animal Services Dispatch
		Dog off leash	WEB	Attained - Case Closed	8/9/24 8:27 AM	8/9/24 1:53 PM	DBL_Animal Services Administration
Lost Pets Case	201001700678	cat					
Lost Pets Case	201001787861	Dog	WEB	Attained - Case Closed	9/4/24 3:35 PM	9/4/24 3:58 PM	DBL_Animal Services Administration
			Phone	Attained - Case Closed	2/16/24 3:33 PM	2/16/24 4:53 PM	DBL_Animal Services Administration
Lost Pets Case	201001244963	Dog					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001719326	Dog Other	Phone	Attained - Case Closed	8/19/24 11:37 AM	8/19/24 12:05 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001388051	Dog	Mobile App	Attained - Case Closed	4/4/24 8:36 PM	4/5/24 10:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001953387	Dog Stray dog at large	WEB	Attained - Case Closed	11/11/24 5:19 PM	11/12/24 11:13 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001379884	Licence update	Phone	Attained - Case Closed	4/1/24 11:22 AM	4/1/24 2:23 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001348684	Dog ownership	WEB	Attained - Case Closed	3/25/24 8:59 AM	3/25/24 10:20 AM	DBL_Animal Services Administration
Lost Pets Case	201001497633	Dog	Phone	Attained - Case Closed	5/22/24 7:53 PM	5/23/24 8:45 AM	DBL_Animal Services Administration
Animal Concern Case	201001400953	Dog Dog off leash	Phone	Attained - Case Closed	4/12/24 8:26 AM	4/12/24 10:53 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001248323	Licence update	Phone	Attained - Case Closed	2/20/24 10:48 AM	2/20/24 10:52 AM	DBL_Animal Services Administration
Animal Concern Case	201002025073	Dog Dog off leash	Mobile App	Attained - Case Closed	12/5/24 8:58 PM	12/6/24 12:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001933486	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	10/30/24 3:34 PM	10/30/24 3:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001883825	Dog Dog barking	Phone	Attained - Case Closed	10/12/24 1:54 PM	10/12/24 3:05 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001449851	Dog	Phone	Attained - Case Closed	4/28/24 1:21 PM	4/28/24 1:37 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002064602	By-laws	WEB	Attained - Case Closed	12/20/24 5:31 PM	12/20/24 5:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001605332	Dog Dog off leash	Phone	Attained - Case Closed	6/28/24 9:03 AM	6/28/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001733293	Dog Dog off leash	Phone	Attained - Case Closed	8/27/24 9:41 AM	8/27/24 10:18 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001228860	Licence cancellation	WEB	Attained - Case Closed	2/8/24 3:10 PM	2/8/24 3:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001724734	Dog Human attacked by dog	Phone	Attained - Case Closed	8/21/24 4:35 PM	8/21/24 4:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001172217	Pet bird Other	Phone	Attained - Case Closed	1/24/24 3:18 PM	1/24/24 3:22 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001209242	Licence cancellation	Phone	Attained - Case Closed	1/31/24 12:16 PM	1/31/24 12:18 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001219136	Other	Phone	Attained - Case Closed	2/5/24 7:58 AM	2/5/24 8:16 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001249699	Other	Phone	Attained - Case Closed	2/20/24 3:54 PM	2/20/24 4:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001386137	Dog Human attacked by dog	Phone	Attained - Case Closed	4/4/24 9:32 AM	4/4/24 10:45 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001464109	Other	Phone	Attained - Case Closed	5/6/24 10:04 AM	5/6/24 10:27 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001468449	Other	Phone	Attained - Case Closed	5/7/24 6:18 PM	5/8/24 9:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001563330	Dog Other	Phone	Attained - Case Closed	6/13/24 10:20 AM	6/13/24 11:15 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001571765	Dog	Phone	Attained - Case Closed	6/17/24 4:15 PM	6/17/24 4:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001674353	Dog Other	Phone	Attained - Case Closed	7/26/24 11:08 AM	7/26/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001692050	Other Holding stray	Phone	Missed - Case Closed	8/5/24 10:28 AM	8/6/24 10:18 AM	311_Contact Centre
Animal Concern Case	201001693890	Dog Other	Phone	Attained - Case Closed	8/6/24 12:13 PM	8/6/24 12:18 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001712012	Other	Phone	Attained - Case Closed	8/14/24 4:58 PM	8/14/24 4:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001729341	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/24/24 12:57 PM	8/24/24 1:12 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001861092	Dog	Phone	Attained - Case Closed	9/29/24 3:39 PM	9/29/24 3:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001868188	Dog Other	Phone	Attained - Case Closed	10/3/24 1:02 PM	10/3/24 1:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001870684	Dog Other	Phone	Attained - Case Closed	10/4/24 3:01 PM	10/4/24 3:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001871438	Dog Other	Phone	Attained - Case Closed	10/5/24 10:26 AM	10/5/24 10:35 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001924934	Adoption	Phone	Attained - Case Closed	10/25/24 11:16 AM	10/25/24 11:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002009541	Dog ownership	Phone	Attained - Case Closed	11/28/24 12:02 PM	11/28/24 12:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001295829	Dog Dog off leash	Mobile App	Attained - Case Closed	3/5/24 4:17 PM	3/5/24 4:24 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001348459	Licence cancellation	WEB	Attained - Case Closed	3/24/24 8:17 PM	3/25/24 9:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001253378	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/22/24 12:02 PM	2/22/24 12:07 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001806881		WEB	Attained - Case Closed	9/14/24 9:24 PM	9/15/24 12:06 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001735690	Other	Phone	Attained - Case Closed	8/28/24 10:04 AM	8/28/24 10:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001704130	Dog Dog barking	Phone	Attained - Case Closed	8/11/24 12:02 PM	8/11/24 12:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001375607	Dog Dog barking	WEB	Attained - Case Closed	3/28/24 11:46 AM	3/28/24 11:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001588789	Dog Dog barking	WEB	Attained - Case Closed	6/25/24 3:01 PM	6/25/24 4:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001931092	Dog Dog barking	WEB	Attained - Case Closed	10/29/24 1:49 PM	10/29/24 2:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001582129	Chicken Other	Phone	Attained - Case Closed	6/21/24 6:22 PM	6/22/24 10:10 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001299651	Licence update	WEB	Attained - Case Closed	3/7/24 2:13 PM	3/7/24 2:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001685643	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	8/1/24 7:32 AM	8/1/24 12:04 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001245409	Licence cancellation	WEB	Attained - Case Closed	2/16/24 9:25 PM	2/17/24 10:09 AM	DBL_Animal Services Administration
Animal Concern Case	201001581377	Dog Dog barking	WEB	Attained - Case Closed	6/21/24 1:39 PM	6/21/24 2:42 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001624039	Dog Stray dog at large	Phone	Attained - Case Closed	7/7/24 8:28 PM	7/8/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001661094	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/24/24 7:03 PM	7/25/24 10:47 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001348261	cat	Phone	Attained - Case Closed	3/24/24 3:36 PM	3/24/24 3:45 PM	DBL_Animal Services Administration
Animal Concern Case	201002065437	Dog Human attacked by dog	WEB	Attained - Case Closed	12/21/24 8:57 PM	12/22/24 10:28 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001709612		WEB	Attained - Case Closed	8/13/24 6:13 PM	8/14/24 9:56 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001724335	Dog	WEB	Attained - Case Closed	8/21/24 2:11 PM	8/21/24 3:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001608202	Dog Dog off leash	Phone	Attained - Case Closed	6/29/24 1:46 PM	6/29/24 1:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002013862	Dog Dog barking	Mobile App	Attained - Case Closed	11/30/24 8:54 PM	12/1/24 9:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002013865	Dog Dog barking	Mobile App	Attained - Case Closed	11/30/24 8:58 PM	12/1/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001791206	Dog Human attacked by dog	WEB	Attained - Case Closed	9/6/24 10:07 AM	9/6/24 11:11 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001460918	cat	WEB	Attained - Case Closed	5/3/24 12:40 PM	5/3/24 1:47 PM	DBL_Animal Services Administration
Lost Pets Case	201001460926	cat	WEB	Attained - Case Closed	5/3/24 12:42 PM	5/3/24 3:34 PM	DBL_Animal Services Administration
Animal Concern Case	201001238370	Dog Other	WEB	Attained - Case Closed	2/13/24 10:31 PM	2/14/24 8:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001452236	Dog Dog off leash	Phone	Attained - Case Closed	4/29/24 3:44 PM	4/29/24 4:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001645899	Dog Dog barking	Mobile App	Attained - Case Closed	7/17/24 8:46 PM	7/18/24 11:56 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001737189		WEB	Attained - Case Closed	8/28/24 5:40 PM	8/28/24 6:02 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001257698	Licence cancellation	Phone	Attained - Case Closed	2/24/24 8:39 PM	2/25/24 8:16 AM	DBL_Animal Services Administration
Animal Concern Case	201001335683	Dog Dog off leash	Phone	Attained - Case Closed	3/16/24 6:49 PM	3/17/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001405907	Dog Dog off leash	Phone	Attained - Case Closed	4/15/24 12:45 PM	4/15/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001408299	Dog Dog off leash	Phone	Attained - Case Closed	4/16/24 12:54 PM	4/16/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001564666	Dog Dog off leash	Phone	Attained - Case Closed	6/13/24 3:22 PM	6/13/24 3:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651824	Dog Dog off leash	Phone	Attained - Case Closed	7/20/24 4:27 PM	7/20/24 4:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001676942	Dog Dog off leash	Phone	Attained - Case Closed	7/27/24 7:07 PM	7/28/24 10:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001695459	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/6/24 8:37 PM	8/7/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001856994	Dog Human attacked by dog	Phone	Attained - Case Closed	9/26/24 12:27 PM	9/26/24 12:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001860992	Dog Dog off leash	Phone	Attained - Case Closed	9/29/24 2:07 PM	9/29/24 3:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001935620	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	10/31/24 4:38 PM	10/31/24 5:11 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001379610	Licence cancellation	WEB	Attained - Case Closed	4/1/24 9:36 AM	4/1/24 3:02 PM	DBL_Animal Services Administration
Animal Concern Case	201001496552	Dog Stray dog at large	Phone	Attained - Case Closed	5/22/24 1:42 PM	5/22/24 1:45 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001374974	Licence cancellation	WEB	Attained - Case Closed	3/28/24 8:31 AM	3/28/24 10:26 AM	DBL_Animal Services Administration
Animal Concern Case	201002021869	Dog Stray dog at large	Phone	Attained - Case Closed	12/4/24 3:25 PM	12/4/24 3:46 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001808476	cat	WEB	Attained - Case Closed	9/16/24 11:37 AM	9/16/24 1:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001223841	Dog Dog barking	WEB	Attained - Case Closed	2/6/24 2:35 PM	2/6/24 3:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001227064	Dog Dog barking	WEB	Attained - Case Closed	2/7/24 7:15 PM	2/8/24 8:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001227281	Dog Dog barking	WEB	Attained - Case Closed	2/8/24 8:29 AM	2/8/24 8:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001227371	Dog Dog barking	WEB	Attained - Case Closed	2/8/24 9:09 AM	2/8/24 9:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001404957	Dog Dog barking	WEB	Attained - Case Closed	4/15/24 8:52 AM	4/15/24 10:09 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001149308	Licence update	WEB	Attained - Case Closed	1/16/24 9:17 AM	1/16/24 11:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001977854	Dog Other	Phone	Attained - Case Closed	11/22/24 2:00 PM	11/22/24 2:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001206791	Dog Dog barking	Phone	Attained - Case Closed	1/30/24 2:49 PM	1/30/24 3:18 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001567911	Dog ownership	Phone	Attained - Case Closed	6/14/24 9:14 PM	6/15/24 1:11 PM	DBL_Animal Services Administration
Lost Pets Case	201001795392	cat	WEB	Attained - Case Closed	9/9/24 10:27 AM	9/9/24 11:30 AM	DBL_Animal Services Administration
Animal Concern Case	201001311703	Dog Dog attacked by dog	Phone	Attained - Case Closed	3/14/24 12:03 PM	3/14/24 12:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001210943	Dog Dog barking	Phone	Attained - Case Closed	1/31/24 6:51 PM	2/1/24 8:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001212319	Dog Dog barking	WEB	Attained - Case Closed	2/1/24 12:08 PM	2/1/24 12:19 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001463387	Dog	Phone	Attained - Case Closed	5/5/24 2:17 PM	5/5/24 2:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001554457	Dog Dog barking	WEB	Attained - Case Closed	6/9/24 10:32 PM	6/10/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001683125	Dog Unlicensed dog	Mobile App	Attained - Case Closed	7/30/24 8:20 PM	7/31/24 10:29 AM	311_Contact Centre - Feedback
Dog Licence Case	201001336032	Refund	WEB	Attained - Case Closed	3/17/24 12:09 PM	3/17/24 12:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001477210	Dog Holding stray	Phone	Attained - Case Closed	5/12/24 3:19 PM	5/12/24 3:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001900112	Dog Human attacked by dog	WEB	Attained - Case Closed	10/22/24 7:15 PM	10/23/24 9:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001491579	Dog Dog barking	Phone	Attained - Case Closed	5/20/24 12:50 PM	5/20/24 4:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001475906	Dog Dog off leash	Phone	Attained - Case Closed	5/11/24 8:09 AM	5/11/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001477631	Dog Dog off leash	Phone	Attained - Case Closed	5/13/24 8:35 AM	5/13/24 9:34 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002060982	Dog ownership	Phone	Attained - Case Closed	12/19/24 11:09 AM	12/19/24 11:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001457636	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	5/2/24 7:27 AM	5/2/24 11:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001887904	Dog Stray dog at large	Phone	Attained - Case Closed	10/16/24 8:14 AM	10/16/24 9:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001147900	Dog Dog off leash	Phone	Attained - Case Closed	1/15/24 2:04 PM	1/15/24 2:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001379575	Dog Dog off leash	Phone	Missed - Case Closed	4/1/24 9:22 AM	4/2/24 10:20 AM	311_Contact Centre
Animal Concern Case	201001312724	Pet rabbit Other	Phone	Attained - Case Closed	3/14/24 4:56 PM	3/15/24 8:43 AM	311_Contact Centre
Lost Pets Case	201001314257	Dog	WEB	Attained - Case Closed	3/15/24 1:43 PM	3/15/24 1:55 PM	DBL_Animal Services Administration
Lost Pets Case	201001314402	Dog	Phone	Attained - Case Closed	3/15/24 2:29 PM	3/15/24 3:15 PM	DBL_Animal Services Administration
Lost Pets Case	201001888244	Dog	Phone	Attained - Case Closed	10/16/24 10:02 AM	10/16/24 10:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001233533	Licence update	WEB	Attained - Case Closed	2/12/24 9:53 AM	2/12/24 10:06 AM	DBL_Animal Services Administration
Animal Concern Case	201001449671	Dog Dog barking	WEB	Attained - Case Closed	4/28/24 10:19 AM	4/28/24 10:42 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002070556	cat	WEB	Missed - Case Closed	12/26/24 3:58 PM	12/28/24 10:24 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001796913	By-laws	Phone	Attained - Case Closed	9/9/24 4:38 PM	9/9/24 4:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001887896	Dog Stray dog at large	Phone	Attained - Case Closed	10/16/24 8:10 AM	10/16/24 9:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001690346	Dog Dog barking	WEB	Attained - Case Closed	8/3/24 1:05 PM	8/3/24 2:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001789614	Dog Dog barking	WEB	Attained - Case Closed	9/5/24 1:21 PM	9/5/24 1:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001807062	cat	WEB	Attained - Case Closed	9/15/24 10:44 AM	9/15/24 11:26 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001583340	Dog	Mobile App	Attained - Case Closed	6/23/24 8:14 AM	6/23/24 11:46 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001127491	Dog barking Other	Phone	Attained - Case Closed	1/4/24 6:44 PM	1/5/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001128236	Licence update	WEB	Attained - Case Closed	1/5/24 10:50 AM	1/5/24 10:56 AM	DBL_Animal Services Administration
Lost Pets Case	201001499694	cat	Phone	Attained - Case Closed	5/23/24 3:13 PM	5/23/24 3:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001251531	Licence cancellation	Phone	Attained - Case Closed	2/21/24 2:02 PM	2/21/24 2:08 PM	DBL_Animal Services Administration
Animal Concern Case	201001943622	Dog	WEB	Attained - Case Closed	11/5/24 2:44 PM	11/5/24 2:53 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001291140	Dog barking Licence update	WEB	Attained - Case Closed	3/3/24 7:01 AM	3/3/24 9:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001339241	Replacement tag	Phone	Attained - Case Closed	3/19/24 10:36 AM	3/19/24 10:51 AM	DBL_Animal Services Administration
Animal Concern Case	201001377182	Dog	Phone	Missed - Case Closed	3/29/24 11:31 AM	3/30/24 11:27 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001445638	Dog barking Wildlife	Phone	Attained - Case Closed	4/25/24 12:30 PM	4/25/24 12:34 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001484613	Other	Phone	Attained - Case Closed	5/15/24 5:09 PM	5/15/24 5:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001635124	Dog	Phone	Attained - Case Closed	7/12/24 11:11 AM	7/12/24 11:26 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001698834	Holding stray Fostering	Phone	Attained - Case Closed	8/8/24 11:17 AM	8/8/24 11:24 AM	DBL_Animal Services Administration
Lost Pets Case	201001699504	Dog	Phone	Attained - Case Closed	8/8/24 1:45 PM	8/8/24 1:49 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001720177	Other	Phone	Attained - Case Closed	8/19/24 3:04 PM	8/19/24 3:12 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001720420	Other	Phone	Attained - Case Closed	8/19/24 4:16 PM	8/19/24 4:19 PM	DBL_Animal Services Administration
Lost Pets Case	201001736291	Rabbit	Phone	Attained - Case Closed	8/28/24 12:29 PM	8/28/24 1:17 PM	311_Contact Centre
Animal Concern Case	201001821667	Pet rabbit Other	Phone	Missed - Case Closed	9/23/24 3:57 PM	9/24/24 7:21 AM	311_Contact Centre
Animal Services Inquiry Case	201001930267	Ticket	Phone	Attained - Case Closed	10/29/24 10:31 AM	10/29/24 10:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001962347	Dog	Phone	Attained - Case Closed	11/15/24 12:56 PM	11/15/24 1:22 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001976554	Stray dog at large Other	Phone	Attained - Case Closed	11/22/24 9:01 AM	11/22/24 9:09 AM	DBL_Animal Services Administration
Animal Concern Case	201001706154	Dog	Phone	Attained - Case Closed	8/12/24 1:31 PM	8/12/24 1:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002024022	Dog barking Dog	Phone	Attained - Case Closed	12/5/24 1:47 PM	12/5/24 2:33 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002072187	Aggressive dog poorly contained cat	WEB	Attained - Case Closed	12/27/24 5:38 PM	12/28/24 12:34 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001311022		WEB	Attained - Case Closed	3/14/24 9:26 AM	3/14/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001692798	Dog	WEB	Attained - Case Closed	8/5/24 8:44 PM	8/6/24 12:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001490238	Dog barking Dog off leash	WEB	Attained - Case Closed	5/18/24 6:56 PM	5/19/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001495326	Dog	WEB	Attained - Case Closed	5/22/24 9:56 AM	5/22/24 10:33 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001350682	Dog attacked by dog Licence cancellation	WEB	Attained - Case Closed	3/25/24 11:32 PM	3/26/24 9:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001162807	Other	WEB	Attained - Case Closed	1/22/24 10:10 AM	1/22/24 11:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001376574	Licence cancellation	Phone	Attained - Case Closed	3/28/24 5:17 PM	3/28/24 5:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001645567	Dog	WEB	Attained - Case Closed	7/17/24 4:40 PM	7/17/24 5:10 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002062806	Aggressive dog poorly contained Fees and fines	WEB	Attained - Case Closed	12/20/24 9:13 AM	12/20/24 10:20 AM	DBL_Animal Services Administration
Lost Pets Case	201001613810	cat	WEB	Attained - Case Closed	7/2/24 9:01 PM	7/3/24 12:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001243899	Licence update	WEB	Attained - Case Closed	2/16/24 11:06 AM	2/16/24 11:41 AM	DBL_Animal Services Administration
Lost Pets Case	201001736741	cat	WEB	Attained - Case Closed	8/28/24 2:44 PM	8/28/24 2:52 PM	DBL_Animal Services Administration
Animal Concern Case	201001482800	Dog	Phone	Attained - Case Closed	5/15/24 8:50 AM	5/15/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001806533	Stray dog at large Dog	Phone	Attained - Case Closed	9/14/24 2:29 PM	9/14/24 2:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001298386	Stray dog at large Dog	Mobile App	Attained - Case Closed	3/7/24 7:56 AM	3/7/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001241747	Stray dog at large Dog	WEB	Attained - Case Closed	2/15/24 11:40 AM	2/15/24 12:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001391148	Dog off leash Dog	Phone	Attained - Case Closed	4/6/24 8:53 PM	4/7/24 10:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001154222	Aggressive dog poorly contained Dog	Mobile App	Attained - Case Closed	1/17/24 6:01 PM	1/18/24 11:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001715075	Dog barking Chicken	Phone	Attained - Case Closed	8/16/24 10:05 AM	8/16/24 12:50 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001335896	Chicken noise Dog	Phone	Attained - Case Closed	3/17/24 10:04 AM	3/17/24 10:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001140961	Licence update	WEB	Attained - Case Closed	1/11/24 1:49 PM	1/11/24 1:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001260367	Licence update	Mobile App	Attained - Case Closed	2/26/24 3:01 PM	2/26/24 3:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001562068	Dog	Phone	Attained - Case Closed	6/12/24 3:08 PM	6/12/24 3:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001703032	Stray dog at large Dog	WEB	Attained - Case Closed	8/10/24 10:23 AM	8/10/24 10:59 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001144437	Dog waste not picked up Licence cancellation	Phone	Attained - Case Closed	1/13/24 8:50 AM	1/13/24 10:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001504594	Dog	Phone	Attained - Case Closed	5/27/24 8:52 AM	5/27/24 9:50 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001950115	Dog off leash cat	Phone	Attained - Case Closed	11/8/24 2:33 PM	11/8/24 3:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001859788	Other	Phone	Attained - Case Closed	9/27/24 7:38 PM	9/28/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001335699	Other Dog	WEB	Attained - Case Closed	3/16/24 7:04 PM	3/17/24 9:55 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001788209	Holding stray Dog	WEB	Attained - Case Closed	9/4/24 6:57 PM	9/5/24 10:15 AM	DBL_Animal Services Administration
Animal Concern Case	201001734800	Dog	Phone	Attained - Case Closed	8/27/24 4:04 PM	8/27/24 4:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001497536	Holding stray Dog	Phone	Attained - Case Closed	5/22/24 6:45 PM	5/23/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001497541	Stray dog at large Dog	Phone	Attained - Case Closed	5/22/24 6:48 PM	5/23/24 8:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001497615	Stray dog at large Dog	WEB	Attained - Case Closed	5/22/24 7:33 PM	5/23/24 9:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703959	Other Dog	Phone	Attained - Case Closed	8/11/24 9:43 AM	8/11/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001952192	Stray dog at large Other	Phone	Attained - Case Closed	11/10/24 1:55 PM	11/10/24 2:52 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001637417	Other Dog	WEB	Attained - Case Closed	7/13/24 6:48 PM	7/14/24 9:57 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001858466	Dog ownership	Phone	Attained - Case Closed	9/27/24 10:19 AM	9/27/24 10:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001204335	Licence cancellation	Phone	Attained - Case Closed	1/29/24 7:09 PM	1/30/24 8:28 AM	DBL_Animal Services Administration
Animal Concern Case	201001291660	Dog Other	WEB	Attained - Case Closed	3/4/24 12:05 AM	3/4/24 10:00 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001864646	cat	WEB	Attained - Case Closed	10/1/24 9:26 PM	10/2/24 10:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001951773	Dog Stray dog at large	Phone	Attained - Case Closed	11/9/24 9:47 PM	11/10/24 10:26 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001378990	cat	WEB	Attained - Case Closed	3/31/24 12:44 PM	3/31/24 12:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001730598	Dog Dog attacked by dog	WEB	Attained - Case Closed	8/25/24 10:16 PM	8/26/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001295731	Dog Dog off leash	Mobile App	Attained - Case Closed	3/5/24 3:45 PM	3/5/24 4:15 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001856993	Dog	Phone	Attained - Case Closed	9/26/24 12:27 PM	9/26/24 12:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001858203	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/27/24 8:48 AM	9/27/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001980344	Dog Dog barking	Phone	Attained - Case Closed	11/24/24 5:50 PM	11/24/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001262388	Dog Dog barking	Phone	Attained - Case Closed	2/27/24 1:00 PM	2/27/24 2:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001501327	Dog Dog barking	Phone	Attained - Case Closed	5/24/24 11:49 AM	5/24/24 12:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001687711	Dog Holding stray	Phone	Attained - Case Closed	8/1/24 7:15 PM	8/2/24 8:55 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001460888	cat	WEB	Attained - Case Closed	5/3/24 12:34 PM	5/3/24 1:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001336296	Dog Dog barking	Mobile App	Attained - Case Closed	3/17/24 5:10 PM	3/17/24 5:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001163002	Dog Holding stray	Phone	Attained - Case Closed	1/22/24 10:41 AM	1/22/24 11:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001379053	Dog Dog barking	Mobile App	Attained - Case Closed	3/31/24 1:28 PM	3/31/24 1:32 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001294967	Refund	Phone	Attained - Case Closed	3/5/24 12:15 PM	3/5/24 12:18 PM	DBL_Animal Services Administration
Lost Pets Case	201002044797	Dog	Phone	Attained - Case Closed	12/11/24 8:39 AM	12/11/24 11:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001700478	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/8/24 8:55 PM	8/9/24 1:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001489278	Dog Dog barking	WEB	Attained - Case Closed	5/17/24 7:46 PM	5/18/24 10:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001295836	Dog Dog off leash	Mobile App	Attained - Case Closed	3/5/24 4:20 PM	3/5/24 4:21 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001204673	By-laws	Mobile App	Attained - Case Closed	1/30/24 8:23 AM	1/30/24 10:21 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001467086	Dog Stray dog at large	Phone	Attained - Case Closed	5/7/24 11:36 AM	5/7/24 11:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001783188	Dog Dog off leash	WEB	Missed - Case Closed	9/2/24 10:11 AM	9/3/24 10:59 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001240875	Licence cancellation	WEB	Attained - Case Closed	2/15/24 6:53 AM	2/15/24 8:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001375400	Licence cancellation	Phone	Attained - Case Closed	3/28/24 10:56 AM	3/28/24 11:12 AM	DBL_Animal Services Administration
Animal Concern Case	201001552984	Dog Dog barking	WEB	Attained - Case Closed	6/8/24 12:06 PM	6/8/24 1:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001646819	Dog Dog barking	WEB	Attained - Case Closed	7/18/24 11:29 AM	7/18/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001145733	Dog Human attacked by dog	Phone	Attained - Case Closed	1/14/24 3:33 PM	1/14/24 3:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001145807	Dog Human attacked by dog	Phone	Attained - Case Closed	1/14/24 4:26 PM	1/14/24 4:27 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001247376	Dog	Phone	Attained - Case Closed	2/19/24 2:49 PM	2/20/24 12:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001703133	Dog Dog barking	WEB	Attained - Case Closed	8/10/24 11:33 AM	8/10/24 11:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001145074	Dog Other	Phone	Attained - Case Closed	1/13/24 4:30 PM	1/13/24 4:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001150805	Dog Stray dog at large	Phone	Attained - Case Closed	1/16/24 2:24 PM	1/16/24 2:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001155245	Dog Stray dog at large	Phone	Attained - Case Closed	1/18/24 11:25 AM	1/18/24 12:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001539463	Dog Holding stray	WEB	Attained - Case Closed	6/3/24 10:03 AM	6/3/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652677	Dog Human attacked by dog	WEB	Attained - Case Closed	7/21/24 4:01 PM	7/21/24 4:49 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001792623	Other	Phone	Attained - Case Closed	9/6/24 4:27 PM	9/7/24 9:51 AM	DBL_Animal Services Administration
Animal Concern Case	201001969258	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/19/24 12:22 PM	11/19/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001926734	Other Other	Phone	Attained - Case Closed	10/26/24 5:14 PM	10/26/24 5:46 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001712598	Other	Phone	Attained - Case Closed	8/15/24 8:50 AM	8/15/24 10:32 AM	DBL_Animal Services Administration
Animal Concern Case	201001391732	Dog Dog attacked by dog	Phone	Attained - Case Closed	4/7/24 5:37 PM	4/7/24 5:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001489859	Dog Stray dog at large	Mobile App	Attained - Case Closed	5/18/24 1:00 PM	5/18/24 1:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001537808	Pet rabbit Other	Phone	Attained - Case Closed	6/1/24 3:10 PM	6/2/24 9:26 AM	311_Contact Centre
Animal Concern Case	201001819418	Dog Dog off leash	Phone	Attained - Case Closed	9/22/24 12:06 PM	9/22/24 12:10 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001161130	Other	WEB	Attained - Case Closed	1/21/24 8:12 AM	1/21/24 10:01 AM	DBL_Animal Services Administration
Lost Pets Case	201001868981	Dog	Phone	Attained - Case Closed	10/3/24 5:16 PM	10/3/24 5:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001291401	Dog Human attacked by dog	WEB	Attained - Case Closed	3/3/24 2:11 PM	3/3/24 3:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001309350	Dog Dog barking	WEB	Attained - Case Closed	3/13/24 11:41 AM	3/13/24 1:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001476766	Dog Dog barking	WEB	Attained - Case Closed	5/12/24 8:11 AM	5/12/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001781341	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/30/24 10:51 PM	8/31/24 10:31 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001940292	Dog ownership	Phone	Attained - Case Closed	11/4/24 11:18 AM	11/4/24 11:27 AM	DBL_Animal Services Administration
Lost Pets Case	201001690156	Dog	Phone	Attained - Case Closed	8/3/24 11:13 AM	8/3/24 11:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001636880	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/13/24 11:27 AM	7/13/24 2:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001631537	Pet bird Holding stray	Phone	Attained - Case Closed	7/10/24 4:44 PM	7/10/24 4:57 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001671848	Dog	WEB	Attained - Case Closed	7/25/24 10:37 AM	7/25/24 10:46 AM	DBL_Animal Services Administration
Lost Pets Case	201001582174	Dog	Phone	Attained - Case Closed	6/21/24 7:10 PM	6/22/24 10:21 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001568445	Dog ownership	Phone	Attained - Case Closed	6/15/24 1:05 PM	6/15/24 2:00 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001491509	Wildlife	WEB	Attained - Case Closed	5/20/24 12:10 PM	5/21/24 10:03 AM	311_Contact Centre - General Feedback



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001724533	Dog	Phone	Attained - Case Closed	8/21/24 3:22 PM	8/21/24 3:26 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001380589	Dog attacked by dog Licence update	Phone	Attained - Case Closed	4/1/24 4:31 PM	4/1/24 4:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001818230	Dog	WEB	Attained - Case Closed	9/20/24 6:51 PM	9/20/24 6:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001618561	Dog barking Dog Holding stray	Phone	Attained - Case Closed	7/4/24 1:50 PM	7/4/24 1:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001336479	Dog	WEB	Attained - Case Closed	3/18/24 6:40 AM	3/18/24 11:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001300349	Dog barking Dog	Phone	Attained - Case Closed	3/7/24 7:30 PM	3/8/24 8:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310374	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	3/13/24 4:45 PM	3/13/24 4:52 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001934040	Dog barking Fees and fines	Phone	Attained - Case Closed	10/31/24 8:45 AM	10/31/24 11:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001491682	Dog	Mobile App	Attained - Case Closed	5/20/24 2:16 PM	5/20/24 4:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001690915	Dog off leash Dog	WEB	Attained - Case Closed	8/4/24 1:33 AM	8/4/24 2:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001303259	Dog barking Dog	WEB	Attained - Case Closed	3/9/24 6:25 PM	3/10/24 10:14 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001503669	Dog barking Dog ownership	Mobile App	Attained - Case Closed	5/25/24 9:25 PM	5/26/24 10:20 AM	311_Contact Centre
Feeding Wildlife Case	201001791264		Mobile App	Attained - Case Closed	9/6/24 10:20 AM	9/6/24 11:39 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001134881	Licence update	Phone	Attained - Case Closed	1/9/24 10:28 AM	1/9/24 10:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001460582	Dog	Phone	Attained - Case Closed	5/3/24 11:19 AM	5/3/24 11:36 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001656539	Dog waste not picked up cat	WEB	Attained - Case Closed	7/23/24 10:52 AM	7/23/24 11:47 AM	DBL_Animal Services Administration
Animal Concern Case	201001564461	Dog	WEB	Attained - Case Closed	6/13/24 2:32 PM	6/13/24 2:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001734205	Dog barking Dog	Phone	Attained - Case Closed	8/27/24 1:27 PM	8/27/24 1:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001544320	Stray dog at large Dog	WEB	Attained - Case Closed	6/4/24 4:28 PM	6/4/24 4:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001692276	Dog off leash Dog	Mobile App	Missed - Case Closed	8/5/24 12:31 PM	8/6/24 11:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001496839	Dog barking Dog	Phone	Attained - Case Closed	5/22/24 2:35 PM	5/22/24 2:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001537800	Stray dog at large Dog	Phone	Attained - Case Closed	6/1/24 2:59 PM	6/1/24 4:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001872020	Dog off leash Dog	WEB	Attained - Case Closed	10/5/24 5:44 PM	10/5/24 5:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001547144	Dog attacked by dog Dog	Phone	Attained - Case Closed	6/5/24 4:57 PM	6/5/24 5:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001690716	Stray dog at large Dog	Phone	Attained - Case Closed	8/3/24 6:10 PM	8/3/24 6:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002015011	Holding stray Dog	Mobile App	Attained - Case Closed	12/2/24 9:38 AM	12/2/24 9:48 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001490288	Dog off leash Wildlife	Mobile App	Attained - Case Closed	5/18/24 8:29 PM	5/21/24 9:14 AM	311_Contact Centre - General Feedback
Lost Pets Case	201002027110	Dog	Phone	Attained - Case Closed	12/6/24 5:12 PM	12/6/24 5:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001926417	Dog	Phone	Attained - Case Closed	10/26/24 12:15 PM	10/26/24 12:49 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001339156	Aggressive dog poorly contained Dog ownership	WEB	Attained - Case Closed	3/19/24 10:16 AM	3/19/24 11:08 AM	DBL_Animal Services Administration
Animal Concern Case	201001467906	Dog	WEB	Attained - Case Closed	5/7/24 2:45 PM	5/7/24 2:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001860339	Dog attacked by dog Dog	WEB	Attained - Case Closed	9/28/24 2:20 PM	9/28/24 3:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001288268	Dog barking Dog	WEB	Attained - Case Closed	3/1/24 12:56 AM	3/1/24 11:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002016996	Dog barking Dog	WEB	Attained - Case Closed	12/2/24 5:24 PM	12/2/24 5:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001623633	Stray dog at large Dog	WEB	Attained - Case Closed	7/7/24 1:00 PM	7/7/24 2:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001723288	Dog off leash Dog	Phone	Attained - Case Closed	8/21/24 9:06 AM	8/21/24 10:36 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001150835	Dog off leash	WEB	Attained - Case Closed	1/16/24 2:32 PM	1/16/24 3:18 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001093270	Licence cancellation	Phone	Attained - Case Closed	1/3/24 10:53 AM	1/3/24 11:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001145188	Dog	Mobile App	Attained - Case Closed	1/13/24 7:16 PM	1/14/24 10:26 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001287905	Human attacked by dog cat	Phone	Attained - Case Closed	2/29/24 4:03 PM	2/29/24 4:15 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001243921		WEB	Attained - Case Closed	2/16/24 11:11 AM	2/16/24 11:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001214435	Dog	WEB	Attained - Case Closed	2/2/24 8:51 AM	2/2/24 10:51 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001092952	Dog waste not picked up Licence update	Phone	Attained - Case Closed	1/3/24 9:42 AM	1/3/24 10:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001823434	Dog	WEB	Attained - Case Closed	9/24/24 2:27 PM	9/24/24 2:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001245066	Dog attacked by dog Dog	Phone	Attained - Case Closed	2/16/24 4:02 PM	2/16/24 4:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002053135	Other Dog	Phone	Attained - Case Closed	12/15/24 3:07 PM	12/15/24 3:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001513680	Stray dog at large Dog	WEB	Attained - Case Closed	5/30/24 12:58 PM	5/30/24 1:58 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001193148	Aggressive dog poorly contained Licence cancellation	Phone	Attained - Case Closed	1/25/24 7:51 AM	1/25/24 10:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001302858	Licence cancellation	Phone	Attained - Case Closed	3/9/24 12:25 PM	3/9/24 1:11 PM	DBL_Animal Services Administration
Animal Concern Case	201001137168	Dog	Phone	Attained - Case Closed	1/10/24 8:38 AM	1/10/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001577765	Dog off leash Dog	Phone	Attained - Case Closed	6/20/24 10:12 AM	6/20/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002049809	Dog off leash Dog	Phone	Attained - Case Closed	12/13/24 9:16 AM	12/13/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001335331	Dog off leash Dog	Phone	Attained - Case Closed	3/16/24 1:52 PM	3/16/24 2:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001451543	Stray dog at large Dog	Phone	Attained - Case Closed	4/29/24 1:01 PM	4/29/24 1:23 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001452252	Stray dog at large Dog	Chat	Attained - Case Closed	4/29/24 3:50 PM	4/29/24 4:34 PM	DBL_Animal Services Administration
Animal Concern Case	201001986310	Dog	Phone	Attained - Case Closed	11/27/24 9:44 AM	11/27/24 5:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001712206	Dog off leash Dog	Mobile App	Attained - Case Closed	8/14/24 7:24 PM	8/15/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001923261	Dog off leash Dog	Phone	Attained - Case Closed	10/24/24 12:21 PM	10/24/24 12:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001622682	Stray dog at large Dog	WEB	Attained - Case Closed	7/6/24 2:03 PM	7/6/24 3:32 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001683261	Dog barking Wildlife	Mobile App	Attained - Case Closed	7/31/24 7:45 AM	7/31/24 12:06 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001717801	Dog Human attacked by dog	Phone	Attained - Case Closed	8/18/24 8:50 AM	8/18/24 11:46 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001144298	Dog	Phone	Attained - Case Closed	1/12/24 7:20 PM	1/13/24 10:01 AM	DBL_Animal Services Administration
Animal Concern Case	2010011105216	Dog	WEB	Attained - Case Closed	1/3/24 10:19 PM	1/4/24 10:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001145512	Dog barking Dog	WEB	Attained - Case Closed	1/14/24 12:14 PM	1/14/24 12:36 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001343896	Dog barking	Chat	Attained - Case Closed	3/21/24 12:11 PM	3/21/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001689762	Dog Dog off leash	Mobile App	Attained - Case Closed	8/2/24 7:53 PM	8/3/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001243647	Dog Dog off leash	Phone	Attained - Case Closed	2/16/24 10:00 AM	2/16/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001400958	Dog Dog off leash	Phone	Attained - Case Closed	4/12/24 8:30 AM	4/12/24 10:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001466014	Dog Dog off leash	Mobile App	Attained - Case Closed	5/6/24 6:14 PM	5/6/24 6:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001556923	Dog Dog off leash	Mobile App	Attained - Case Closed	6/10/24 4:49 PM	6/10/24 4:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001629810	Dog Dog off leash	Phone	Attained - Case Closed	7/10/24 9:26 AM	7/10/24 9:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001693014	Dog Dog off leash	Phone	Attained - Case Closed	8/6/24 8:38 AM	8/6/24 12:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001705050	Dog Dog off leash	Phone	Attained - Case Closed	8/12/24 9:31 AM	8/12/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707721	Dog Dog off leash	Phone	Attained - Case Closed	8/13/24 9:40 AM	8/13/24 10:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001717775	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/18/24 8:18 AM	8/18/24 11:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001806823	Dog Dog off leash	Mobile App	Attained - Case Closed	9/14/24 7:16 PM	9/15/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001808048	Dog Dog off leash	Mobile App	Attained - Case Closed	9/16/24 9:41 AM	9/16/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001810308	Dog Dog off leash	Mobile App	Attained - Case Closed	9/17/24 9:38 AM	9/17/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001810583	Dog Dog off leash	WEB	Attained - Case Closed	9/17/24 10:46 AM	9/17/24 11:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001822500	Dog Dog off leash	Mobile App	Attained - Case Closed	9/24/24 10:21 AM	9/24/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001861121	Dog Dog off leash	Mobile App	Attained - Case Closed	9/29/24 4:10 PM	9/29/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001896627	Dog Dog off leash	Mobile App	Attained - Case Closed	10/21/24 11:51 AM	10/21/24 12:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001923343	Dog Dog off leash	Phone	Attained - Case Closed	10/24/24 12:45 PM	10/24/24 1:42 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001786840		Mobile App	Attained - Case Closed	9/4/24 10:54 AM	9/4/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001240479	Dog Other	Phone	Attained - Case Closed	2/14/24 4:34 PM	2/14/24 4:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001538262	Dog Dog barking	Phone	Attained - Case Closed	6/2/24 9:45 AM	6/2/24 11:13 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001245158	Dog	Phone	Attained - Case Closed	2/16/24 4:41 PM	2/16/24 4:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001571989	Dog Dog off leash	Mobile App	Attained - Case Closed	6/17/24 5:49 PM	6/17/24 5:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001419860	Dog Stray dog at large	Phone	Attained - Case Closed	4/22/24 5:32 PM	4/22/24 5:39 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001806615	Dog	Phone	Attained - Case Closed	9/14/24 3:24 PM	9/14/24 4:02 PM	DBL_Animal Services Administration
Animal Concern Case	201001861055	Dog Dog barking	Phone	Attained - Case Closed	9/29/24 3:08 PM	9/29/24 3:52 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001706947	Other	Phone	Attained - Case Closed	8/12/24 4:38 PM	8/12/24 5:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001235524	Other	WEB	Attained - Case Closed	2/12/24 5:00 PM	2/12/24 5:38 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001143860	Other	Phone	Attained - Case Closed	1/12/24 3:10 PM	1/12/24 3:22 PM	DBL_Animal Services Administration
Lost Pets Case	201001145832	Dog	Phone	Attained - Case Closed	1/14/24 4:37 PM	1/14/24 4:47 PM	DBL_Animal Services Administration
Lost Pets Case	201001793986	cat	Phone	Attained - Case Closed	9/7/24 8:02 PM	9/8/24 12:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001291735	Licence update	Phone	Attained - Case Closed	3/4/24 8:20 AM	3/4/24 10:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001127402	Dog Other	Phone	Attained - Case Closed	1/4/24 5:13 PM	1/4/24 5:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001631924	Dog Dog barking	Mobile App	Attained - Case Closed	7/10/24 9:04 PM	7/11/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001796002	Dog Dog off leash	Mobile App	Attained - Case Closed	9/9/24 12:40 PM	9/9/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001237059	Dog Badly injured stray dog or chicken**	Mobile App	Attained - Case Closed	2/13/24 1:03 PM	2/13/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001809820	Dog Stray dog at large	Phone	Attained - Case Closed	9/16/24 7:06 PM	9/16/24 7:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002052458	Dog Dog off leash	Mobile App	Attained - Case Closed	12/14/24 4:01 PM	12/14/24 4:46 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001578778		Phone	Attained - Case Closed	6/20/24 1:56 PM	6/20/24 2:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001862915	Dog Dog off leash	Mobile App	Attained - Case Closed	10/1/24 10:43 AM	10/1/24 11:23 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001492006		Mobile App	Attained - Case Closed	5/20/24 7:03 PM	5/21/24 8:44 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001240096	Licence update	Phone	Attained - Case Closed	2/14/24 2:50 PM	2/14/24 3:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001817070	Dog Stray dog at large	Phone	Attained - Case Closed	9/20/24 11:20 AM	9/20/24 11:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001568044	Dog Stray dog at large	Phone	Attained - Case Closed	6/15/24 8:54 AM	6/15/24 9:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001493827	Dog Dog waste not picked up	Phone	Attained - Case Closed	5/21/24 2:49 PM	5/21/24 2:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001560654	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	6/12/24 9:39 AM	6/12/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001562931	Dog Dog barking	WEB	Attained - Case Closed	6/13/24 8:15 AM	6/13/24 11:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001564675	Dog Dog barking	Phone	Attained - Case Closed	6/13/24 3:23 PM	6/13/24 3:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001565889	Dog Dog barking	Phone	Attained - Case Closed	6/14/24 10:06 AM	6/14/24 11:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001566506	Dog Dog barking	Mobile App	Attained - Case Closed	6/14/24 12:18 PM	6/14/24 2:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002057777	Dog Dog off leash	WEB	Attained - Case Closed	12/17/24 6:52 PM	12/18/24 8:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001864558	Dog Dog off leash	Mobile App	Attained - Case Closed	10/1/24 6:41 PM	10/2/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001547523	Dog Dog attacked by dog	Mobile App	Attained - Case Closed	6/5/24 10:32 PM	6/6/24 8:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001482788	Dog Dog off leash	Phone	Attained - Case Closed	5/15/24 8:45 AM	5/15/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001589833	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	6/26/24 8:46 AM	6/26/24 11:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001710074	Dog Dog off leash	Phone	Attained - Case Closed	8/14/24 8:52 AM	8/14/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001716654	Dog Dog barking	Mobile App	Attained - Case Closed	8/16/24 8:13 PM	8/17/24 1:30 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001548276	Dog	WEB	Attained - Case Closed	6/6/24 10:50 AM	6/6/24 10:54 AM	DBL_Animal Services Administration
Animal Concern Case	201002075637	Dog	Phone	Attained - Case Closed	12/30/24 4:41 PM	12/30/24 5:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001466592	Stray dog at large	Phone	Attained - Case Closed	5/7/24 9:29 AM	5/7/24 11:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001784786	Dog	Phone	Attained - Case Closed	9/3/24 11:49 AM	9/3/24 12:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001784786	Dog off leash	Phone	Attained - Case Closed	9/3/24 11:49 AM	9/3/24 12:01 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001858094	Dog off leash	WEB	Attained - Case Closed	9/27/24 7:40 AM	9/27/24 2:09 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001864597	Dog ownership	Phone	Attained - Case Closed	10/1/24 7:36 PM	10/2/24 9:37 AM	DBL_Animal Services Administration
Lost Pets Case	201001642076	cat	Phone	Attained - Case Closed	7/16/24 12:37 PM	7/16/24 2:37 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001924819	Dog ownership	Phone	Attained - Case Closed	10/25/24 10:41 AM	10/25/24 10:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001079585	Dog	Phone	Missed - Case Closed	1/1/24 1:05 PM	1/2/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001458259	Stray dog at large	Phone	Attained - Case Closed	5/2/24 10:55 AM	5/2/24 1:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002069524	Dog	Phone	Attained - Case Closed	5/2/24 10:55 AM	5/2/24 1:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002069524	Dog off leash	Phone	Missed - Case Closed	12/25/24 10:58 AM	12/27/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002045626	Stray dog at large	Phone	Missed - Case Closed	12/25/24 10:58 AM	12/27/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002045626	Dog	Phone	Attained - Case Closed	12/11/24 11:28 AM	12/11/24 11:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002045626	Holding stray	Phone	Attained - Case Closed	12/11/24 11:28 AM	12/11/24 11:47 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001867407	cat	Phone	Attained - Case Closed	10/3/24 10:07 AM	10/3/24 10:23 AM	DBL_Animal Services Administration
Animal Concern Case	201002062568	Aggressive dog poorly contained	WEB	Attained - Case Closed	12/19/24 8:55 PM	12/20/24 12:36 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001502056	cat	WEB	Attained - Case Closed	5/24/24 2:51 PM	5/24/24 3:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001493621	Dog	Phone	Attained - Case Closed	5/21/24 1:59 PM	5/21/24 2:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001493621	Stray dog at large	Phone	Attained - Case Closed	5/21/24 1:59 PM	5/21/24 2:08 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001298671	Licence cancellation	Phone	Attained - Case Closed	3/7/24 9:46 AM	3/7/24 10:19 AM	DBL_Animal Services Administration
Lost Pets Case	201001489331	cat	WEB	Attained - Case Closed	5/17/24 9:25 PM	5/18/24 11:10 AM	DBL_Animal Services Administration
Animal Concern Case	201001873209	Dog	Mobile App	Attained - Case Closed	10/7/24 9:41 AM	10/7/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001873209	Dog off leash	Mobile App	Attained - Case Closed	10/7/24 9:41 AM	10/7/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001105144	Dog	WEB	Attained - Case Closed	1/3/24 8:17 PM	1/4/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001105144	Dog off leash	WEB	Attained - Case Closed	1/3/24 8:17 PM	1/4/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001602435	Dog	WEB	Attained - Case Closed	6/27/24 12:25 AM	6/27/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001602435	Human attacked by dog	WEB	Attained - Case Closed	6/27/24 12:25 AM	6/27/24 10:44 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001654222	Other	Phone	Attained - Case Closed	7/22/24 12:59 PM	7/22/24 1:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001295718	Dog	Mobile App	Attained - Case Closed	3/5/24 3:40 PM	3/5/24 4:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001295718	Dog off leash	Mobile App	Attained - Case Closed	3/5/24 3:40 PM	3/5/24 4:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001172834	Dog	Phone	Attained - Case Closed	1/24/24 6:20 PM	1/25/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001172834	Dog off leash	Phone	Attained - Case Closed	1/24/24 6:20 PM	1/25/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001314753	Dog	Phone	Attained - Case Closed	3/15/24 4:27 PM	3/15/24 4:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314753	Stray dog at large	Phone	Attained - Case Closed	3/15/24 4:27 PM	3/15/24 4:35 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001335320	Dog	Phone	Attained - Case Closed	3/16/24 1:44 PM	3/16/24 2:51 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001335524	Other	Phone	Attained - Case Closed	3/16/24 3:53 PM	3/16/24 3:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001584023	Dog	Phone	Attained - Case Closed	6/23/24 9:30 PM	6/24/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001584023	Dog barking	Phone	Attained - Case Closed	6/23/24 9:30 PM	6/24/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001794302	Dog	Phone	Attained - Case Closed	9/8/24 11:25 AM	9/8/24 12:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001794302	Dog off leash	Phone	Attained - Case Closed	9/8/24 11:25 AM	9/8/24 12:07 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001294459	Licence update	Phone	Attained - Case Closed	3/5/24 10:12 AM	3/5/24 10:14 AM	DBL_Animal Services Administration
Lost Pets Case	201001562860	Dog	Phone	Attained - Case Closed	6/13/24 7:08 AM	6/13/24 10:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001157716	Dog	WEB	Attained - Case Closed	1/19/24 10:36 AM	1/19/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001157716	Attack in progress**	WEB	Attained - Case Closed	1/19/24 10:36 AM	1/19/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001486761	Dog	Phone	Attained - Case Closed	5/16/24 5:26 PM	5/16/24 5:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001486761	Stray dog at large	Phone	Attained - Case Closed	5/16/24 5:26 PM	5/16/24 5:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001687737	Dog	Phone	Attained - Case Closed	8/1/24 7:36 PM	8/2/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001687737	Dog off leash	Phone	Attained - Case Closed	8/1/24 7:36 PM	8/2/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001938941	Dog	WEB	Attained - Case Closed	11/3/24 12:03 PM	11/3/24 12:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001938941	Dog off leash	WEB	Attained - Case Closed	11/3/24 12:03 PM	11/3/24 12:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001541677	Dog	Mobile App	Attained - Case Closed	6/3/24 5:16 PM	6/3/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001541677	Dog off leash	Mobile App	Attained - Case Closed	6/3/24 5:16 PM	6/3/24 5:24 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001871794	Other	Phone	Attained - Case Closed	10/5/24 2:26 PM	10/5/24 2:33 PM	DBL_Animal Services Administration
Animal Concern Case	201001807499	Dog	WEB	Attained - Case Closed	9/15/24 5:34 PM	9/15/24 5:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001807499	Human attacked by dog	WEB	Attained - Case Closed	9/15/24 5:34 PM	9/15/24 5:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001196115	Dog	Phone	Attained - Case Closed	1/26/24 8:33 AM	1/26/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001196115	Dog off leash	Phone	Attained - Case Closed	1/26/24 8:33 AM	1/26/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001257612	Dog	WEB	Attained - Case Closed	2/24/24 5:31 PM	2/24/24 5:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257612	Human attacked by dog	WEB	Attained - Case Closed	2/24/24 5:31 PM	2/24/24 5:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387769	Dog	WEB	Attained - Case Closed	4/4/24 4:43 PM	4/4/24 4:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387769	Dog off leash	WEB	Attained - Case Closed	4/4/24 4:43 PM	4/4/24 4:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387829	Dog	WEB	Attained - Case Closed	4/4/24 5:09 PM	4/4/24 5:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387829	Dog off leash	WEB	Attained - Case Closed	4/4/24 5:09 PM	4/4/24 5:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001489107	Dog	Phone	Attained - Case Closed	5/17/24 5:21 PM	5/17/24 5:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001489107	Dog off leash	Phone	Attained - Case Closed	5/17/24 5:21 PM	5/17/24 5:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001619413	Dog	Phone	Attained - Case Closed	7/4/24 6:40 PM	7/5/24 8:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619413	Dog off leash	Phone	Attained - Case Closed	7/4/24 6:40 PM	7/5/24 8:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001861800	Dog	Phone	Missed - Case Closed	9/30/24 12:33 PM	10/1/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001861800	Dog off leash	Phone	Missed - Case Closed	9/30/24 12:33 PM	10/1/24 10:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001951938	Dog	Phone	Attained - Case Closed	11/10/24 10:20 AM	11/10/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951938	Dog off leash	Phone	Attained - Case Closed	11/10/24 10:20 AM	11/10/24 2:50 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001314894	Other	Phone	Attained - Case Closed	3/15/24 5:26 PM	3/15/24 5:28 PM	DBL_Animal Services Administration
Animal Concern Case	201001238735	Dog	Phone	Attained - Case Closed	2/14/24 9:47 AM	2/14/24 9:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001238735	Dog off leash	Phone	Attained - Case Closed	2/14/24 9:47 AM	2/14/24 9:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001464155	Dog	Phone	Attained - Case Closed	5/6/24 10:13 AM	5/6/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001464155	Dog attacked by dog	Phone	Attained - Case Closed	5/6/24 10:13 AM	5/6/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001646978	Dog	Phone	Attained - Case Closed	7/18/24 12:06 PM	7/18/24 3:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001646978	Dog off leash	Phone	Attained - Case Closed	7/18/24 12:06 PM	7/18/24 3:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001892488	Dog	WEB	Attained - Case Closed	10/18/24 11:00 AM	10/18/24 11:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001892488	Dog off leash	WEB	Attained - Case Closed	10/18/24 11:00 AM	10/18/24 11:25 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001465782	By-laws	Mobile App	Attained - Case Closed	5/6/24 4:14 PM	5/6/24 4:29 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001684449	Dog ownership	Phone	Attained - Case Closed	7/31/24 1:14 PM	7/31/24 1:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001225418	Dog	Phone	Attained - Case Closed	2/7/24 11:01 AM	2/7/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001225418	Dog off leash	Phone	Attained - Case Closed	2/7/24 11:01 AM	2/7/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001414698	Dog	Phone	Attained - Case Closed	4/19/24 11:33 AM	4/19/24 11:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001414698	Holding stray	Phone	Attained - Case Closed	4/19/24 11:33 AM	4/19/24 11:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001497553	Dog	Phone	Attained - Case Closed	5/22/24 6:52 PM	5/23/24 8:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001497553	Holding stray	Phone	Attained - Case Closed	5/22/24 6:52 PM	5/23/24 8:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001927346	Dog	Phone	Attained - Case Closed	10/27/24 4:28 PM	10/27/24 4:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001927346	Dog off leash	Phone	Attained - Case Closed	10/27/24 4:28 PM	10/27/24 4:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001514455	Dog	Mobile App	Attained - Case Closed	5/30/24 4:35 PM	5/30/24 4:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001514455	Dog waste not picked up	Mobile App	Attained - Case Closed	5/30/24 4:35 PM	5/30/24 4:42 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001384609	Licence cancellation	WEB	Attained - Case Closed	4/3/24 1:23 PM	4/3/24 1:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001261276	Licence cancellation	WEB	Attained - Case Closed	2/27/24 8:34 AM	2/27/24 11:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001700796	Dog	Mobile App	Attained - Case Closed	8/9/24 9:11 AM	8/9/24 12:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001700796	Dog off leash	Mobile App	Attained - Case Closed	8/9/24 9:11 AM	8/9/24 12:34 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001238817	Dog Human attacked by dog	WEB	Attained - Case Closed	2/14/24 10:07 AM	2/14/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001462932	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	5/4/24 8:19 PM	5/5/24 10:27 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001556869	Other	Phone	Attained - Case Closed	6/10/24 4:32 PM	6/10/24 4:44 PM	DBL_Animal Services Administration
Lost Pets Case	201001964592	cat	Phone	Attained - Case Closed	11/17/24 11:12 AM	11/17/24 11:45 AM	DBL_Animal Services Administration
Lost Pets Case	201001489678	cat	WEB	Attained - Case Closed	5/18/24 11:15 AM	5/18/24 11:28 AM	DBL_Animal Services Administration
Lost Pets Case	201001603043	Dog	Phone	Attained - Case Closed	6/27/24 10:32 AM	6/27/24 10:37 AM	DBL_Animal Services Administration
Animal Concern Case	201001966654	Dog Other	Phone	Attained - Case Closed	11/18/24 1:37 PM	11/18/24 2:38 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001447431	Other	Phone	Attained - Case Closed	4/26/24 11:14 AM	4/26/24 11:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001718476	Dog Dog barking	WEB	Attained - Case Closed	8/18/24 10:16 PM	8/19/24 10:44 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001785097	cat	WEB	Attained - Case Closed	9/3/24 1:03 PM	9/3/24 1:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001797098	Dog Holding stray	Phone	Attained - Case Closed	9/9/24 6:51 PM	9/10/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001723213	Dog Dog barking	Phone	Attained - Case Closed	8/21/24 8:34 AM	8/21/24 10:15 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001146069	Licence cancellation	WEB	Attained - Case Closed	1/15/24 6:14 AM	1/15/24 10:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001407983	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	4/16/24 11:24 AM	4/16/24 11:31 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001492005	cat	WEB	Attained - Case Closed	5/20/24 7:02 PM	5/21/24 9:55 AM	DBL_Animal Services Administration
Lost Pets Case	201001506521	cat	WEB	Attained - Case Closed	5/27/24 3:18 PM	5/27/24 3:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001139753	Replacement tag	Chat	Attained - Case Closed	1/11/24 9:20 AM	1/11/24 11:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001226337	Dog Dog waste not picked up	WEB	Attained - Case Closed	2/7/24 2:38 PM	2/7/24 3:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001231984	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/10/24 11:10 AM	2/10/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001658561	Dog Stray dog at large	WEB	Attained - Case Closed	7/23/24 10:59 PM	7/24/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001343352	Dog Human attacked by dog	WEB	Attained - Case Closed	3/21/24 9:27 AM	3/21/24 11:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001817234	Other Other	WEB	Missed - Case Closed	9/20/24 12:06 PM	9/23/24 9:10 AM	DBL_Property Use Inspections
Feeding Wildlife Case	201001138403		WEB	Attained - Case Closed	1/10/24 1:22 PM	1/10/24 1:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001608668	Dog Dog barking	Mobile App	Attained - Case Closed	6/30/24 8:08 AM	6/30/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001450003	Dog Dog barking	Mobile App	Attained - Case Closed	4/28/24 4:13 PM	4/28/24 4:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002016383	Dog Holding stray	Phone	Attained - Case Closed	12/2/24 2:26 PM	12/2/24 2:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001571530	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	6/17/24 3:14 PM	6/17/24 3:19 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001987680	Dog	Phone	Attained - Case Closed	11/27/24 2:55 PM	11/27/24 3:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001262784	Licence update	Phone	Attained - Case Closed	2/27/24 2:28 PM	2/27/24 2:34 PM	DBL_Animal Services Administration
Dog Licence Case	201001240707	Licence cancellation	WEB	Attained - Case Closed	2/14/24 6:36 PM	2/14/24 6:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001231601	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/9/24 7:05 PM	2/10/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001458672	Dog Stray dog at large	Mobile App	Attained - Case Closed	5/2/24 12:34 PM	5/2/24 12:44 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001951669	cat	WEB	Attained - Case Closed	11/9/24 6:43 PM	11/10/24 2:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001411384	Dog Holding stray	Phone	Attained - Case Closed	4/17/24 4:01 PM	4/17/24 4:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001883251	Dog Holding stray	Phone	Attained - Case Closed	10/11/24 5:30 PM	10/11/24 5:42 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001420006	Dog ownership	Phone	Attained - Case Closed	4/22/24 7:56 PM	4/23/24 10:08 AM	DBL_Animal Services Administration
Animal Concern Case	201001937168	Dog Dog barking	Phone	Attained - Case Closed	11/1/24 2:25 PM	11/1/24 5:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001938504	Dog Human attacked by dog	WEB	Attained - Case Closed	11/2/24 4:20 PM	11/2/24 5:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001887910	Dog Stray dog at large	Phone	Attained - Case Closed	10/16/24 8:17 AM	10/16/24 9:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001354780	Dog Stray dog at large	Phone	Attained - Case Closed	3/27/24 7:40 PM	3/28/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001966737	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	11/18/24 1:51 PM	11/18/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001079496	Dog Dog barking	Mobile App	Missed - Case Closed	1/1/24 11:29 AM	1/2/24 2:11 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001500161	Dog	Phone	Attained - Case Closed	5/23/24 5:48 PM	5/23/24 6:01 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001929926	Dog ownership	Mobile App	Attained - Case Closed	10/29/24 9:00 AM	10/29/24 10:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001707198	Dog Other	Mobile App	Attained - Case Closed	8/12/24 7:24 PM	8/13/24 10:55 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001872412	cat	WEB	Attained - Case Closed	10/6/24 12:12 PM	10/6/24 12:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001650006	Dog Stray dog at large	Phone	Attained - Case Closed	7/19/24 2:12 PM	7/19/24 2:34 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001950551	Other	Phone	Attained - Case Closed	11/8/24 5:01 PM	11/8/24 5:22 PM	DBL_Animal Services Administration
Animal Concern Case	201002044698	Dog Dog off leash	Mobile App	Attained - Case Closed	12/11/24 7:57 AM	12/11/24 8:26 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001217061	cat	Mobile App	Attained - Case Closed	2/2/24 6:26 PM	2/3/24 1:10 PM	311_Contact Centre
Animal Concern Case	201001650497	Dog Stray dog at large	WEB	Attained - Case Closed	7/19/24 4:19 PM	7/19/24 4:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001145909	cat	Phone	Attained - Case Closed	1/14/24 5:33 PM	1/14/24 5:52 PM	DBL_Animal Services Administration
Animal Concern Case	201001794892	Dog Dog barking	WEB	Attained - Case Closed	9/9/24 12:52 AM	9/9/24 10:26 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001628795	cat	Phone	Attained - Case Closed	7/9/24 3:53 PM	7/9/24 3:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001801989	Dog Human attacked by dog	WEB	Attained - Case Closed	9/12/24 8:39 AM	9/12/24 10:26 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001348593	Licence cancellation	WEB	Attained - Case Closed	3/25/24 8:21 AM	3/25/24 9:43 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001639007		WEB	Attained - Case Closed	7/15/24 10:34 AM	7/15/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001151398	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	1/16/24 4:29 PM	1/16/24 4:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001793075	Dog Dog off leash	WEB	Attained - Case Closed	9/7/24 7:55 AM	9/7/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001734542	Dog Other	WEB	Attained - Case Closed	8/27/24 2:48 PM	8/27/24 2:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001796894	Dog Holding stray	Phone	Attained - Case Closed	9/9/24 4:26 PM	9/9/24 4:37 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001344005	Dog	Phone	Attained - Case Closed	3/21/24 12:41 PM	3/21/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001723084	Other	WEB	Attained - Case Closed	8/20/24 11:30 PM	8/21/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001723084	Dog					
Lost Pets Case	201001214053	Stray dog at large	WEB	Attained - Case Closed	2/1/24 7:42 PM	2/2/24 10:18 AM	DBL_Animal Services Administration
Lost Pets Case	201001214053	cat					
Animal Concern Case	201001729880	Dog	WEB	Attained - Case Closed	8/24/24 11:03 PM	8/25/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001825059	Dog barking	Phone	Attained - Case Closed	9/25/24 12:35 PM	9/25/24 12:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001825059	Dog					
Lost Pets Case	201001492750	Dog barking	WEB	Attained - Case Closed	5/21/24 10:56 AM	5/21/24 11:11 AM	DBL_Animal Services Administration
Lost Pets Case	201001492750	Dog					
Dog Licence Case	201001208373	Licence cancellation	WEB	Attained - Case Closed	1/31/24 9:45 AM	1/31/24 9:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001729612	Dog	Phone	Attained - Case Closed	8/24/24 3:56 PM	8/24/24 4:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001728480	Other	WEB	Attained - Case Closed	8/23/24 2:49 PM	8/23/24 3:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001728480	Dog					
Animal Concern Case	201001303219	Dog barking	WEB	Attained - Case Closed	3/9/24 5:23 PM	3/9/24 5:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001303219	Dog					
Animal Concern Case	201002073067	Dog off leash	WEB	Attained - Case Closed	12/28/24 10:45 PM	12/29/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002073067	Dog					
Lost Pets Case	201001514613	Holding stray	Phone	Attained - Case Closed	5/30/24 6:02 PM	5/31/24 10:19 AM	DBL_Animal Services Administration
Lost Pets Case	201001514613	cat					
Lost Pets Case	201001481699	cat	WEB	Attained - Case Closed	5/14/24 2:34 PM	5/14/24 3:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001613902	Dog	WEB	Attained - Case Closed	7/2/24 11:46 PM	7/3/24 1:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001613902	Aggressive dog poorly contained					
Animal Concern Case	201001695626	Dog	WEB	Attained - Case Closed	8/7/24 7:33 AM	8/7/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001695626	Dog barking	Phone	Attained - Case Closed	3/4/24 8:46 PM	3/5/24 9:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001293924	Licence cancellation					
Dog Licence Case	201001302480	Licence update	WEB	Attained - Case Closed	3/8/24 8:17 PM	3/9/24 10:09 AM	DBL_Animal Services Administration
Lost Pets Case	201001790449	cat	WEB	Attained - Case Closed	9/5/24 5:30 PM	9/5/24 5:41 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001498306		WEB	Attained - Case Closed	5/23/24 9:56 AM	5/23/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001786084	Dog	WEB	Attained - Case Closed	9/3/24 7:17 PM	9/4/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001786084	Dog off leash					
Feeding Wildlife Case	201001342116		Phone	Attained - Case Closed	3/20/24 1:17 PM	3/20/24 3:30 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001496955		Phone	Attained - Case Closed	5/22/24 3:04 PM	5/22/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001236075	Dog	Phone	Attained - Case Closed	2/13/24 9:17 AM	2/13/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001236075	Stray dog at large					
Animal Services Inquiry Case	201002017370	Dog ownership	Phone	Attained - Case Closed	12/3/24 8:04 AM	12/3/24 9:48 AM	DBL_Animal Services Administration
Animal Concern Case	201001793926	Dog	Phone	Attained - Case Closed	9/7/24 6:53 PM	9/8/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001793926	Dog barking					
Dog Licence Case	201001219295	Licence update	WEB	Attained - Case Closed	2/5/24 8:57 AM	2/5/24 9:37 AM	DBL_Animal Services Administration
Lost Pets Case	201001792928	Dog	WEB	Attained - Case Closed	9/6/24 8:29 PM	9/7/24 10:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001819121	Dog	WEB	Attained - Case Closed	9/21/24 7:59 PM	9/22/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001819121	Dog barking					
Dog Licence Case	201001306630	Licence update	WEB	Attained - Case Closed	3/12/24 9:53 AM	3/12/24 9:59 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001963961	Other	Phone	Attained - Case Closed	11/16/24 12:18 PM	11/16/24 1:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001311139	Refund	WEB	Attained - Case Closed	3/14/24 9:54 AM	3/14/24 11:09 AM	DBL_Animal Services Administration
Animal Concern Case	201001652229	Dog	Phone	Attained - Case Closed	7/21/24 9:58 AM	7/21/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652229	Stray dog at large					
Animal Concern Case	201001722912	Pet bird	Phone	Attained - Case Closed	8/20/24 6:27 PM	8/21/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001715706	Holding stray	Phone	Attained - Case Closed	8/16/24 12:50 PM	8/16/24 1:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001715706	Dog					
Animal Concern Case	201001131267	Stray dog at large	Phone	Attained - Case Closed	1/7/24 4:34 PM	1/7/24 4:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001131267	Dog					
Animal Concern Case	201001142938	Dog attacked by dog	Phone	Attained - Case Closed	1/12/24 11:26 AM	1/12/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001142938	Dog					
Animal Concern Case	201001379944	Dog off leash	Phone	Missed - Case Closed	4/1/24 11:43 AM	4/2/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001379944	Dog					
Animal Concern Case	201001416330	Dog off leash	Phone	Attained - Case Closed	4/20/24 11:23 AM	4/20/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001416330	Dog					
Animal Services Inquiry Case	201001560641	Dog off leash	WEB	Attained - Case Closed	6/12/24 9:36 AM	6/12/24 10:32 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001560641	Other					
Animal Concern Case	201001564975	Dog	Phone	Attained - Case Closed	6/13/24 4:57 PM	6/13/24 5:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001564975	Dog off leash					
Animal Concern Case	201001573807	Dog	WEB	Attained - Case Closed	6/18/24 2:10 PM	6/18/24 2:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001861178	Aggressive dog poorly contained	Phone	Attained - Case Closed	9/29/24 5:32 PM	9/29/24 6:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001861178	Dog					
Animal Services Inquiry Case	201002072503	Dog off leash	Phone	Attained - Case Closed	12/28/24 11:13 AM	12/28/24 11:18 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002072503	Dog ownership					
Animal Concern Case	201001232621	Dog	Phone	Attained - Case Closed	2/11/24 9:21 AM	2/11/24 9:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001232621	Dog attacked by dog					
Animal Concern Case	201001234382	Dog	Phone	Attained - Case Closed	2/12/24 1:03 PM	2/12/24 1:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001234382	Dog attacked by dog					
Animal Concern Case	201001298064	Dog	Phone	Attained - Case Closed	3/6/24 5:19 PM	3/6/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001298064	Human attacked by dog					
Animal Concern Case	201001303018	Dog	WEB	Attained - Case Closed	3/9/24 2:15 PM	3/9/24 3:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001303018	Dog off leash					
Animal Concern Case	201001397208	Dog	Phone	Attained - Case Closed	4/10/24 11:16 AM	4/10/24 11:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001397208	Dog off leash					
Animal Concern Case	201001404589	Dog	Mobile App	Attained - Case Closed	4/14/24 5:31 PM	4/14/24 5:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404589	Dog off leash					
Animal Concern Case	201001404596	Dog	WEB	Attained - Case Closed	4/14/24 5:36 PM	4/14/24 5:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404596	Dog off leash					
Animal Concern Case	201001404600	Dog	WEB	Attained - Case Closed	4/14/24 5:38 PM	4/14/24 5:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404600	Dog off leash					
Animal Concern Case	201001404603	Dog	WEB	Attained - Case Closed	4/14/24 5:40 PM	4/14/24 5:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404603	Dog off leash					
Animal Concern Case	201001404604	Dog	WEB	Attained - Case Closed	4/14/24 5:42 PM	4/14/24 5:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404604	Dog off leash					
Animal Concern Case	201001404605	Dog	WEB	Attained - Case Closed	4/14/24 5:44 PM	4/14/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404605	Dog off leash					
Animal Concern Case	201001416554	Dog	Phone	Attained - Case Closed	4/20/24 1:55 PM	4/20/24 2:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001416554	Dog off leash					
Animal Concern Case	201001416578	Dog	Mobile App	Attained - Case Closed	4/20/24 2:18 PM	4/20/24 2:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001416578	Dog off leash					
Animal Concern Case	201001471268	Dog	Phone	Attained - Case Closed	5/9/24 9:13 AM	5/9/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001471268	Dog off leash					
Animal Concern Case	201001494385	Dog	Phone	Attained - Case Closed	5/21/24 6:11 PM	5/22/24 8:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001494385	Aggressive dog poorly contained					
Animal Concern Case	201001508326	Dog	Phone	Attained - Case Closed	5/28/24 11:37 AM	5/28/24 12:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001508326	Stray dog at large					
Animal Concern Case	201001538712	Dog	Phone	Attained - Case Closed	6/2/24 4:58 PM	6/2/24 5:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001538712	Dog off leash					
Animal Concern Case	201001557582	Dog	Phone	Attained - Case Closed	6/11/24 8:48 AM	6/11/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001557582	Aggressive dog poorly contained					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001568766	Dog	Phone	Attained - Case Closed	6/15/24 5:21 PM	6/16/24 10:53 AM	DBL_Animal Services Administration
Animal Concern Case	201001582644	Dog	Mobile App	Attained - Case Closed	6/22/24 11:24 AM	6/22/24 11:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001641372	Dog off leash Dog	Phone	Attained - Case Closed	7/16/24 9:48 AM	7/16/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819392	Dog off leash Dog	Mobile App	Attained - Case Closed	9/22/24 11:50 AM	9/22/24 12:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819397	Dog off leash Dog	Mobile App	Attained - Case Closed	9/22/24 11:53 AM	9/22/24 12:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001860698	Dog off leash Dog	Mobile App	Attained - Case Closed	9/29/24 8:25 AM	9/29/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001958110	Dog off leash Dog	Phone	Attained - Case Closed	11/13/24 4:01 PM	11/13/24 4:13 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001509894	Other	Phone	Attained - Case Closed	5/28/24 8:32 PM	5/29/24 8:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001979921	Dog off leash Dog	WEB	Attained - Case Closed	11/24/24 10:56 AM	11/24/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001509565	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	5/28/24 4:27 PM	5/28/24 4:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001672719	Dog off leash Dog	Phone	Attained - Case Closed	7/25/24 2:02 PM	7/25/24 2:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001939129	Dog off leash Dog	Mobile App	Attained - Case Closed	11/3/24 2:45 PM	11/3/24 3:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001381400	Dog attacked by dog Dog	Phone	Attained - Case Closed	4/2/24 10:24 AM	4/2/24 11:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001640291	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	7/15/24 3:41 PM	7/15/24 4:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001699123	Dog off leash Dog	Phone	Attained - Case Closed	8/8/24 12:27 PM	8/8/24 12:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001759048	Other Dog	Phone	Attained - Case Closed	8/29/24 4:13 PM	8/29/24 4:18 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001199181	Fees and fines	Phone	Attained - Case Closed	1/27/24 10:31 AM	1/27/24 10:41 AM	DBL_Animal Services Administration
Animal Concern Case	201001792600	Holding stray Dog	Phone	Attained - Case Closed	9/6/24 4:19 PM	9/6/24 4:27 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001376662	Licence cancellation	WEB	Attained - Case Closed	3/28/24 6:33 PM	3/30/24 10:26 AM	DBL_Animal Services Administration
Animal Concern Case	201001782587	Other Dog	Phone	Attained - Case Closed	9/1/24 12:54 PM	9/1/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001807094	Dog attacked by dog Dog	Phone	Attained - Case Closed	9/15/24 11:13 AM	9/15/24 11:31 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001807207	Other	Phone	Attained - Case Closed	9/15/24 12:58 PM	9/15/24 1:09 PM	DBL_Animal Services Administration
Lost Pets Case	201001287169	Dog	Phone	Attained - Case Closed	2/29/24 1:07 PM	2/29/24 1:12 PM	DBL_Animal Services Administration
Lost Pets Case	201001491804	cat	Mobile App	Attained - Case Closed	5/20/24 3:33 PM	5/21/24 9:52 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001589128	Other	Phone	Attained - Case Closed	6/25/24 4:30 PM	6/25/24 4:41 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001411978		WEB	Attained - Case Closed	4/18/24 8:36 AM	4/18/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001398066	Dog attacked by dog Dog	Phone	Attained - Case Closed	4/10/24 3:04 PM	4/10/24 3:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001398428	Dog attacked by dog Dog	Phone	Attained - Case Closed	4/10/24 5:08 PM	4/10/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001675856	Dog attacked by dog Dog	WEB	Attained - Case Closed	7/26/24 7:18 PM	7/27/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001725083	Dog off leash Dog	WEB	Attained - Case Closed	8/21/24 9:52 PM	8/22/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001313896	Stray dog at large Dog	Phone	Attained - Case Closed	3/15/24 12:01 PM	3/15/24 12:05 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001632940	Other	Phone	Attained - Case Closed	7/11/24 11:41 AM	7/11/24 12:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001131531	Licence cancellation	WEB	Attained - Case Closed	1/8/24 8:23 AM	1/8/24 9:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001810540	Human attacked by dog Dog	WEB	Attained - Case Closed	9/17/24 10:34 AM	9/17/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001689510	Stray dog at large Dog	Phone	Attained - Case Closed	8/2/24 4:24 PM	8/2/24 4:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001737217	Other Dog	Phone	Attained - Case Closed	8/28/24 6:02 PM	8/28/24 6:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001759254	Other Dog	Phone	Attained - Case Closed	8/29/24 6:15 PM	8/29/24 6:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001784399	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	9/3/24 10:23 AM	9/3/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001782523	Other Dog	Phone	Attained - Case Closed	9/1/24 11:57 AM	9/1/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001926955	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	10/27/24 9:52 AM	10/27/24 10:00 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001354615	Licence update	Phone	Attained - Case Closed	3/27/24 5:19 PM	3/27/24 5:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001810204	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	9/17/24 9:09 AM	9/17/24 10:14 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001336947	cat	Phone	Attained - Case Closed	3/18/24 10:24 AM	3/18/24 11:37 AM	DBL_Animal Services Administration
Animal Concern Case	201001249816	Dog off leash Dog	Mobile App	Attained - Case Closed	2/20/24 4:23 PM	2/20/24 4:49 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001164018	Licence cancellation	WEB	Attained - Case Closed	1/22/24 1:00 PM	1/22/24 1:22 PM	DBL_Animal Services Administration
Lost Pets Case	201001410222	Dog	Phone	Attained - Case Closed	4/17/24 11:04 AM	4/17/24 11:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001815333	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	9/19/24 12:53 PM	9/19/24 1:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001799588	Stray dog at large Dog	WEB	Attained - Case Closed	9/11/24 12:10 AM	9/11/24 9:58 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001212048	Other	Phone	Attained - Case Closed	2/1/24 11:22 AM	2/1/24 11:59 AM	DBL_Animal Services Administration
Animal Concern Case	201001129672	Stray dog at large Dog	Phone	Attained - Case Closed	1/5/24 4:53 PM	1/5/24 5:02 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001814200	Other	Mobile App	Attained - Case Closed	9/18/24 9:06 PM	9/19/24 9:47 AM	DBL_Animal Services Administration
Lost Pets Case	201001553916	cat	Phone	Attained - Case Closed	6/9/24 12:19 PM	6/9/24 12:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001725449	Human attacked by dog Dog	Phone	Attained - Case Closed	8/22/24 9:47 AM	8/22/24 9:59 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001254855	Licence cancellation	WEB	Attained - Case Closed	2/23/24 6:29 AM	2/23/24 10:26 AM	DBL_Animal Services Administration
Animal Concern Case	201001300016	Other Dog	Phone	Attained - Case Closed	3/7/24 4:02 PM	3/7/24 4:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378493	Other Dog	Phone	Attained - Case Closed	3/30/24 5:15 PM	3/30/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001551143	Other Dog	Phone	Attained - Case Closed	6/7/24 11:44 AM	6/7/24 12:46 PM	311_Contact Centre
Animal Concern Case	201001560633	Other Dog	Phone	Attained - Case Closed	6/12/24 9:35 AM	6/12/24 10:35 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001165756	Dog	Phone	Attained - Case Closed	1/22/24 5:15 PM	1/22/24 5:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001382922	Other Dog	Phone	Attained - Case Closed	4/2/24 4:33 PM	4/2/24 4:55 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001131166	Dog ownership	Mobile App	Attained - Case Closed	1/7/24 2:36 PM	1/7/24 4:34 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001200286	Dog Dog off leash	Mobile App	Attained - Case Closed	1/28/24 11:05 AM	1/28/24 11:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001302933	Dog Dog off leash	Mobile App	Attained - Case Closed	3/9/24 1:18 PM	3/11/24 10:07 AM	311_Contact Centre
Animal Concern Case	201001336522	Dog Dog off leash	Phone	Attained - Case Closed	3/18/24 8:05 AM	3/18/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001412233	Dog Dog off leash	Mobile App	Attained - Case Closed	4/18/24 10:01 AM	4/18/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001416350	Dog Dog off leash	Mobile App	Attained - Case Closed	4/20/24 11:32 AM	4/20/24 12:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001422448	Dog Dog off leash	Phone	Attained - Case Closed	4/23/24 7:53 PM	4/24/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001572968	Dog Dog off leash	Phone	Attained - Case Closed	6/18/24 10:53 AM	6/18/24 11:27 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001572991	Other	Mobile App	Attained - Case Closed	6/18/24 10:57 AM	6/18/24 11:28 AM	DBL_Animal Services Administration
Animal Concern Case	201002072371	Dog Dog off leash	Phone	Attained - Case Closed	12/28/24 9:38 AM	12/28/24 11:56 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002073128	Other	Mobile App	Attained - Case Closed	12/29/24 9:11 AM	12/29/24 10:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001415882	Dog Stray dog at large	Phone	Attained - Case Closed	4/19/24 6:43 PM	4/20/24 8:37 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001388789		WEB	Attained - Case Closed	4/5/24 10:58 AM	4/5/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001538433	Dog Stray dog at large	Phone	Attained - Case Closed	6/2/24 12:24 PM	6/2/24 12:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001808700	Dog Holding stray	Phone	Attained - Case Closed	9/16/24 12:37 PM	9/16/24 12:53 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001246333	Licence cancellation	WEB	Attained - Case Closed	2/18/24 11:30 AM	2/18/24 11:31 AM	DBL_Animal Services Administration
Animal Concern Case	201001392194	Dog Holding stray	WEB	Attained - Case Closed	4/8/24 9:32 AM	4/8/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001303598	Dog Dog off leash	Mobile App	Attained - Case Closed	3/10/24 1:17 PM	3/10/24 1:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001229217	Dog Dog off leash	Phone	Attained - Case Closed	2/8/24 5:20 PM	2/8/24 5:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001577024	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	6/19/24 7:01 PM	6/20/24 10:45 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001651639	Dog	WEB	Attained - Case Closed	7/20/24 2:03 PM	7/20/24 2:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001563057	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/13/24 9:09 AM	6/13/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001685396	Dog Dog off leash	Phone	Attained - Case Closed	7/31/24 6:45 PM	8/1/24 8:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001218545	Dog Dog off leash	Phone	Attained - Case Closed	2/4/24 12:09 PM	2/4/24 12:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001235499	Dog Dog off leash	Phone	Attained - Case Closed	2/12/24 4:51 PM	2/12/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001235945	Dog Dog off leash	Phone	Attained - Case Closed	2/13/24 8:26 AM	2/13/24 11:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001235954	Dog Dog off leash	Phone	Attained - Case Closed	2/13/24 8:30 AM	2/13/24 11:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001243011	Dog Dog off leash	Phone	Attained - Case Closed	2/15/24 5:31 PM	2/15/24 5:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001298322	Dog Dog attacked by dog	WEB	Attained - Case Closed	3/6/24 10:40 PM	3/7/24 11:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310366	Dog Dog off leash	Phone	Attained - Case Closed	3/13/24 4:40 PM	3/13/24 4:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001395579	Dog Dog off leash	Phone	Attained - Case Closed	4/9/24 2:15 PM	4/9/24 3:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417504	Dog Dog off leash	Phone	Attained - Case Closed	4/21/24 5:04 PM	4/21/24 5:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001558823	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	6/11/24 1:12 PM	6/11/24 1:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001558841	Dog Dog off leash	Phone	Attained - Case Closed	6/11/24 1:18 PM	6/11/24 1:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001565058	Dog Dog off leash	Phone	Attained - Case Closed	6/13/24 5:34 PM	6/13/24 5:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001643070	Dog Dog off leash	Mobile App	Attained - Case Closed	7/16/24 4:39 PM	7/16/24 4:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001715850	Dog Dog attacked by dog	WEB	Attained - Case Closed	8/16/24 1:33 PM	8/16/24 1:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001812728	Dog Dog off leash	Phone	Attained - Case Closed	9/18/24 11:08 AM	9/18/24 11:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001871934	Dog Dog off leash	Phone	Attained - Case Closed	10/5/24 4:09 PM	10/5/24 4:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001871942	Dog Dog off leash	Phone	Attained - Case Closed	10/5/24 4:15 PM	10/5/24 4:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001947286	Dog Dog off leash	Phone	Attained - Case Closed	11/7/24 11:59 AM	11/7/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001291029	Dog Dog off leash	Phone	Attained - Case Closed	3/2/24 5:49 PM	3/2/24 5:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001962900	Dog Dog barking	WEB	Attained - Case Closed	11/15/24 3:06 PM	11/15/24 3:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002057807	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	12/17/24 8:31 PM	12/18/24 8:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001963206	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/15/24 4:39 PM	11/15/24 6:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001616935	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/3/24 9:12 PM	7/4/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001448135	Dog Dog off leash	Mobile App	Attained - Case Closed	4/26/24 2:24 PM	4/26/24 2:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002042531	Dog Dog barking	Phone	Attained - Case Closed	12/10/24 10:41 AM	12/10/24 11:01 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001423298		Mobile App	Attained - Case Closed	4/24/24 11:30 AM	4/24/24 11:43 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001623350		Phone	Attained - Case Closed	7/7/24 9:56 AM	7/7/24 11:27 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001623351		Phone	Attained - Case Closed	7/7/24 9:59 AM	7/7/24 10:59 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001581551	Dog	Phone	Attained - Case Closed	6/21/24 2:18 PM	6/21/24 2:31 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001406102		WEB	Attained - Case Closed	4/15/24 1:35 PM	4/15/24 1:40 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001423027		Phone	Attained - Case Closed	4/24/24 10:22 AM	4/24/24 10:56 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001232386	Licence cancellation	WEB	Attained - Case Closed	2/10/24 4:08 PM	2/10/24 4:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001391163	Dog Stray dog at large	WEB	Attained - Case Closed	4/6/24 9:44 PM	4/7/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001172801	Dog Human attacked by dog	WEB	Attained - Case Closed	1/24/24 5:56 PM	1/24/24 6:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001344362	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	3/21/24 2:25 PM	3/21/24 2:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001259910	Dog Dog off leash	Phone	Attained - Case Closed	2/26/24 1:21 PM	2/26/24 2:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001566353	Dog Human attacked by dog	Phone	Attained - Case Closed	6/14/24 11:42 AM	6/14/24 1:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001506796	Dog Dog off leash	Phone	Attained - Case Closed	5/27/24 4:19 PM	5/27/24 5:16 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001734862	Dog	WEB	Attained - Case Closed	8/27/24 4:24 PM	8/27/24 4:29 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001781988	Dog	Phone	Attained - Case Closed	8/31/24 3:49 PM	8/31/24 4:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001718364	Other	Phone	Attained - Case Closed	8/18/24 6:26 PM	8/19/24 1:37 PM	311_Contact Centre
Animal Concern Case	201001314748	Other Dog Stray dog at large	Phone	Attained - Case Closed	3/15/24 4:25 PM	3/15/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001406603	Dog Dog off leash	Phone	Attained - Case Closed	4/15/24 3:41 PM	4/15/24 4:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001500131	Dog Dog barking	Mobile App	Attained - Case Closed	5/23/24 5:31 PM	5/23/24 5:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002049045	Dog Dog waste not picked up	WEB	Attained - Case Closed	12/12/24 3:21 PM	12/12/24 3:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001861345	Dog Human attacked by dog	Mobile App	Missed - Case Closed	9/29/24 11:20 PM	10/1/24 11:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001957708	Dog Human attacked by dog	Mobile App	Attained - Case Closed	11/13/24 2:18 PM	11/13/24 2:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001634222	Dog Dog waste not picked up	Mobile App	Attained - Case Closed	7/11/24 6:24 PM	7/12/24 12:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001608104	Pet reptile Other	Phone	Attained - Case Closed	6/29/24 12:43 PM	6/29/24 1:09 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001247468	Licence update	WEB	Attained - Case Closed	2/19/24 4:01 PM	2/20/24 10:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001877850	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	10/9/24 10:19 AM	10/9/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001345076	Dog Stray dog at large	Phone	Attained - Case Closed	3/22/24 7:42 AM	3/22/24 9:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001556770	Dog Holding stray cat	Phone	Attained - Case Closed	6/10/24 4:05 PM	6/10/24 4:14 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001657450		WEB	Attained - Case Closed	7/23/24 2:18 PM	7/23/24 2:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001248649	Licence cancellation	WEB	Attained - Case Closed	2/20/24 11:51 AM	2/20/24 11:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001248651	Licence cancellation	WEB	Attained - Case Closed	2/20/24 11:51 AM	2/20/24 11:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001248657	Licence cancellation	WEB	Attained - Case Closed	2/20/24 11:52 AM	2/20/24 11:58 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001612141	Other	Phone	Attained - Case Closed	7/2/24 12:30 PM	7/3/24 12:25 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001679737	By-laws	Phone	Attained - Case Closed	7/29/24 2:35 PM	7/29/24 2:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001933717	Dog Holding stray	Phone	Attained - Case Closed	10/30/24 5:13 PM	10/30/24 5:42 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001935452	Other	Phone	Attained - Case Closed	10/31/24 3:37 PM	10/31/24 3:47 PM	DBL_Animal Services Administration
Animal Concern Case	201001712776	Dog Other	Phone	Attained - Case Closed	8/15/24 9:54 AM	8/15/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001140646	Dog Dog off leash	Phone	Attained - Case Closed	1/11/24 12:37 PM	1/11/24 12:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001298146	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/6/24 6:27 PM	3/7/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001414561	Dog Other	Phone	Attained - Case Closed	4/19/24 10:49 AM	4/19/24 11:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001415039	Dog Other	Phone	Attained - Case Closed	4/19/24 1:13 PM	4/19/24 1:25 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001418871	Fees and fines	Phone	Attained - Case Closed	4/22/24 12:51 PM	4/22/24 12:53 PM	DBL_Animal Services Administration
Lost Pets Case	201001489291	cat	WEB	Attained - Case Closed	5/17/24 8:21 PM	5/18/24 11:03 AM	DBL_Animal Services Administration
Lost Pets Case	201001676901	cat	WEB	Attained - Case Closed	7/27/24 6:19 PM	7/28/24 10:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001944004	Dog Stray dog at large	Phone	Attained - Case Closed	11/5/24 5:25 PM	11/5/24 5:31 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001287408	Licence update	Phone	Attained - Case Closed	2/29/24 2:03 PM	2/29/24 2:34 PM	DBL_Animal Services Administration
Animal Concern Case	201001699126	Dog Stray dog at large	WEB	Attained - Case Closed	8/8/24 12:28 PM	8/8/24 12:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001422115	Dog Dog barking	WEB	Attained - Case Closed	4/23/24 4:09 PM	4/23/24 4:40 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001448244	Ticket	Phone	Attained - Case Closed	4/26/24 2:58 PM	4/26/24 3:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001162038	Licence update	Phone	Attained - Case Closed	1/21/24 6:42 PM	1/22/24 11:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001392356	Dog Stray dog at large	Phone	Attained - Case Closed	4/8/24 10:20 AM	4/8/24 10:28 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001139374	Dog	Phone	Attained - Case Closed	1/10/24 7:25 PM	1/11/24 10:33 AM	DBL_Animal Services Administration
Lost Pets Case	201001139427	Dog	WEB	Attained - Case Closed	1/10/24 8:47 PM	1/11/24 10:34 AM	DBL_Animal Services Administration
Lost Pets Case	201001140017	Dog	Phone	Attained - Case Closed	1/11/24 10:17 AM	1/11/24 10:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001154043	Dog Dog off leash	WEB	Attained - Case Closed	1/17/24 4:23 PM	1/17/24 4:29 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001703568	cat	WEB	Attained - Case Closed	8/10/24 4:49 PM	8/10/24 5:01 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001486796	Other	Phone	Attained - Case Closed	5/16/24 5:57 PM	5/16/24 6:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001706529	Dog Holding stray	Phone	Attained - Case Closed	8/12/24 2:52 PM	8/12/24 3:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001451696	Dog Stray dog at large	WEB	Attained - Case Closed	4/29/24 1:31 PM	4/29/24 1:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001806796	Other Holding stray	Phone	Attained - Case Closed	9/14/24 6:44 PM	9/15/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001246953	Dog Stray dog at large	Phone	Missed - Case Closed	2/19/24 10:30 AM	2/20/24 11:26 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001707890	cat	Phone	Attained - Case Closed	8/13/24 10:19 AM	8/13/24 11:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001712864	Other	Phone	Attained - Case Closed	8/15/24 10:17 AM	8/15/24 10:24 AM	DBL_Animal Services Administration
Animal Concern Case	201001477510	Dog Dog barking	WEB	Attained - Case Closed	5/13/24 1:25 AM	5/13/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001298068	Dog Stray dog at large	Phone	Attained - Case Closed	3/6/24 5:23 PM	3/6/24 5:31 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001103899	Licence update	WEB	Attained - Case Closed	1/3/24 12:59 PM	1/3/24 1:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001140591	Dog Stray dog at large	Phone	Attained - Case Closed	1/11/24 12:24 PM	1/11/24 12:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001937010	Dog Human attacked by dog	Phone	Attained - Case Closed	11/1/24 1:31 PM	11/1/24 5:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001635488	Dog Dog off leash	Phone	Attained - Case Closed	7/12/24 12:51 PM	7/12/24 1:02 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001553948	cat	WEB	Attained - Case Closed	6/9/24 12:49 PM	6/9/24 1:08 PM	DBL_Animal Services Administration
Animal Concern Case	201001420063	Dog Dog barking	WEB	Attained - Case Closed	4/22/24 9:08 PM	4/23/24 10:17 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001870301	Other	Phone	Attained - Case Closed	10/4/24 1:21 PM	10/4/24 1:44 PM	DBL_Animal Services Administration
Animal Concern Case	201002071517	Dog Other	Phone	Missed - Case Closed	12/27/24 12:42 PM	12/28/24 12:40 PM	311_Contact Centre
Animal Concern Case	201001707265	Dog Other	WEB	Attained - Case Closed	8/12/24 8:53 PM	8/13/24 9:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001473772	Dog Stray dog at large	Phone	Attained - Case Closed	5/10/24 9:09 AM	5/10/24 9:30 AM	DBL_Animal Services Dispatch



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001704339	Dog	Phone	Attained - Case Closed	8/11/24 3:16 PM	8/11/24 3:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001643765	Dog	WEB	Attained - Case Closed	7/17/24 9:01 AM	7/17/24 9:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001644132	Attack in progress** Dog	WEB	Attained - Case Closed	7/17/24 10:39 AM	7/17/24 11:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001480330	Human attacked by dog Dog	WEB	Attained - Case Closed	5/14/24 9:12 AM	5/14/24 9:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001163315	Dog attacked by dog Dog	WEB	Attained - Case Closed	1/22/24 11:25 AM	1/22/24 12:09 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001298337	Dog	WEB	Attained - Case Closed	3/7/24 2:23 AM	3/7/24 8:49 AM	DBL_Animal Services Administration
Lost Pets Case	201001336183	Dog	WEB	Attained - Case Closed	3/17/24 2:52 PM	3/17/24 3:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001420187	Dog	Phone	Attained - Case Closed	4/23/24 7:54 AM	4/23/24 8:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001972696	Stray dog at large Dog	WEB	Attained - Case Closed	11/20/24 1:50 PM	11/20/24 5:44 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001136622	Dog off leash Licence cancellation	Phone	Attained - Case Closed	1/9/24 4:17 PM	1/9/24 4:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001218796	Replacement tag	Chat	Attained - Case Closed	2/4/24 3:59 PM	2/4/24 4:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001348303	Dog	Phone	Attained - Case Closed	3/24/24 4:13 PM	3/24/24 4:27 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001933836	Stray dog at large Dog	Phone	Attained - Case Closed	10/30/24 7:32 PM	10/31/24 11:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001377791	Licence cancellation	WEB	Attained - Case Closed	3/29/24 8:15 PM	3/30/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001379678	Licence cancellation	WEB	Attained - Case Closed	4/1/24 10:04 AM	4/1/24 3:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001677192	Dog	Phone	Attained - Case Closed	7/28/24 9:21 AM	7/28/24 9:45 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001376174	Holding stray Other	Phone	Attained - Case Closed	3/28/24 2:28 PM	3/28/24 2:33 PM	DBL_Animal Services Administration
Lost Pets Case	201002073076	cat	WEB	Attained - Case Closed	12/28/24 11:56 PM	12/29/24 10:15 AM	DBL_Animal Services Administration
Animal Concern Case	201001420190	Dog	Phone	Attained - Case Closed	4/23/24 7:56 AM	4/23/24 8:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001980237	Stray dog at large Chicken	WEB	Attained - Case Closed	11/24/24 3:43 PM	11/24/24 4:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001383132	Other Dog	WEB	Attained - Case Closed	4/2/24 6:04 PM	4/3/24 10:14 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001481328	Human attacked by dog Dog	Phone	Attained - Case Closed	5/14/24 1:01 PM	5/14/24 1:08 PM	DBL_Animal Services Administration
Animal Concern Case	201001871322	Dog	WEB	Attained - Case Closed	10/5/24 8:48 AM	10/5/24 10:38 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001479755	Holding stray cat	WEB	Attained - Case Closed	5/13/24 5:40 PM	5/13/24 5:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001555141	Dog	WEB	Attained - Case Closed	6/10/24 10:22 AM	6/10/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001796960	Dog attacked by dog Dog	Mobile App	Attained - Case Closed	9/9/24 5:00 PM	9/9/24 5:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001476808	Dog barking	Mobile App	Attained - Case Closed	5/12/24 9:04 AM	5/12/24 9:31 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001584055	Aggressive dog poorly contained cat	WEB	Attained - Case Closed	6/24/24 12:23 AM	6/24/24 10:45 AM	DBL_Animal Services Administration
Animal Concern Case	201001871007	Chicken	Mobile App	Attained - Case Closed	10/4/24 4:59 PM	10/4/24 5:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001622235	Chicken noise Dog	WEB	Attained - Case Closed	7/6/24 9:30 AM	7/6/24 10:12 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001202089	Aggressive dog poorly contained Dog ownership	Phone	Attained - Case Closed	1/29/24 11:36 AM	1/29/24 12:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001202108	Licence cancellation	Phone	Attained - Case Closed	1/29/24 11:39 AM	1/29/24 12:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001302293	Dog	Mobile App	Attained - Case Closed	3/8/24 4:33 PM	3/8/24 4:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001309648	Dog off leash Dog	Phone	Attained - Case Closed	3/13/24 12:51 PM	3/13/24 1:42 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001310591	Dog attacked by dog Other	Phone	Attained - Case Closed	3/13/24 7:01 PM	3/14/24 9:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001402991	Dog	Mobile App	Attained - Case Closed	4/12/24 10:16 PM	4/13/24 11:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001806988	Dog off leash Dog	Phone	Attained - Case Closed	9/15/24 9:31 AM	9/15/24 11:23 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001293894	Dog attacked by dog Licence update	WEB	Attained - Case Closed	3/4/24 7:50 PM	3/5/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001260937	Licence cancellation	Phone	Attained - Case Closed	2/26/24 5:59 PM	2/26/24 6:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001131933	Licence update	Phone	Attained - Case Closed	1/8/24 9:59 AM	1/8/24 10:36 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001499970	Other	Phone	Attained - Case Closed	5/23/24 4:25 PM	5/23/24 4:38 PM	DBL_Animal Services Administration
Animal Concern Case	201002064350	Dog	WEB	Attained - Case Closed	12/20/24 3:43 PM	12/20/24 4:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001619184	Dog attacked by dog Dog	WEB	Attained - Case Closed	7/4/24 4:32 PM	7/4/24 4:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257901	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	2/25/24 11:18 AM	2/25/24 11:28 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001818273	Dog attacked by dog cat	Phone	Attained - Case Closed	9/20/24 8:19 PM	9/21/24 11:15 AM	DBL_Animal Services Administration
Animal Concern Case	201001658409	Dog	Mobile App	Attained - Case Closed	7/23/24 7:42 PM	7/24/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001414665	Dog barking Dog	Phone	Attained - Case Closed	4/19/24 11:19 AM	4/19/24 12:04 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001552430	Aggressive dog poorly contained By-laws	Phone	Attained - Case Closed	6/7/24 7:01 PM	6/8/24 10:01 AM	DBL_Animal Services Administration
Animal Concern Case	201001414441	Dog	Phone	Attained - Case Closed	4/19/24 10:14 AM	4/19/24 11:20 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001485663	Aggressive dog poorly contained Dog ownership	Chat	Attained - Case Closed	5/16/24 11:37 AM	5/16/24 11:40 AM	DBL_Animal Services Administration
Lost Pets Case	201001490216	cat	Phone	Attained - Case Closed	5/18/24 6:30 PM	5/19/24 9:46 AM	DBL_Animal Services Administration
Animal Concern Case	201001646039	Dog	Mobile App	Attained - Case Closed	7/18/24 7:11 AM	7/18/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001811931	Aggressive dog poorly contained Dog	Mobile App	Attained - Case Closed	9/17/24 7:01 PM	9/18/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001509851	Dog off leash Dog	Mobile App	Attained - Case Closed	5/28/24 7:36 PM	5/29/24 9:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001609199	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	6/30/24 4:16 PM	6/30/24 4:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001691388	Stray dog at large Dog	Mobile App	Attained - Case Closed	8/4/24 2:09 PM	8/4/24 2:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001685649	Dog barking Dog	Mobile App	Attained - Case Closed	8/1/24 7:35 AM	8/1/24 12:05 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001247402	Dog barking cat	Phone	Attained - Case Closed	2/19/24 3:08 PM	2/20/24 12:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001339119	Dog	WEB	Attained - Case Closed	3/19/24 10:03 AM	3/19/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001293982	Human attacked by dog Dog	WEB	Attained - Case Closed	3/4/24 11:46 PM	3/5/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001927502	Dog barking Dog	WEB	Attained - Case Closed	10/27/24 10:02 PM	10/28/24 11:56 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001932009	Dog	WEB	Attained - Case Closed	10/29/24 10:17 PM	10/30/24 8:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001951793	Dog barking	WEB	Attained - Case Closed	11/10/24 12:15 AM	11/10/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001582737	Dog	WEB	Attained - Case Closed	6/22/24 12:29 PM	6/22/24 1:02 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001638389	Aggressive dog poorly contained cat	WEB	Attained - Case Closed	7/14/24 11:33 PM	7/15/24 12:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001245035	Dog	Phone	Attained - Case Closed	2/16/24 3:54 PM	2/16/24 4:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001246624	Aggressive dog poorly contained	Phone	Attained - Case Closed	2/18/24 5:12 PM	2/18/24 5:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002051152	Dog off leash	Phone	Attained - Case Closed	12/13/24 3:26 PM	12/13/24 4:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001512280	Dog Holding stray	Phone	Attained - Case Closed	5/29/24 6:23 PM	5/30/24 8:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001380786	Dog off leash	WEB	Attained - Case Closed	4/1/24 8:25 PM	4/2/24 9:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001646256	Dog Holding stray	Phone	Attained - Case Closed	7/18/24 9:05 AM	7/18/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001380675	Dog Stray dog at large	WEB	Attained - Case Closed	4/1/24 5:49 PM	4/2/24 12:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001380678	Dog off leash	Phone	Attained - Case Closed	4/1/24 5:51 PM	4/2/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001581125	Dog Stray dog at large	Phone	Attained - Case Closed	6/21/24 12:42 PM	6/21/24 1:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002052747	Dog Other	Phone	Attained - Case Closed	12/15/24 9:07 AM	12/15/24 11:22 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001221994	Holding stray	WEB	Attained - Case Closed	2/6/24 6:05 AM	2/6/24 8:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001314177	Licence cancellation	Phone	Attained - Case Closed	3/15/24 1:25 PM	3/15/24 1:50 PM	DBL_Animal Services Administration
Lost Pets Case	201001808331	cat	Phone	Attained - Case Closed	9/16/24 10:58 AM	9/16/24 12:53 PM	DBL_Animal Services Administration
Animal Concern Case	201001130344	Dog	Phone	Attained - Case Closed	1/6/24 1:20 PM	1/6/24 1:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001286547	Dog off leash	Phone	Attained - Case Closed	2/29/24 10:30 AM	2/29/24 11:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001377054	Dog off leash	Phone	Missed - Case Closed	3/29/24 10:30 AM	3/30/24 11:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001452381	Dog off leash	Phone	Attained - Case Closed	4/29/24 4:17 PM	4/29/24 4:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001454889	Dog off leash	Phone	Attained - Case Closed	4/30/24 4:40 PM	4/30/24 4:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001537502	Dog barking	Phone	Attained - Case Closed	6/1/24 11:39 AM	6/1/24 11:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001608798	Dog off leash	Phone	Attained - Case Closed	6/30/24 10:40 AM	6/30/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001613409	Dog off leash	Phone	Attained - Case Closed	7/2/24 4:46 PM	7/2/24 5:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001634301	Dog off leash	Phone	Attained - Case Closed	7/11/24 7:22 PM	7/12/24 12:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001699224	Dog off leash	Phone	Attained - Case Closed	8/8/24 12:49 PM	8/8/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002073490	Dog off leash	Phone	Attained - Case Closed	12/29/24 3:11 PM	12/29/24 3:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002074327	Dog off leash	Phone	Attained - Case Closed	12/30/24 11:16 AM	12/30/24 11:20 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001292718	Licence update	WEB	Attained - Case Closed	3/4/24 12:28 PM	3/4/24 2:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001689602	Pet bird	Phone	Attained - Case Closed	8/2/24 5:09 PM	8/2/24 5:32 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001689802	Holding stray Adoption	Phone	Attained - Case Closed	8/2/24 8:53 PM	8/3/24 10:52 AM	DBL_Animal Services Administration
Animal Concern Case	201002077475	Dog Holding stray	Phone	Attained - Case Closed	12/31/24 5:24 PM	12/31/24 5:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001888760	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	10/16/24 12:25 PM	10/16/24 12:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001935925	Dog	WEB	Attained - Case Closed	10/31/24 11:07 PM	11/1/24 2:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001883076	Dog barking	Phone	Attained - Case Closed	10/11/24 4:02 PM	10/11/24 4:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001690908	Holding stray	Mobile App	Attained - Case Closed	8/4/24 12:22 AM	8/4/24 2:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001952931	Dog	WEB	Missed - Case Closed	11/11/24 11:42 AM	11/12/24 1:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001144737	Human attacked by dog	Phone	Attained - Case Closed	1/13/24 12:44 PM	1/13/24 1:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001718288	Dog barking	Phone	Attained - Case Closed	8/18/24 4:25 PM	8/18/24 5:52 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001217571	Dog barking	Phone	Attained - Case Closed	2/3/24 11:22 AM	2/3/24 1:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001228103	Licence update	Phone	Attained - Case Closed	2/8/24 12:00 PM	2/8/24 12:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001636708	Dog	WEB	Attained - Case Closed	7/13/24 9:48 AM	7/13/24 1:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001553769	Dog barking	WEB	Attained - Case Closed	6/9/24 10:03 AM	6/9/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001722764	Dog barking	WEB	Attained - Case Closed	8/20/24 4:44 PM	8/20/24 4:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001586912	Aggressive dog poorly contained	WEB	Attained - Case Closed	6/24/24 11:07 PM	6/25/24 8:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001449322	Dog barking	WEB	Attained - Case Closed	4/27/24 3:37 PM	4/27/24 3:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001586896	Dog barking	WEB	Attained - Case Closed	6/24/24 10:41 PM	6/25/24 8:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001586909	Dog barking	WEB	Attained - Case Closed	6/24/24 11:04 PM	6/25/24 8:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001686191	Dog barking	WEB	Attained - Case Closed	8/1/24 10:32 AM	8/1/24 12:07 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001148607	Dog barking	Phone	Attained - Case Closed	1/15/24 4:24 PM	1/15/24 4:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001377783	Dog Holding stray	WEB	Attained - Case Closed	3/29/24 7:55 PM	3/30/24 10:05 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001309192	Licence update	WEB	Attained - Case Closed	3/13/24 11:01 AM	3/13/24 11:06 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001714905		WEB	Attained - Case Closed	8/16/24 9:17 AM	8/16/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001713825	Dog	Phone	Attained - Case Closed	8/15/24 2:09 PM	8/15/24 3:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001713841	Dog barking	Phone	Attained - Case Closed	8/15/24 2:14 PM	8/15/24 3:45 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001338213	Dog barking Replacement tag	Phone	Attained - Case Closed	3/18/24 3:43 PM	3/18/24 3:56 PM	DBL_Animal Services Administration
Lost Pets Case	201001814254	cat	WEB	Attained - Case Closed	9/19/24 5:39 AM	9/19/24 10:16 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001886555	By-laws	WEB	Attained - Case Closed	10/15/24 12:17 PM	10/15/24 12:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001391354	Dog	WEB	Attained - Case Closed	4/7/24 10:41 AM	4/7/24 11:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001883311	Dog off leash	Phone	Attained - Case Closed	10/11/24 6:16 PM	10/12/24 2:37 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001649164	Dog	WEB	Attained - Case Closed	7/19/24 11:21 AM	7/19/24 11:35 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001262187	Aggressive dog poorly contained Licence cancellation	WEB	Attained - Case Closed	2/27/24 12:14 PM	2/27/24 12:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001941446	Dog Other	Phone	Missed - Case Closed	11/4/24 3:32 PM	11/5/24 10:00 AM	311_Contact Centre
Animal Concern Case	201001505470	Dog	WEB	Attained - Case Closed	5/27/24 11:54 AM	5/27/24 12:02 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001862296	Dog attacked by dog cat	Phone	Attained - Case Closed	10/1/24 7:16 AM	10/1/24 10:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001732319	Dog	WEB	Attained - Case Closed	8/26/24 3:08 PM	8/26/24 3:10 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001407365	Human attacked by dog Dog	WEB	Attained - Case Closed	4/16/24 8:39 AM	4/16/24 11:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001335177	Dog	WEB	Attained - Case Closed	3/16/24 11:39 AM	3/16/24 12:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001941789	Dog attacked by dog Dog	WEB	Attained - Case Closed	11/4/24 5:34 PM	11/4/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001585544	Dog barking Dog	Phone	Attained - Case Closed	6/24/24 1:04 PM	6/24/24 1:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001222441	Dog attacked by dog Dog	Mobile App	Attained - Case Closed	2/6/24 9:40 AM	2/6/24 9:55 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001781541	Dog off leash Dog	WEB	Attained - Case Closed	8/31/24 10:00 AM	8/31/24 11:07 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002077268	Dog ownership	Mobile App	Attained - Case Closed	12/31/24 3:20 PM	12/31/24 3:38 PM	DBL_Animal Services Administration
Animal Concern Case	201001127826	Dog	WEB	Attained - Case Closed	1/5/24 9:11 AM	1/5/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001580890	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	6/21/24 11:49 AM	6/21/24 12:50 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001346380	Stray dog at large Dog	Phone	Attained - Case Closed	3/22/24 2:44 PM	3/22/24 4:04 PM	DBL_Animal Services Administration
Lost Pets Case	201001346227	Dog	WEB	Attained - Case Closed	3/22/24 1:54 PM	3/22/24 4:03 PM	DBL_Animal Services Administration
Lost Pets Case	201001466348	cat	WEB	Attained - Case Closed	5/7/24 8:21 AM	5/7/24 11:41 AM	DBL_Animal Services Administration
Animal Concern Case	201001726712	Dog	Phone	Attained - Case Closed	8/22/24 3:31 PM	8/22/24 4:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002068954	Human attacked by dog Dog	Mobile App	Attained - Case Closed	12/24/24 1:33 PM	12/24/24 3:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001940186	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	11/4/24 10:51 AM	11/4/24 11:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001172384	Dog	Mobile App	Attained - Case Closed	1/24/24 3:47 PM	1/24/24 4:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001172409	Dog off leash Dog	Mobile App	Attained - Case Closed	1/24/24 3:53 PM	1/24/24 3:56 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001476872	Dog off leash cat	WEB	Attained - Case Closed	5/12/24 10:15 AM	5/12/24 10:39 AM	DBL_Animal Services Administration
Lost Pets Case	201001479192	cat	WEB	Attained - Case Closed	5/13/24 2:41 PM	5/13/24 3:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001979119	Dog	Phone	Attained - Case Closed	11/23/24 11:29 AM	11/23/24 12:50 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001162003	Dog barking Licence update	WEB	Attained - Case Closed	1/21/24 5:56 PM	1/21/24 6:00 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001315016	Wildlife	Phone	Attained - Case Closed	3/15/24 8:09 PM	3/16/24 12:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001703252	Dog	Phone	Attained - Case Closed	8/10/24 12:50 PM	8/10/24 12:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001797678	Stray dog at large Dog	Mobile App	Attained - Case Closed	9/10/24 9:45 AM	9/10/24 10:37 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001458992	Dog off leash Dog ownership	WEB	Attained - Case Closed	5/2/24 1:55 PM	5/2/24 3:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001548062	Dog ownership Dog	Mobile App	Attained - Case Closed	6/6/24 10:10 AM	6/6/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001245266	Dog off leash Dog	WEB	Attained - Case Closed	2/16/24 5:39 PM	2/16/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001881638	Dog off leash Dog	WEB	Attained - Case Closed	10/11/24 9:05 AM	10/11/24 10:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002025519	Dog waste not picked up Dog	Mobile App	Attained - Case Closed	12/6/24 9:35 AM	12/6/24 12:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001222286	Dog off leash Dog	Phone	Attained - Case Closed	2/6/24 9:09 AM	2/6/24 9:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001412917	Dog off leash Dog	Mobile App	Attained - Case Closed	4/18/24 1:10 PM	4/18/24 1:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001484798	Dog off leash Dog	Phone	Attained - Case Closed	5/15/24 8:11 PM	5/16/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001550086	Dog off leash Dog	WEB	Attained - Case Closed	6/6/24 8:41 PM	6/7/24 8:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001824172	Human attacked by dog Dog	Phone	Attained - Case Closed	9/25/24 7:35 AM	9/25/24 9:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884290	Dog off leash Dog	Phone	Attained - Case Closed	10/13/24 10:30 AM	10/13/24 12:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001545159	Dog off leash Dog	Mobile App	Attained - Case Closed	6/5/24 9:36 AM	6/5/24 10:11 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001242381	Dog off leash Dog	WEB	Attained - Case Closed	2/15/24 2:32 PM	2/15/24 2:32 PM	DBL_Animal Services Administration
Lost Pets Case	201001242350	Dog	WEB	Attained - Case Closed	2/15/24 2:21 PM	2/15/24 2:22 PM	DBL_Animal Services Administration
Animal Concern Case	201001474908	Dog	Mobile App	Attained - Case Closed	5/10/24 1:52 PM	5/10/24 3:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001577492	Dog off leash Dog	Phone	Attained - Case Closed	6/20/24 9:06 AM	6/20/24 10:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001148834	Dog attacked by dog Dog	Mobile App	Attained - Case Closed	1/15/24 5:52 PM	1/16/24 9:04 AM	311_Contact Centre - General Feedback
Animal Services Inquiry Case	201001541992	Dog waste not picked up Dog ownership	WEB	Attained - Case Closed	6/3/24 10:22 PM	6/4/24 9:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001399824	Dog ownership Dog	Phone	Attained - Case Closed	4/11/24 12:59 PM	4/11/24 1:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001548770	Dog barking Dog	Phone	Attained - Case Closed	6/6/24 12:37 PM	6/6/24 12:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001590971	Dog off leash Dog	Mobile App	Attained - Case Closed	6/26/24 12:48 PM	6/26/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001453767	Dog off leash Dog	Phone	Attained - Case Closed	4/30/24 11:56 AM	4/30/24 12:09 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001377809	Human attacked by dog Licence update	Phone	Attained - Case Closed	3/29/24 9:01 PM	3/30/24 10:09 AM	DBL_Animal Services Administration
Animal Concern Case	201001693150	Dog	Mobile App	Attained - Case Closed	8/6/24 9:24 AM	8/6/24 10:14 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001150051	Dog off leash Other	Phone	Attained - Case Closed	1/16/24 11:44 AM	1/16/24 11:55 AM	DBL_Animal Services Administration
Animal Concern Case	201002053020	Other	Phone	Missed - Case Closed	12/15/24 12:51 PM	12/17/24 9:45 AM	DBL_Property Use Inspections
Animal Services Inquiry Case	201001677470	Other Dog ownership	Phone	Attained - Case Closed	7/28/24 1:22 PM	7/28/24 1:35 PM	DBL_Animal Services Administration
Lost Pets Case	201001169595	Dog	Phone	Attained - Case Closed	1/23/24 5:53 PM	1/23/24 6:04 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001704458	Other	Phone	Attained - Case Closed	8/11/24 4:36 PM	8/11/24 4:42 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001720037	Other	Phone	Attained - Case Closed	8/19/24 2:21 PM	8/19/24 2:41 PM	DBL_Animal Services Administration
Lost Pets Case	201002052827	Dog	Phone	Attained - Case Closed	12/15/24 10:15 AM	12/15/24 12:28 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001693195	Pet bird	Mobile App	Attained - Case Closed	8/6/24 9:35 AM	8/6/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001213847	Holding stray	WEB	Attained - Case Closed	2/1/24 5:15 PM	2/1/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001550088	Dog	WEB	Attained - Case Closed	6/6/24 8:41 PM	6/7/24 11:44 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001978716	Dog off leash	Mobile App	Attained - Case Closed	11/22/24 9:10 PM	11/23/24 12:52 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001787569	Dog barking	WEB	Attained - Case Closed	9/4/24 2:07 PM	9/4/24 2:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001654870	Dog	Mobile App	Attained - Case Closed	7/22/24 3:13 PM	7/22/24 3:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001398467	Human attacked by dog	WEB	Attained - Case Closed	4/10/24 5:33 PM	4/10/24 5:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001170440	Dog	Mobile App	Attained - Case Closed	1/24/24 9:38 AM	1/24/24 9:46 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001647230	Dog off leash	Phone	Attained - Case Closed	7/18/24 1:11 PM	7/18/24 1:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001130551	Fees and fines	Phone	Attained - Case Closed	1/6/24 3:14 PM	1/6/24 3:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001227687	Dog	Phone	Attained - Case Closed	2/8/24 10:24 AM	2/8/24 11:20 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001624137	Aggressive dog poorly contained	WEB	Attained - Case Closed	7/8/24 5:12 AM	7/8/24 12:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001445810	Dog ownership	Phone	Attained - Case Closed	4/25/24 1:23 PM	4/25/24 1:29 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001456401	Stray dog at large	Phone	Attained - Case Closed	5/1/24 1:19 PM	5/1/24 1:26 PM	DBL_Animal Services Administration
Lost Pets Case	201001456643	cat	Phone	Attained - Case Closed	5/1/24 2:21 PM	5/1/24 2:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001723003	cat	Phone	Attained - Case Closed	8/20/24 8:16 PM	8/21/24 8:51 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001539381	Dog	Phone	Attained - Case Closed	6/3/24 9:48 AM	6/3/24 11:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001484583	Holding stray	Phone	Attained - Case Closed	5/15/24 4:57 PM	5/15/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001423268	Dog	Phone	Attained - Case Closed	4/24/24 11:23 AM	4/24/24 11:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001679578	Human attacked by dog	Phone	Attained - Case Closed	7/29/24 2:02 PM	7/29/24 2:13 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001703843	Dog	Phone	Attained - Case Closed	8/11/24 7:24 AM	8/11/24 10:31 AM	DBL_Animal Services Administration
Lost Pets Case	201001677701	Dog	Phone	Attained - Case Closed	7/28/24 5:34 PM	7/28/24 5:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001245096	Licence cancellation	Phone	Attained - Case Closed	2/16/24 4:13 PM	2/16/24 4:34 PM	DBL_Animal Services Administration
Animal Concern Case	201002053177	Dog	WEB	Attained - Case Closed	12/15/24 3:42 PM	12/16/24 1:33 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001354651	Other	WEB	Attained - Case Closed	3/27/24 5:41 PM	3/27/24 5:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002055650	Dog barking	WEB	Attained - Case Closed	12/16/24 10:40 PM	12/17/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001309915	Dog	WEB	Attained - Case Closed	3/13/24 2:08 PM	3/13/24 2:19 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001400093	Aggressive dog poorly contained	WEB	Attained - Case Closed	4/11/24 2:12 PM	4/11/24 2:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001457172	By-laws	Phone	Attained - Case Closed	5/1/24 5:01 PM	5/1/24 5:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001922449	Dog	Mobile App	Attained - Case Closed	10/24/24 7:59 AM	10/24/24 8:12 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001378946	Stray dog at large	WEB	Attained - Case Closed	3/31/24 11:55 AM	3/31/24 1:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001217019	Dog	Phone	Attained - Case Closed	2/2/24 5:47 PM	2/2/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001471221	Dog off leash	Phone	Attained - Case Closed	5/9/24 8:57 AM	5/9/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001959499	Dog off leash	Phone	Attained - Case Closed	11/14/24 11:19 AM	11/14/24 12:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002052813	Dog	Mobile App	Attained - Case Closed	12/15/24 10:06 AM	12/15/24 2:19 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001572896	Dog off leash	Phone	Attained - Case Closed	6/18/24 10:36 AM	6/18/24 10:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001158893	Dog	Phone	Attained - Case Closed	1/19/24 2:17 PM	1/19/24 2:26 PM	DBL_Animal Services Administration
Lost Pets Case	201001507062	Licence update	WEB	Attained - Case Closed	5/27/24 6:11 PM	5/27/24 6:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001571884	Dog	Phone	Attained - Case Closed	6/17/24 4:57 PM	6/17/24 5:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001402924	Stray dog at large	WEB	Attained - Case Closed	4/12/24 8:18 PM	4/13/24 10:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001461961	Dog barking	WEB	Attained - Case Closed	5/3/24 8:43 PM	5/4/24 3:22 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001393521	Dog barking	WEB	Attained - Case Closed	4/8/24 3:11 PM	4/8/24 3:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001639315	cat	Mobile App	Attained - Case Closed	7/15/24 11:45 AM	7/15/24 11:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417897	Stray dog at large	Phone	Attained - Case Closed	4/22/24 8:52 AM	4/22/24 9:02 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001145397	Dog off leash	Phone	Attained - Case Closed	1/14/24 10:29 AM	1/14/24 10:38 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001722656	Dog	WEB	Attained - Case Closed	8/20/24 3:57 PM	8/21/24 10:41 AM	311_Contact Centre - General Feedback
Feeding Wildlife Case	201001790560	Wildlife	WEB	Attained - Case Closed	9/5/24 6:41 PM	9/6/24 10:29 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001478473	cat	Phone	Attained - Case Closed	5/13/24 11:55 AM	5/13/24 12:02 PM	DBL_Animal Services Administration
Animal Concern Case	201001654673	Other	WEB	Attained - Case Closed	7/22/24 2:30 PM	7/22/24 3:35 PM	311_Contact Centre - General Feedback
Animal Services Inquiry Case	201001672807	Other	Phone	Attained - Case Closed	7/25/24 2:25 PM	7/25/24 2:34 PM	DBL_Animal Services Administration
Dog Licence Case	201001081927	Licence update	Mobile App	Attained - Case Closed	1/2/24 2:54 PM	1/2/24 3:09 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001381775	Other	Phone	Attained - Case Closed	4/2/24 11:42 AM	4/2/24 11:47 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001495838	Other	Phone	Attained - Case Closed	5/22/24 11:25 AM	5/22/24 12:22 PM	DBL_Animal Services Administration
Lost Pets Case	201001494390	Dog	WEB	Attained - Case Closed	5/21/24 6:16 PM	5/22/24 9:55 AM	DBL_Animal Services Administration
Lost Pets Case	201001690647	Dog	Phone	Attained - Case Closed	8/3/24 4:40 PM	8/4/24 10:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001871232	Dog	Phone	Attained - Case Closed	10/4/24 9:26 PM	10/5/24 10:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001392032	Other	Phone	Attained - Case Closed	4/8/24 8:41 AM	4/8/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001534931	Dog off leash	Phone	Attained - Case Closed	5/31/24 7:29 AM	5/31/24 8:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001148970	Dog	Phone	Attained - Case Closed	1/15/24 8:28 PM	1/16/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001622226	Stray dog at large	WEB	Attained - Case Closed	7/6/24 9:25 AM	7/6/24 9:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001793319	Dog	Mobile App	Attained - Case Closed	9/7/24 10:42 AM	9/7/24 10:56 AM	DBL_Animal Services Dispatch
		Stray dog at large					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001544322	Dog	WEB	Attained - Case Closed	6/4/24 4:30 PM	6/4/24 4:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001723034	Dog barking	Phone	Attained - Case Closed	8/20/24 8:55 PM	8/21/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001941403	Stray dog at large	WEB	Attained - Case Closed	11/4/24 3:19 PM	11/4/24 3:45 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001639076	Dog	Mobile App	Attained - Case Closed	7/15/24 10:49 AM	7/15/24 11:05 AM	DBL_Animal Services Administration
Lost Pets Case	201001543907	cat	Phone	Attained - Case Closed	6/4/24 2:42 PM	6/4/24 3:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001126061	Licence cancellation	WEB	Attained - Case Closed	1/4/24 11:42 AM	1/4/24 11:49 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201002073613		WEB	Attained - Case Closed	12/29/24 6:30 PM	12/30/24 8:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001210553	Dog	Phone	Attained - Case Closed	1/31/24 4:12 PM	1/31/24 4:32 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001798746	Dog barking	Mobile App	Attained - Case Closed	9/10/24 2:10 PM	9/10/24 2:17 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001798755	Dog ownership	Mobile App	Attained - Case Closed	9/10/24 2:13 PM	9/10/24 2:17 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001799767	By-laws	Mobile App	Attained - Case Closed	9/11/24 8:54 AM	9/11/24 10:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001702537	Dog ownership	Mobile App	Attained - Case Closed	9/11/24 8:54 AM	9/11/24 10:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001702537	Dog Holding stray	Phone	Attained - Case Closed	8/9/24 4:54 PM	8/9/24 5:09 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001145176	Licence cancellation	WEB	Attained - Case Closed	1/13/24 6:50 PM	1/14/24 9:51 AM	DBL_Animal Services Administration
Lost Pets Case	201001857831	Dog	Phone	Attained - Case Closed	9/26/24 4:44 PM	9/26/24 5:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001635446	Dog	Phone	Attained - Case Closed	7/12/24 12:38 PM	7/12/24 12:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001552497	Dog off leash	Phone	Attained - Case Closed	6/7/24 7:54 PM	6/8/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001229317	Dog off leash	Phone	Attained - Case Closed	6/7/24 7:54 PM	6/8/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001229317	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/8/24 6:33 PM	2/9/24 10:12 AM	311_Contact Centre
Animal Concern Case	201001621399	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/5/24 3:06 PM	7/5/24 3:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001553264	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	6/8/24 3:18 PM	6/8/24 3:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001614440	Dog Other	Phone	Attained - Case Closed	7/3/24 9:58 AM	7/3/24 12:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001146129	Dog	Phone	Attained - Case Closed	1/15/24 8:17 AM	1/15/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001660953	Dog off leash	Phone	Attained - Case Closed	1/15/24 8:17 AM	1/15/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001660953	Dog	Phone	Attained - Case Closed	7/24/24 5:42 PM	7/24/24 5:49 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001705109	Dog off leash	Phone	Attained - Case Closed	7/24/24 5:42 PM	7/24/24 5:49 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001705109	Dog	Phone	Attained - Case Closed	8/12/24 9:43 AM	8/12/24 10:51 AM	DBL_Animal Services Administration
Lost Pets Case	201001723636	Dog	WEB	Attained - Case Closed	8/12/24 9:43 AM	8/12/24 10:51 AM	DBL_Animal Services Administration
Animal Concern Case	201001574570	Dog	WEB	Attained - Case Closed	8/21/24 10:35 AM	8/21/24 10:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001574570	Dog off leash	WEB	Attained - Case Closed	6/18/24 5:53 PM	6/18/24 6:00 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001172713	Dog	Phone	Attained - Case Closed	1/24/24 5:14 PM	1/24/24 5:22 PM	DBL_Animal Services Administration
Lost Pets Case	201001857916	Dog	Phone	Attained - Case Closed	1/24/24 5:14 PM	1/24/24 5:22 PM	DBL_Animal Services Administration
Lost Pets Case	201001857916	Dog	Phone	Attained - Case Closed	9/26/24 5:50 PM	9/26/24 5:56 PM	DBL_Animal Services Administration
Lost Pets Case	201001858061	Dog	WEB	Attained - Case Closed	9/26/24 11:04 PM	9/27/24 10:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001944601	Dog	Phone	Attained - Case Closed	9/26/24 11:04 PM	9/27/24 10:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001944601	Dog Holding stray	Phone	Attained - Case Closed	11/6/24 10:08 AM	11/6/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001894489	Dog	Phone	Attained - Case Closed	10/19/24 12:44 PM	10/19/24 12:59 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002053457	Stray dog at large	Phone	Attained - Case Closed	10/19/24 12:44 PM	10/19/24 12:59 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002053457	Dog	Phone	Attained - Case Closed	12/16/24 7:39 AM	12/16/24 9:13 AM	DBL_Animal Services Administration
Lost Pets Case	201001935741	Bird	WEB	Attained - Case Closed	12/16/24 7:39 AM	12/16/24 9:13 AM	DBL_Animal Services Administration
Lost Pets Case	201001935741	Bird	WEB	Attained - Case Closed	10/31/24 7:07 PM	11/1/24 10:13 AM	DBL_Animal Services Administration
Lost Pets Case	201001937133	Bird	Phone	Attained - Case Closed	11/1/24 2:13 PM	11/1/24 2:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001568351	Dog	WEB	Attained - Case Closed	11/1/24 2:13 PM	11/1/24 2:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001568351	Dog attacked by dog	WEB	Attained - Case Closed	6/15/24 12:18 PM	6/15/24 1:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001692716	Dog	Phone	Attained - Case Closed	6/15/24 12:18 PM	6/15/24 1:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001692716	Stray dog at large	Phone	Attained - Case Closed	8/5/24 6:50 PM	8/6/24 10:01 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001700047	cat	Chat	Attained - Case Closed	8/8/24 4:10 PM	8/8/24 5:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001624077	Dog	WEB	Attained - Case Closed	8/8/24 4:10 PM	8/8/24 5:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001624077	Dog attacked by dog	WEB	Attained - Case Closed	7/7/24 9:28 PM	7/8/24 12:00 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001790909	cat	WEB	Attained - Case Closed	9/6/24 8:38 AM	9/6/24 10:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001883656	Dog	WEB	Attained - Case Closed	9/6/24 8:38 AM	9/6/24 10:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001883656	Dog barking	WEB	Attained - Case Closed	10/12/24 11:22 AM	10/12/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001241954	Dog	Phone	Attained - Case Closed	10/12/24 11:22 AM	10/12/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001241954	Stray dog at large	Phone	Attained - Case Closed	2/15/24 12:34 PM	2/15/24 12:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001985186	Dog	Phone	Attained - Case Closed	11/26/24 3:05 PM	11/26/24 3:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001985186	Dog off leash	Phone	Attained - Case Closed	11/26/24 3:05 PM	11/26/24 3:22 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002057174	Dog ownership	Phone	Attained - Case Closed	12/17/24 2:10 PM	12/17/24 2:38 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001629601	Other	Mobile App	Attained - Case Closed	12/17/24 2:10 PM	12/17/24 2:38 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001629601	Other	Mobile App	Attained - Case Closed	7/10/24 8:14 AM	7/10/24 9:33 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001897652	Other	Phone	Attained - Case Closed	7/10/24 8:14 AM	7/10/24 9:33 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001897652	Other	Phone	Attained - Case Closed	10/21/24 4:24 PM	10/21/24 5:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001883379	Dog	WEB	Attained - Case Closed	10/21/24 4:24 PM	10/21/24 5:17 PM	DBL_Animal Services Administration
Animal Concern Case	201001883379	Dog barking	WEB	Attained - Case Closed	10/11/24 8:28 PM	10/12/24 2:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001637487	Dog	WEB	Attained - Case Closed	7/13/24 8:53 PM	7/14/24 4:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001637487	Dog off leash	WEB	Attained - Case Closed	7/13/24 8:53 PM	7/14/24 4:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001812917	Dog	Phone	Attained - Case Closed	9/18/24 12:02 PM	9/18/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001812917	Holding stray	Phone	Attained - Case Closed	9/18/24 12:02 PM	9/18/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002017811	Dog	Mobile App	Attained - Case Closed	12/3/24 10:00 AM	12/3/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002017811	Dog off leash	Mobile App	Attained - Case Closed	12/3/24 10:00 AM	12/3/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001462575	Dog	Phone	Attained - Case Closed	5/4/24 2:02 PM	5/4/24 3:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462575	Dog off leash	Phone	Attained - Case Closed	5/4/24 2:02 PM	5/4/24 3:25 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001376857	Licence cancellation	WEB	Attained - Case Closed	3/29/24 6:27 AM	3/30/24 10:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001376857	Licence cancellation	WEB	Attained - Case Closed	3/29/24 6:27 AM	3/30/24 10:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001247219	Other	Phone	Attained - Case Closed	2/19/24 1:13 PM	2/20/24 11:06 AM	DBL_Animal Services Administration
Animal Concern Case	201001347387	Dog	Phone	Attained - Case Closed	2/19/24 1:13 PM	2/20/24 11:06 AM	DBL_Animal Services Administration
Animal Concern Case	201001347387	Badly injured stray dog or chicken**	Phone	Attained - Case Closed	3/23/24 1:16 PM	3/23/24 1:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001457410	Dog	Phone	Attained - Case Closed	3/23/24 1:16 PM	3/23/24 1:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001457410	Dog off leash	Phone	Attained - Case Closed	5/1/24 8:16 PM	5/2/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001473376	Dog	Phone	Attained - Case Closed	5/9/24 7:53 PM	5/10/24 10:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001473376	Dog off leash	Phone	Attained - Case Closed	5/9/24 7:53 PM	5/10/24 10:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001500000	Dog	Mobile App	Attained - Case Closed	5/23/24 4:34 PM	5/23/24 4:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001500000	Dog off leash	Mobile App	Attained - Case Closed	5/23/24 4:34 PM	5/23/24 4:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001624507	Dog	Phone	Attained - Case Closed	7/8/24 9:44 AM	7/8/24 12:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001624507	Dog off leash	Phone	Attained - Case Closed	7/8/24 9:44 AM	7/8/24 12:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001646620	Dog	Phone	Attained - Case Closed	7/18/24 10:38 AM	7/18/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001646620	Dog off leash	Phone	Attained - Case Closed	7/18/24 10:38 AM	7/18/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703927	Dog	Mobile App	Attained - Case Closed	8/11/24 9:21 AM	8/11/24 9:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001703927	Aggressive dog poorly contained	Mobile App	Attained - Case Closed	8/11/24 9:21 AM	8/11/24 9:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001475084	Dog	Phone	Attained - Case Closed	5/10/24 2:40 PM	5/10/24 3:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001475084	Dog off leash	Phone	Attained - Case Closed	5/10/24 2:40 PM	5/10/24 3:28 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001953550	cat	WEB	Attained - Case Closed	11/11/24 9:47 PM	11/12/24 2:52 PM	DBL_Animal Services Administration
Animal Concern Case	201001683342	Dog	Mobile App	Attained - Case Closed	11/11/24 9:47 PM	11/12/24 2:52 PM	DBL_Animal Services Administration
Animal Concern Case	201001683342	Aggressive dog poorly contained	Mobile App	Attained - Case Closed	7/31/24 8:29 AM	7/31/24 10:17 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001082535	Licence cancellation	Mobile App	Attained - Case Closed	1/2/24 7:10 PM	1/3/24 9:58 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001232210	Other	WEB	Attained - Case Closed	2/10/24 1:52 PM	2/10/24 2:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001613182	Dog Dog barking	WEB	Attained - Case Closed	7/2/24 3:49 PM	7/2/24 5:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001965987	Dog Dog Other	Phone	Attained - Case Closed	11/18/24 11:13 AM	11/18/24 12:48 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001823481	cat	WEB	Attained - Case Closed	9/24/24 2:39 PM	9/24/24 3:06 PM	DBL_Animal Services Administration
Lost Pets Case	201001801151	cat	Phone	Attained - Case Closed	9/11/24 3:11 PM	9/11/24 3:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001449189	Dog Dog barking	WEB	Attained - Case Closed	4/27/24 1:26 PM	4/27/24 1:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449375	Dog Dog barking	WEB	Attained - Case Closed	4/27/24 4:39 PM	4/27/24 4:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001490096	Dog Dog Other	WEB	Attained - Case Closed	5/18/24 3:43 PM	5/18/24 3:56 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001512148	Other	Phone	Attained - Case Closed	5/29/24 5:01 PM	5/29/24 5:06 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001689578		Mobile App	Attained - Case Closed	8/2/24 4:57 PM	8/2/24 5:59 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001637742		WEB	Attained - Case Closed	7/14/24 10:29 AM	7/14/24 12:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002052717	Dog Holding stray	Phone	Attained - Case Closed	12/15/24 8:12 AM	12/15/24 11:31 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001718289	Dog ownership	Phone	Attained - Case Closed	8/18/24 4:25 PM	8/19/24 10:19 AM	DBL_Animal Services Administration
Animal Concern Case	201001217898	Dog Dog attacked by dog	Phone	Attained - Case Closed	2/3/24 2:17 PM	2/3/24 2:41 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001583300	cat	WEB	Attained - Case Closed	6/22/24 11:55 PM	6/23/24 10:53 AM	DBL_Animal Services Administration
Animal Concern Case	201001262178	Dog Dog waste not picked up	WEB	Attained - Case Closed	2/27/24 12:13 PM	2/27/24 12:17 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001477890	Other	Mobile App	Attained - Case Closed	5/13/24 9:46 AM	5/14/24 9:11 AM	PR_PD_Park Improvements
Dog Licence Case	201001166765	Licence update	Phone	Attained - Case Closed	1/23/24 9:22 AM	1/23/24 9:45 AM	DBL_Animal Services Administration
Animal Concern Case	201001576941	Dog Dog off leash	Phone	Attained - Case Closed	6/19/24 6:09 PM	6/20/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001243865	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	2/16/24 11:00 AM	2/16/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001263183	Dog Human attacked by dog	WEB	Attained - Case Closed	2/27/24 4:02 PM	2/27/24 4:12 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001301940	Licence update	Phone	Attained - Case Closed	3/8/24 2:42 PM	3/8/24 3:33 PM	DBL_Animal Services Administration
Animal Concern Case	201001632008	Dog Dog barking	WEB	Attained - Case Closed	7/10/24 11:23 PM	7/11/24 9:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001971016	Dog Stray dog at large	WEB	Attained - Case Closed	11/19/24 10:42 PM	11/20/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001390795	Dog Dog barking	WEB	Attained - Case Closed	4/6/24 1:57 PM	4/6/24 2:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387388	Dog Holding stray	Phone	Attained - Case Closed	4/4/24 2:46 PM	4/4/24 2:53 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001243428	Other	WEB	Attained - Case Closed	2/16/24 8:57 AM	2/16/24 10:00 AM	DBL_Animal Services Administration
Lost Pets Case	201001388050	Dog	WEB	Attained - Case Closed	4/4/24 8:30 PM	4/5/24 9:10 AM	DBL_Animal Services Administration
Lost Pets Case	201002049247	Dog	Phone	Attained - Case Closed	12/12/24 4:12 PM	12/12/24 5:32 PM	DBL_Animal Services Administration
Lost Pets Case	201002049948	Dog	Phone	Attained - Case Closed	12/13/24 9:59 AM	12/13/24 10:20 AM	DBL_Animal Services Administration
Animal Concern Case	201001391037	Dog Dog barking	WEB	Attained - Case Closed	4/6/24 5:32 PM	4/6/24 5:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001619484	Dog Stray dog at large	Phone	Attained - Case Closed	7/4/24 7:33 PM	7/5/24 8:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001857375	Dog Stray dog at large	Phone	Attained - Case Closed	9/26/24 2:24 PM	9/26/24 2:33 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001145337	Other	WEB	Attained - Case Closed	1/14/24 9:10 AM	1/14/24 10:14 AM	DBL_Animal Services Administration
Animal Concern Case	201001799693	Dog Holding stray	Phone	Attained - Case Closed	9/11/24 8:26 AM	9/11/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001896462	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	10/21/24 11:07 AM	10/21/24 11:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001823355	Dog Stray dog at large	Phone	Attained - Case Closed	9/24/24 2:05 PM	9/24/24 2:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002013601	Dog Other	WEB	Attained - Case Closed	11/30/24 3:03 PM	11/30/24 3:34 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001971899	Dog	Mobile App	Attained - Case Closed	11/20/24 11:13 AM	11/20/24 3:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001395666	Dog Holding stray	Phone	Attained - Case Closed	4/9/24 2:36 PM	4/9/24 2:43 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001675482	Dog	WEB	Attained - Case Closed	7/26/24 3:42 PM	7/26/24 4:05 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001690852	Wildlife	Mobile App	Attained - Case Closed	8/3/24 9:04 PM	8/6/24 7:20 AM	311_Contact Centre
Animal Concern Case	201001414608	Dog Stray dog at large	Phone	Attained - Case Closed	4/19/24 11:00 AM	4/19/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001790741	Dog Human attacked by dog	Mobile App	Attained - Case Closed	9/5/24 10:13 PM	9/6/24 10:39 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001388000	Dog	Phone	Attained - Case Closed	4/4/24 7:19 PM	4/5/24 9:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001809607	Dog Holding stray	Phone	Attained - Case Closed	9/16/24 4:40 PM	9/16/24 5:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001730802	Dog Human attacked by dog	Mobile App	Attained - Case Closed	8/26/24 9:02 AM	8/26/24 10:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001883488	Dog Dog off leash	Phone	Attained - Case Closed	10/12/24 9:09 AM	10/12/24 10:02 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001136858	Licence cancellation	WEB	Attained - Case Closed	1/9/24 5:59 PM	1/10/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001248930	Licence cancellation	WEB	Attained - Case Closed	2/20/24 12:57 PM	2/20/24 1:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001591671	Dog Holding stray	WEB	Attained - Case Closed	6/26/24 3:19 PM	6/26/24 3:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626556	Dog Stray dog at large	WEB	Attained - Case Closed	7/8/24 7:07 PM	7/9/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001783446	Dog Stray dog at large	Phone	Missed - Case Closed	9/2/24 1:17 PM	9/3/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001783450	Dog Stray dog at large	Phone	Missed - Case Closed	9/2/24 1:18 PM	9/3/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001822640	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/24/24 10:54 AM	9/24/24 11:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001985191	Dog Stray dog at large	Phone	Attained - Case Closed	11/26/24 3:06 PM	11/26/24 3:35 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001313103	Licence update	WEB	Attained - Case Closed	3/15/24 7:55 AM	3/15/24 8:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001471087	Dog Dog barking	WEB	Attained - Case Closed	5/9/24 7:35 AM	5/9/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001221553	Dog Other	Phone	Attained - Case Closed	2/5/24 4:34 PM	2/5/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001971026	Dog Stray dog at large	WEB	Attained - Case Closed	11/19/24 11:18 PM	11/20/24 10:34 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001302589	Dog	Phone	Attained - Case Closed	3/9/24 8:56 AM	3/9/24 9:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002013003	Stray dog at large	Phone	Attained - Case Closed	11/29/24 9:04 PM	11/30/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001644664	Dog	Phone	Attained - Case Closed	7/17/24 12:43 PM	7/17/24 1:54 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001338338	Stray dog at large	Phone	Attained - Case Closed	7/17/24 12:43 PM	7/17/24 1:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001871139	Dog	WEB	Attained - Case Closed	3/18/24 4:17 PM	3/18/24 4:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001871139	Other	WEB	Attained - Case Closed	10/4/24 6:43 PM	10/5/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001651809	Dog	Phone	Attained - Case Closed	7/20/24 4:12 PM	7/20/24 4:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651809	Other	Phone	Attained - Case Closed	7/20/24 4:12 PM	7/20/24 4:15 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001135361	Licence cancellation	WEB	Attained - Case Closed	1/9/24 11:55 AM	1/9/24 11:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001140384	Licence update	WEB	Attained - Case Closed	1/11/24 11:37 AM	1/11/24 11:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001231596	Licence update	WEB	Attained - Case Closed	1/11/24 11:37 AM	1/11/24 11:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001231596	Licence cancellation	WEB	Attained - Case Closed	2/9/24 7:02 PM	2/10/24 8:16 AM	DBL_Animal Services Administration
Animal Concern Case	201001232399	Licence cancellation	WEB	Attained - Case Closed	2/9/24 7:02 PM	2/10/24 8:16 AM	DBL_Animal Services Administration
Animal Concern Case	201001232399	Dog	WEB	Attained - Case Closed	2/10/24 4:27 PM	2/10/24 5:39 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001265175	Aggressive dog poorly contained	WEB	Attained - Case Closed	2/28/24 2:20 PM	2/28/24 2:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001265175	Licence update	WEB	Attained - Case Closed	2/28/24 2:20 PM	2/28/24 2:39 PM	DBL_Animal Services Administration
Lost Pets Case	201002013149	Licence update	WEB	Attained - Case Closed	2/28/24 2:20 PM	2/28/24 2:39 PM	DBL_Animal Services Administration
Animal Concern Case	201002013149	Dog	Phone	Attained - Case Closed	11/30/24 9:53 AM	11/30/24 11:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001639832	Dog	Phone	Attained - Case Closed	11/30/24 9:53 AM	11/30/24 11:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001639832	Holding stray	Phone	Attained - Case Closed	7/15/24 1:48 PM	7/15/24 1:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001625311	Dog	WEB	Attained - Case Closed	7/15/24 1:48 PM	7/15/24 1:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001625311	Dog barking	WEB	Attained - Case Closed	7/8/24 12:44 PM	7/8/24 1:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001799773	Dog	WEB	Attained - Case Closed	7/8/24 12:44 PM	7/8/24 1:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001799773	Stray dog at large	WEB	Attained - Case Closed	9/11/24 8:58 AM	9/11/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001581179	Dog	Phone	Attained - Case Closed	9/11/24 9:48 AM	9/11/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001581179	Stray dog at large	Phone	Attained - Case Closed	6/21/24 12:55 PM	6/21/24 1:09 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001791091	Dog	WEB	Attained - Case Closed	6/21/24 12:55 PM	6/21/24 1:09 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001311439	Licence update	WEB	Attained - Case Closed	9/6/24 9:34 AM	9/6/24 10:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001311439	Licence update	Phone	Attained - Case Closed	3/14/24 11:03 AM	3/14/24 11:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001407410	Licence update	Phone	Attained - Case Closed	3/14/24 11:03 AM	3/14/24 11:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001407410	Dog	Phone	Attained - Case Closed	4/16/24 8:56 AM	4/16/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001407410	Dog barking	Phone	Attained - Case Closed	4/16/24 8:56 AM	4/16/24 10:43 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001487775	Dog	Phone	Attained - Case Closed	5/17/24 10:53 AM	5/17/24 11:11 AM	DBL_Animal Services Administration
Lost Pets Case	201001560564	cat	Phone	Attained - Case Closed	5/17/24 10:53 AM	5/17/24 11:11 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001976194	cat	Phone	Attained - Case Closed	6/12/24 9:21 AM	6/12/24 11:09 AM	DBL_Animal Services Administration
Animal Concern Case	201001976194	cat	WEB	Attained - Case Closed	6/12/24 9:21 AM	6/12/24 11:09 AM	DBL_Animal Services Administration
Animal Concern Case	201001379355	Licence update	WEB	Attained - Case Closed	11/21/24 7:02 PM	11/22/24 8:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001379355	Dog	Phone	Attained - Case Closed	3/31/24 7:20 PM	4/1/24 9:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001641735	Stray dog at large	Phone	Attained - Case Closed	3/31/24 7:20 PM	4/1/24 9:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001641735	Dog	WEB	Attained - Case Closed	7/16/24 11:19 AM	7/16/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001641735	Dog barking	WEB	Attained - Case Closed	7/16/24 11:19 AM	7/16/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001641791	Dog	WEB	Attained - Case Closed	7/16/24 11:30 AM	7/16/24 12:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001641791	Dog barking	WEB	Attained - Case Closed	7/16/24 11:30 AM	7/16/24 12:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001631711	Dog	Phone	Attained - Case Closed	7/10/24 6:19 PM	7/11/24 9:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001631711	Aggressive dog poorly contained	Phone	Attained - Case Closed	7/10/24 6:19 PM	7/11/24 9:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001868222	Dog	Phone	Attained - Case Closed	10/3/24 1:10 PM	10/3/24 2:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001868222	Dog off leash	Phone	Attained - Case Closed	10/3/24 1:10 PM	10/3/24 2:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001931314	Dog	Phone	Attained - Case Closed	10/29/24 2:57 PM	10/29/24 3:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001931314	Stray dog at large	Phone	Attained - Case Closed	10/29/24 2:57 PM	10/29/24 3:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001781307	Dog	WEB	Attained - Case Closed	8/30/24 9:14 PM	8/31/24 9:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001781307	Stray dog at large	WEB	Attained - Case Closed	8/30/24 9:14 PM	8/31/24 9:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001138063	Dog	WEB	Attained - Case Closed	1/10/24 12:07 PM	1/10/24 12:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001138063	Dog off leash	WEB	Attained - Case Closed	1/10/24 12:07 PM	1/10/24 12:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001982168	Dog	WEB	Attained - Case Closed	11/25/24 1:55 PM	11/25/24 2:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001982168	Stray dog at large	WEB	Attained - Case Closed	11/25/24 1:55 PM	11/25/24 2:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001554871	Dog	Phone	Attained - Case Closed	6/10/24 9:34 AM	6/10/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001554871	Human attacked by dog	Phone	Attained - Case Closed	6/10/24 9:34 AM	6/10/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001614073	Dog	Phone	Attained - Case Closed	7/3/24 8:31 AM	7/3/24 8:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001614073	Stray dog at large	Phone	Attained - Case Closed	7/3/24 8:31 AM	7/3/24 8:37 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001339610	Other	Mobile App	Attained - Case Closed	3/19/24 12:04 PM	3/19/24 2:09 PM	311_Contact Centre - General Feedback
Dog Licence Case	201001149866	Licence update	Mobile App	Attained - Case Closed	3/19/24 12:04 PM	3/19/24 2:09 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001149866	Licence update	Phone	Attained - Case Closed	1/16/24 11:08 AM	1/16/24 11:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001975093	Licence update	Phone	Attained - Case Closed	1/16/24 11:08 AM	1/16/24 11:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001975093	Dog	Phone	Attained - Case Closed	11/21/24 12:48 PM	11/21/24 2:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001975093	Other	Phone	Attained - Case Closed	11/21/24 12:48 PM	11/21/24 2:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001707166	Dog	WEB	Attained - Case Closed	8/12/24 6:54 PM	8/13/24 9:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707166	Stray dog at large	WEB	Attained - Case Closed	8/12/24 6:54 PM	8/13/24 9:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001462445	Dog	WEB	Attained - Case Closed	5/4/24 12:50 PM	5/4/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462445	Other	WEB	Attained - Case Closed	5/4/24 12:50 PM	5/4/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001592381	Dog	Phone	Attained - Case Closed	6/26/24 8:36 PM	6/27/24 8:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001592381	Holding stray	Phone	Attained - Case Closed	6/26/24 8:36 PM	6/27/24 8:10 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001581804	Dog	WEB	Attained - Case Closed	6/21/24 3:39 PM	6/21/24 4:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001240852	Licence cancellation	WEB	Attained - Case Closed	6/21/24 3:39 PM	6/21/24 4:02 PM	DBL_Animal Services Administration
Animal Concern Case	201001240852	Licence cancellation	WEB	Attained - Case Closed	2/14/24 10:51 PM	2/15/24 8:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001396278	Licence cancellation	WEB	Attained - Case Closed	2/14/24 10:51 PM	2/15/24 8:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001396278	Dog	WEB	Attained - Case Closed	4/9/24 5:50 PM	4/9/24 6:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001396278	Dog off leash	WEB	Attained - Case Closed	4/9/24 5:50 PM	4/9/24 6:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001674720	Dog	Phone	Attained - Case Closed	7/26/24 12:36 PM	7/26/24 12:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001674720	Stray dog at large	Phone	Attained - Case Closed	7/26/24 12:36 PM	7/26/24 12:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001265830	Dog	Phone	Attained - Case Closed	2/28/24 5:32 PM	2/29/24 1:13 PM	311_Contact Centre
Animal Concern Case	201001265830	Other	Phone	Attained - Case Closed	2/28/24 5:32 PM	2/29/24 1:13 PM	311_Contact Centre
Dog Licence Case	201001349180	Other	Phone	Attained - Case Closed	3/25/24 11:30 AM	3/25/24 11:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001349180	Other	Phone	Attained - Case Closed	3/25/24 11:30 AM	3/25/24 11:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001292490	Licence update	Phone	Attained - Case Closed	3/4/24 11:36 AM	3/4/24 11:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001671535	Licence update	Phone	Attained - Case Closed	3/4/24 11:36 AM	3/4/24 11:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001671535	Dog	Mobile App	Attained - Case Closed	7/25/24 9:08 AM	7/25/24 9:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001671535	Dog off leash	Mobile App	Attained - Case Closed	7/25/24 9:08 AM	7/25/24 9:44 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001692183	Wildlife	Mobile App	Attained - Case Closed	8/5/24 11:47 AM	8/6/24 11:18 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001382343	Wildlife	Mobile App	Attained - Case Closed	8/5/24 11:47 AM	8/6/24 11:18 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001382343	Dog	WEB	Attained - Case Closed	4/2/24 2:01 PM	4/2/24 2:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001382343	Dog barking	WEB	Attained - Case Closed	4/2/24 2:01 PM	4/2/24 2:13 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001709532	Dog	WEB	Attained - Case Closed	8/13/24 5:17 PM	8/13/24 5:47 PM	DBL_Animal Services Administration
Lost Pets Case	201001709532	Dog	WEB	Attained - Case Closed	8/13/24 5:17 PM	8/13/24 5:47 PM	DBL_Animal Services Administration
Lost Pets Case	201001172696	cat	Phone	Attained - Case Closed	1/24/24 5:04 PM	1/24/24 5:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001172696	cat	Phone	Attained - Case Closed	1/24/24 5:04 PM	1/24/24 5:14 PM	DBL_Animal Services Administration
Animal Concern Case	201002029042	Dog	Mobile App	Attained - Case Closed	12/8/24 7:17 PM	12/9/24 3:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002029042	Dog barking	Mobile App	Attained - Case Closed	12/8/24 7:17 PM	12/9/24 3:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001969271	Dog	WEB	Attained - Case Closed	11/19/24 12:25 PM	11/19/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001969271	Dog attacked by dog	WEB	Attained - Case Closed	11/19/24 12:25 PM	11/19/24 1:26 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001392867	Fees and fines	Phone	Attained - Case Closed	4/8/24 12:19 PM	4/8/24 12:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001261677	Licence cancellation	Phone	Attained - Case Closed	4/8/24 12:19 PM	4/8/24 12:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001261677	Licence cancellation	WEB	Attained - Case Closed	2/27/24 10:25 AM	2/27/24 11:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001382355	Licence cancellation	WEB	Attained - Case Closed	2/27/24 10:25 AM	2/27/24 11:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001382355	Dog	WEB	Attained - Case Closed	4/2/24 2:04 PM	4/2/24 2:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001382355	Dog barking	WEB	Attained - Case Closed	4/2/24 2:04 PM	4/2/24 2:19 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001634358	Dog	Phone	Attained - Case Closed	7/11/24 8:19 PM	7/12/24 11:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001634358	Dog	Phone	Attained - Case Closed	7/11/24 8:19 PM	7/12/24 11:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001135445	Licence update	Phone	Attained - Case Closed	1/9/24 12:09 PM	1/9/24 12:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001135445	Holding stray	Phone	Attained - Case Closed	1/9/24 12:09 PM	1/9/24 12:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001137983	Dog	Phone	Attained - Case Closed	1/10/24 11:48 AM	1/10/24 11:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001137983	Stray dog at large	Phone	Attained - Case Closed	1/10/24 11:48 AM	1/10/24 11:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001103468	Dog	Phone	Attained - Case Closed	1/3/24 11:34 AM	1/3/24 12:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001103468	Aggressive dog poorly contained	Phone	Attained - Case Closed	1/3/24 11:34 AM	1/3/24 12:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002031043	Dog	Phone	Attained - Case Closed	12/9/24 3:10 PM	12/9/24 4:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002031043	Human attacked by dog	Phone	Attained - Case Closed	12/9/24 3:10 PM	12/9/24 4:08 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001712343	Dog	Phone	Attained - Case Closed	8/14/24 9:33 PM	8/15/24 10:27 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001104231	Stray dog at large Licence update	Phone	Attained - Case Closed	1/3/24 2:11 PM	1/3/24 2:16 PM	DBL_Animal Services Administration
Lost Pets Case	201001714032	cat	Phone	Attained - Case Closed	8/15/24 3:11 PM	8/15/24 4:42 PM	DBL_Animal Services Administration
Animal Concern Case	201001799162	Dog Holding stray	Phone	Attained - Case Closed	9/10/24 4:00 PM	9/10/24 4:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001474127	Dog Human attacked by dog	Phone	Attained - Case Closed	5/10/24 10:41 AM	5/10/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001566399	Dog Holding stray	Phone	Attained - Case Closed	6/14/24 11:52 AM	6/14/24 12:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001472074	Dog Holding stray	Phone	Attained - Case Closed	5/9/24 12:10 PM	5/9/24 12:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001592372	Dog Holding stray	WEB	Attained - Case Closed	6/26/24 8:25 PM	6/27/24 8:09 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002022003	Other	WEB	Attained - Case Closed	12/4/24 3:58 PM	12/4/24 5:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001551058	Dog Human attacked by dog	WEB	Attained - Case Closed	6/7/24 11:23 AM	6/7/24 12:31 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001423962	Other	Phone	Attained - Case Closed	4/24/24 2:18 PM	4/24/24 2:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001384847	Dog Dog off leash	Phone	Attained - Case Closed	4/3/24 2:27 PM	4/3/24 2:48 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001697228	Dog ownership	Phone	Attained - Case Closed	8/7/24 2:43 PM	8/7/24 3:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001126275	Licence cancellation	Phone	Attained - Case Closed	1/4/24 12:29 PM	1/4/24 12:42 PM	DBL_Animal Services Administration
Lost Pets Case	201001709566	Dog	WEB	Attained - Case Closed	8/13/24 5:36 PM	8/13/24 5:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001894485	Dog Dog off leash	Phone	Attained - Case Closed	10/19/24 12:41 PM	10/19/24 1:14 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001894864	Dog	Phone	Attained - Case Closed	10/19/24 5:44 PM	10/20/24 9:33 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001936366	Dog ownership	Phone	Attained - Case Closed	11/1/24 10:34 AM	11/1/24 10:50 AM	DBL_Animal Services Administration
Lost Pets Case	201001410275	Dog	Phone	Attained - Case Closed	4/17/24 11:15 AM	4/17/24 11:42 AM	DBL_Animal Services Administration
Lost Pets Case	201001410757	Dog	Phone	Attained - Case Closed	4/17/24 1:20 PM	4/17/24 1:21 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001412111	Other	Phone	Attained - Case Closed	4/18/24 9:28 AM	4/18/24 11:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001549708	Dog Human attacked by dog	Phone	Attained - Case Closed	6/6/24 4:18 PM	6/6/24 4:26 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001621803	Dog ownership	Phone	Attained - Case Closed	7/5/24 5:32 PM	7/5/24 5:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001623588	Dog Dog barking	Phone	Attained - Case Closed	7/7/24 12:39 PM	7/7/24 1:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001758914	Dog Dog barking	WEB	Attained - Case Closed	8/29/24 3:25 PM	8/29/24 4:16 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001894858	Dog	WEB	Attained - Case Closed	10/19/24 5:37 PM	10/20/24 9:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001378397	Dog Dog barking	WEB	Attained - Case Closed	3/30/24 3:41 PM	3/30/24 4:33 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001216284		Phone	Attained - Case Closed	2/2/24 2:29 PM	2/2/24 2:42 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001254190	Other	Phone	Attained - Case Closed	2/22/24 3:08 PM	2/22/24 4:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001704706	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	8/11/24 9:31 PM	8/12/24 10:00 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002028235	Fees and fines	Phone	Attained - Case Closed	12/7/24 7:03 PM	12/7/24 7:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001213259	Chicken Other	Mobile App	Attained - Case Closed	2/1/24 3:00 PM	2/1/24 3:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001653199	Dog Dog off leash	Mobile App	Attained - Case Closed	7/22/24 9:00 AM	7/22/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001634286	Dog Stray dog at large	Phone	Attained - Case Closed	7/11/24 7:06 PM	7/12/24 11:13 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001300465	Dog	WEB	Attained - Case Closed	3/8/24 12:08 AM	3/8/24 9:30 AM	DBL_Animal Services Administration
Animal Concern Case	201001703597	Dog Holding stray	Phone	Attained - Case Closed	8/10/24 5:06 PM	8/10/24 5:17 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001570875	cat	Phone	Attained - Case Closed	6/17/24 12:54 PM	6/17/24 1:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001164934	Dog Dog off leash	WEB	Attained - Case Closed	1/22/24 3:04 PM	1/22/24 3:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001537108	Dog Holding stray	Phone	Attained - Case Closed	5/31/24 7:23 PM	6/1/24 8:15 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001232322	Licence cancellation	WEB	Attained - Case Closed	2/10/24 3:14 PM	2/10/24 3:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001985832	Dog Holding stray	Phone	Attained - Case Closed	11/26/24 7:42 PM	11/27/24 10:10 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001485528	Dog	WEB	Attained - Case Closed	5/16/24 11:07 AM	5/16/24 11:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001985819	Dog Stray dog at large	Mobile App	Attained - Case Closed	11/26/24 7:28 PM	11/27/24 10:24 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001162180	Volunteering	WEB	Attained - Case Closed	1/22/24 3:10 AM	1/22/24 10:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001382385	Dog Dog barking	WEB	Attained - Case Closed	4/2/24 2:12 PM	4/2/24 2:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001695398	Dog Stray dog at large	WEB	Attained - Case Closed	8/6/24 7:49 PM	8/7/24 9:45 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001690705	Dog	Phone	Attained - Case Closed	8/3/24 5:47 PM	8/3/24 6:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001165796	Dog Dog off leash	WEB	Attained - Case Closed	1/22/24 5:24 PM	1/22/24 5:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001093373	Dog Stray dog at large	Phone	Attained - Case Closed	1/3/24 11:13 AM	1/3/24 11:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001408814	Dog Stray dog at large	Phone	Attained - Case Closed	4/16/24 3:08 PM	4/16/24 3:15 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001623474	cat	WEB	Attained - Case Closed	7/7/24 11:21 AM	7/7/24 11:31 AM	DBL_Animal Services Administration
Lost Pets Case	201001207939	Dog	WEB	Attained - Case Closed	1/31/24 4:57 AM	1/31/24 11:03 AM	DBL_Animal Services Administration
Animal Concern Case	201001490786	Dog Stray dog at large	Phone	Attained - Case Closed	5/19/24 2:45 PM	5/19/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001167989	Dog Holding stray	Phone	Attained - Case Closed	1/23/24 12:38 PM	1/23/24 1:07 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001393829	cat	Phone	Attained - Case Closed	4/8/24 4:43 PM	4/8/24 5:04 PM	DBL_Animal Services Administration
Lost Pets Case	201001643325	Dog	WEB	Attained - Case Closed	7/16/24 7:17 PM	7/17/24 10:11 AM	DBL_Animal Services Administration
Lost Pets Case	201001901049	Dog	Phone	Attained - Case Closed	10/23/24 11:35 AM	10/23/24 11:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001414397	Dog Stray dog at large	Phone	Attained - Case Closed	4/19/24 10:02 AM	4/19/24 10:18 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001224538	Licence update	WEB	Attained - Case Closed	2/6/24 6:19 PM	2/7/24 8:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001241738	Licence update	WEB	Attained - Case Closed	2/15/24 11:37 AM	2/15/24 11:41 AM	DBL_Animal Services Administration
Animal Concern Case	201001819439	Dog Holding stray	Phone	Attained - Case Closed	9/22/24 12:21 PM	9/22/24 12:27 PM	DBL_Animal Services Dispatch



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001861017	Dog Holding stray	Phone	Attained - Case Closed	9/29/24 2:33 PM	9/29/24 3:09 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001473316	Dog	Phone	Attained - Case Closed	5/9/24 6:52 PM	5/10/24 9:52 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001474048	Other	Phone	Attained - Case Closed	5/10/24 10:22 AM	5/10/24 10:32 AM	DBL_Animal Services Administration
Lost Pets Case	201001582184	Dog	Phone	Attained - Case Closed	6/21/24 7:23 PM	6/22/24 10:11 AM	DBL_Animal Services Administration
Lost Pets Case	201001105192	Dog	Phone	Attained - Case Closed	1/3/24 9:16 PM	1/4/24 10:37 AM	DBL_Animal Services Administration
Animal Concern Case	201001571914	Dog Holding stray	Phone	Attained - Case Closed	6/17/24 5:09 PM	6/17/24 5:17 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001572380	Other	Phone	Attained - Case Closed	6/18/24 8:07 AM	6/18/24 10:28 AM	DBL_Animal Services Administration
Animal Concern Case	201001729488	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/24/24 2:34 PM	8/24/24 2:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001789519	Dog Stray dog at large	Phone	Attained - Case Closed	9/5/24 12:57 PM	9/5/24 1:00 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001819072	Dog ownership	Mobile App	Attained - Case Closed	9/21/24 5:57 PM	9/22/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001150399	Licence cancellation	Phone	Attained - Case Closed	1/16/24 1:10 PM	1/16/24 2:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001380256	Licence cancellation	Phone	Attained - Case Closed	4/1/24 1:55 PM	4/1/24 2:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001378764	Licence cancellation	Phone	Attained - Case Closed	3/31/24 9:55 AM	3/31/24 10:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001219130	Dog Dog off leash	Mobile App	Attained - Case Closed	2/5/24 7:54 AM	2/5/24 8:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001416368	Dog Stray dog at large	Phone	Attained - Case Closed	4/20/24 11:49 AM	4/20/24 11:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001620453	Dog Dog off leash	Mobile App	Attained - Case Closed	7/5/24 11:10 AM	7/5/24 11:40 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001396489	cat	WEB	Attained - Case Closed	4/9/24 9:28 PM	4/10/24 9:45 AM	DBL_Animal Services Administration
Animal Concern Case	201002023564	Dog Dog barking	WEB	Attained - Case Closed	12/5/24 12:09 PM	12/5/24 1:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001867685	Dog Other	WEB	Attained - Case Closed	10/3/24 11:07 AM	10/3/24 12:21 PM	311_Contact Centre
Lost Pets Case	201001893841	cat	WEB	Attained - Case Closed	10/18/24 8:59 PM	10/19/24 10:33 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001167201		WEB	Attained - Case Closed	1/23/24 10:39 AM	1/23/24 10:50 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001418385	Dog ownership	Phone	Attained - Case Closed	4/22/24 10:58 AM	4/22/24 11:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001352595	Licence cancellation	Phone	Attained - Case Closed	3/26/24 6:28 PM	3/27/24 9:09 AM	DBL_Animal Services Administration
Animal Concern Case	201001306755	Chicken Other	Phone	Attained - Case Closed	3/12/24 10:28 AM	3/12/24 10:57 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001988523	cat	WEB	Attained - Case Closed	11/27/24 10:03 PM	11/28/24 10:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001697961	Dog Dog barking	WEB	Attained - Case Closed	8/7/24 9:50 PM	8/8/24 9:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001398877	Dog Dog off leash	Mobile App	Attained - Case Closed	4/11/24 8:41 AM	4/11/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001857448	Dog Stray dog at large	Phone	Attained - Case Closed	9/26/24 2:48 PM	9/26/24 2:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001857542	Dog Holding stray	Phone	Attained - Case Closed	9/26/24 3:17 PM	9/26/24 3:19 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002055665		WEB	Attained - Case Closed	12/17/24 1:05 AM	12/17/24 8:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001809054	Dog Holding stray	Phone	Attained - Case Closed	9/16/24 2:04 PM	9/16/24 2:14 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001821775	Dog ownership	Phone	Attained - Case Closed	9/23/24 4:39 PM	9/23/24 4:47 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001604208	Dog ownership	Phone	Attained - Case Closed	6/27/24 2:34 PM	6/27/24 2:40 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001143796		WEB	Attained - Case Closed	1/12/24 2:55 PM	1/12/24 3:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001412356	Dog Stray dog at large	WEB	Attained - Case Closed	4/18/24 10:40 AM	4/18/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001963697	Dog Dog off leash	Phone	Attained - Case Closed	11/16/24 9:26 AM	11/16/24 10:52 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001889419		Mobile App	Attained - Case Closed	10/16/24 3:38 PM	10/16/24 4:37 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001253340	Licence cancellation	WEB	Attained - Case Closed	2/22/24 11:53 AM	2/22/24 11:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001638532	Dog Dog barking	Phone	Attained - Case Closed	7/15/24 8:38 AM	7/15/24 11:29 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001729630	Dog	WEB	Attained - Case Closed	8/24/24 4:07 PM	8/24/24 4:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001258312	Dog Stray dog at large	Phone	Attained - Case Closed	2/25/24 5:06 PM	2/25/24 5:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001296197	Dog Stray dog at large	WEB	Attained - Case Closed	3/6/24 12:05 AM	3/6/24 9:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707246	Dog Holding stray	Phone	Attained - Case Closed	8/12/24 8:20 PM	8/13/24 9:33 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001785656	Wildlife	Mobile App	Attained - Case Closed	9/3/24 3:29 PM	9/3/24 9:16 PM	311_Contact Centre - General Feedback
Animal Services Inquiry Case	201001857881	Other	Phone	Attained - Case Closed	9/26/24 5:14 PM	9/26/24 5:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001488758	Dog Stray dog at large	Phone	Attained - Case Closed	5/17/24 3:08 PM	5/17/24 3:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001341186	Dog Dog off leash	WEB	Attained - Case Closed	3/20/24 9:25 AM	3/20/24 10:01 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002017278	cat	WEB	Attained - Case Closed	12/2/24 11:51 PM	12/3/24 11:16 AM	DBL_Animal Services Administration
Animal Concern Case	201001537565	Dog Dog off leash	WEB	Attained - Case Closed	6/1/24 12:22 PM	6/1/24 1:02 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001374901	Licence cancellation	WEB	Attained - Case Closed	3/28/24 7:06 AM	3/28/24 10:24 AM	DBL_Animal Services Administration
Animal Concern Case	201002046985	Dog Holding stray	WEB	Attained - Case Closed	12/11/24 5:52 PM	12/11/24 6:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387341	Dog Holding stray	Phone	Attained - Case Closed	4/4/24 2:34 PM	4/4/24 2:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001500140	Dog Holding stray	Phone	Attained - Case Closed	5/23/24 5:36 PM	5/23/24 5:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001500697	Dog Other	Phone	Attained - Case Closed	5/24/24 9:16 AM	5/24/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001673455	Dog Holding stray	Phone	Attained - Case Closed	7/25/24 6:56 PM	7/26/24 8:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001708328	Dog Holding stray	Phone	Attained - Case Closed	8/13/24 11:56 AM	8/13/24 1:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001081843	Dog Dog off leash	Mobile App	Attained - Case Closed	1/2/24 2:37 PM	1/2/24 2:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001138026	Dog Stray dog at large	Phone	Attained - Case Closed	1/10/24 12:00 PM	1/10/24 12:05 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001079701	By-laws	Mobile App	Attained - Case Closed	1/1/24 2:50 PM	1/2/24 2:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001616535	Dog Dog barking	WEB	Attained - Case Closed	7/3/24 4:34 PM	7/3/24 4:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001801466	Dog Dog off leash	WEB	Attained - Case Closed	9/11/24 4:39 PM	9/11/24 4:42 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001490700	Dog Dog off leash	WEB	Attained - Case Closed	5/19/24 1:38 PM	5/19/24 1:48 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001985871	Dog	Phone	Attained - Case Closed	11/26/24 8:29 PM	11/27/24 11:24 AM	DBL_Animal Services Administration
Animal Concern Case	201001730418	Dog Holding stray	Phone	Attained - Case Closed	8/25/24 4:49 PM	8/25/24 4:57 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001730473	Dog	Phone	Attained - Case Closed	8/25/24 5:59 PM	8/25/24 6:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001675930	Other Other	WEB	Attained - Case Closed	7/26/24 8:42 PM	7/27/24 12:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462228	Dog Dog off leash	WEB	Attained - Case Closed	5/4/24 10:14 AM	5/4/24 10:30 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001457514	Volunteering	WEB	Attained - Case Closed	5/1/24 11:43 PM	5/2/24 9:58 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002050654	Dog ownership	Phone	Attained - Case Closed	12/13/24 1:04 PM	12/13/24 1:08 PM	DBL_Animal Services Administration
Animal Concern Case	201001145934	Dog Other	WEB	Attained - Case Closed	1/14/24 6:19 PM	1/14/24 6:28 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001385965	Licence cancellation	WEB	Attained - Case Closed	4/4/24 8:43 AM	4/4/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001934132	Dog Dog off leash	Mobile App	Attained - Case Closed	10/31/24 9:21 AM	10/31/24 11:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001451351	Dog Stray dog at large	Phone	Attained - Case Closed	4/29/24 12:25 PM	4/29/24 12:40 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001468341	Other	WEB	Attained - Case Closed	5/7/24 5:02 PM	5/7/24 5:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001352902	Dog Human attacked by dog	Phone	Attained - Case Closed	3/27/24 8:50 AM	3/27/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001393701	Dog Human attacked by dog	WEB	Attained - Case Closed	4/8/24 4:03 PM	4/8/24 4:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001126969	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	1/4/24 3:09 PM	1/4/24 3:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001648216	Dog Other	Phone	Attained - Case Closed	7/18/24 7:46 PM	7/19/24 10:26 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001806861	cat	WEB	Missed - Case Closed	9/14/24 8:28 PM	9/15/24 10:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001717176	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/17/24 12:54 PM	8/17/24 3:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001420869	Dog Stray dog at large	Phone	Attained - Case Closed	4/23/24 10:59 AM	4/23/24 11:41 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001240203	Other	Phone	Attained - Case Closed	2/14/24 3:19 PM	2/14/24 3:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001862563	Dog Dog off leash	Phone	Attained - Case Closed	10/1/24 9:26 AM	10/1/24 9:51 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001642781		WEB	Attained - Case Closed	7/16/24 3:19 PM	7/16/24 4:10 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001734840	Dog	Phone	Attained - Case Closed	8/27/24 4:17 PM	8/27/24 4:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001790924	Dog Dog barking	WEB	Attained - Case Closed	9/6/24 8:45 AM	9/6/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001132013	Dog Other	Phone	Attained - Case Closed	1/8/24 10:17 AM	1/8/24 10:59 AM	311_Contact Centre
Animal Concern Case	201001402775	Dog Dog off leash	Phone	Attained - Case Closed	4/12/24 5:55 PM	4/12/24 7:31 PM	311_Contact Centre
Lost Pets Case	201001884519	cat	WEB	Attained - Case Closed	10/13/24 2:22 PM	10/13/24 4:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001218535	Dog Dog off leash	WEB	Attained - Case Closed	2/4/24 11:55 AM	2/4/24 12:04 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001538141	Dog	WEB	Attained - Case Closed	6/1/24 10:53 PM	6/2/24 9:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001692747	Dog Stray dog at large	Phone	Attained - Case Closed	8/5/24 7:34 PM	8/6/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001759457	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/29/24 9:55 PM	8/30/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001819094	Dog Dog off leash	Phone	Attained - Case Closed	9/21/24 6:35 PM	9/22/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001821914	Dog Dog attacked by dog	WEB	Attained - Case Closed	9/23/24 6:23 PM	9/24/24 10:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001871361	Dog Dog off leash	Phone	Attained - Case Closed	10/5/24 9:22 AM	10/5/24 12:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001877626	Dog Dog off leash	Phone	Attained - Case Closed	10/9/24 9:11 AM	10/9/24 10:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001883798	Dog Other	Phone	Attained - Case Closed	10/12/24 1:30 PM	10/12/24 1:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001943960	Dog Holding stray	Phone	Attained - Case Closed	11/5/24 5:02 PM	11/5/24 5:13 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001934064	Other	WEB	Attained - Case Closed	10/31/24 8:57 AM	10/31/24 10:45 AM	DBL_Animal Services Administration
Animal Concern Case	201001579679	Dog Holding stray	Phone	Attained - Case Closed	6/20/24 7:12 PM	6/21/24 8:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001954008	Dog Human attacked by dog	Phone	Attained - Case Closed	11/12/24 9:56 AM	11/12/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001479613	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	5/13/24 4:34 PM	5/13/24 4:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001858284	Dog Dog off leash	Phone	Attained - Case Closed	9/27/24 9:19 AM	9/27/24 2:19 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001301983	Licence update	Phone	Attained - Case Closed	3/8/24 2:53 PM	3/8/24 3:37 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001895656	Wildlife	Mobile App	Attained - Case Closed	10/20/24 5:50 PM	10/21/24 9:45 AM	311_Contact Centre - General Feedback
Animal Concern Case	201002063228	Dog Dog off leash	Mobile App	Attained - Case Closed	12/20/24 10:57 AM	12/20/24 12:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001981144	Dog Dog barking	WEB	Attained - Case Closed	11/25/24 10:43 AM	11/25/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001982200	Dog Dog barking	WEB	Attained - Case Closed	11/25/24 2:02 PM	11/25/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001860944	Dog Dog off leash	Mobile App	Attained - Case Closed	9/29/24 1:09 PM	9/29/24 1:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001799442	Dog Dog off leash	Mobile App	Attained - Case Closed	9/10/24 6:34 PM	9/11/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001797093	Dog Dog off leash	Mobile App	Attained - Case Closed	9/9/24 6:44 PM	9/10/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001793875	Dog Dog off leash	WEB	Attained - Case Closed	9/7/24 5:57 PM	9/7/24 6:14 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001878183	Other	Phone	Attained - Case Closed	10/9/24 11:47 AM	10/9/24 12:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001811827	Dog Dog off leash	Mobile App	Attained - Case Closed	9/17/24 5:25 PM	9/17/24 6:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001732798	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/26/24 6:43 PM	8/27/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001233537	Dog Dog off leash	WEB	Attained - Case Closed	2/12/24 9:54 AM	2/12/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001711093	Dog Dog off leash	WEB	Missed - Case Closed	8/14/24 12:52 PM	8/19/24 8:42 AM	PR_PD_Park Improvements
Animal Concern Case	201001790388	Dog Dog off leash	Phone	Attained - Case Closed	9/5/24 4:53 PM	9/5/24 5:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001811818	Dog Dog off leash	Phone	Attained - Case Closed	9/17/24 5:20 PM	9/17/24 6:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001204879	Dog Dog off leash	Phone	Attained - Case Closed	1/30/24 9:19 AM	1/30/24 9:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001206296	Dog Dog off leash	WEB	Attained - Case Closed	1/30/24 1:29 PM	1/30/24 1:38 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001208433	Dog Human attacked by dog	WEB	Attained - Case Closed	1/31/24 9:54 AM	1/31/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001216917	Dog Dog off leash	Phone	Attained - Case Closed	2/2/24 4:45 PM	2/2/24 5:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314932	Dog Dog off leash	Phone	Attained - Case Closed	3/15/24 6:13 PM	3/16/24 11:58 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001335798	By-laws	Mobile App	Attained - Case Closed	3/17/24 5:10 AM	3/17/24 9:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001411921	Dog Dog off leash	Phone	Attained - Case Closed	4/18/24 8:02 AM	4/18/24 11:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001477856	Dog Dog off leash	Phone	Attained - Case Closed	5/13/24 9:40 AM	5/13/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652311	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/21/24 10:56 AM	7/21/24 12:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001710065	Dog Dog attacked by dog	Phone	Attained - Case Closed	8/14/24 8:50 AM	8/14/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002046741	Dog Dog off leash	Phone	Attained - Case Closed	12/11/24 3:43 PM	12/11/24 5:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001963236	Dog Dog off leash	Mobile App	Attained - Case Closed	11/15/24 4:55 PM	11/15/24 5:52 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001720062	Other	Phone	Attained - Case Closed	8/19/24 2:34 PM	8/20/24 9:58 AM	311_Contact Centre
Animal Concern Case	201001335268	Dog Dog off leash	Phone	Attained - Case Closed	3/16/24 1:03 PM	3/16/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001421304	Dog Stray dog at large	WEB	Attained - Case Closed	4/23/24 12:47 PM	4/23/24 12:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001237841	Dog Stray dog at large	Phone	Attained - Case Closed	2/13/24 3:51 PM	2/13/24 6:10 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001381949	Dog	Phone	Attained - Case Closed	4/2/24 12:26 PM	4/2/24 12:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001488719	Dog Stray dog at large	Phone	Attained - Case Closed	5/17/24 2:58 PM	5/17/24 3:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002053387	Dog Stray dog at large	Phone	Attained - Case Closed	12/15/24 9:22 PM	12/16/24 9:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001160260	Dog Stray dog at large	WEB	Attained - Case Closed	1/20/24 10:48 AM	1/20/24 11:06 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001380595	Dog	Phone	Attained - Case Closed	4/1/24 4:32 PM	4/2/24 12:09 PM	DBL_Animal Services Administration
Lost Pets Case	201001733977	cat	Phone	Attained - Case Closed	8/27/24 12:34 PM	8/27/24 12:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001310967	Dog Holding stray	Phone	Attained - Case Closed	3/14/24 9:09 AM	3/14/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001412361	Dog Stray dog at large	Phone	Attained - Case Closed	4/18/24 10:41 AM	4/18/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002073172	Dog Dog off leash	WEB	Attained - Case Closed	12/29/24 10:06 AM	12/29/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001818206	Dog Dog off leash	Mobile App	Attained - Case Closed	9/20/24 6:19 PM	9/21/24 9:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001809785	Dog Human attacked by dog	Mobile App	Attained - Case Closed	9/16/24 6:33 PM	9/16/24 6:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001500404	Dog Dog off leash	Mobile App	Attained - Case Closed	5/24/24 3:30 AM	5/24/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310544	Dog Dog off leash	Phone	Attained - Case Closed	3/13/24 6:21 PM	3/14/24 8:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001929795	Pet bird Holding stray	Mobile App	Attained - Case Closed	10/29/24 7:27 AM	10/29/24 9:30 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001692809		WEB	Attained - Case Closed	8/5/24 9:07 PM	8/6/24 12:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001719057	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/19/24 10:35 AM	8/19/24 11:11 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001583290		WEB	Attained - Case Closed	6/22/24 10:55 PM	6/23/24 10:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001814004	Dog Dog off leash	Mobile App	Attained - Case Closed	9/18/24 5:49 PM	9/18/24 5:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001230079	Dog Dog barking	WEB	Attained - Case Closed	2/9/24 10:58 AM	2/9/24 11:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637317	Dog Dog barking	Phone	Attained - Case Closed	7/13/24 4:50 PM	7/13/24 5:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001697595	Dog Stray dog at large	Phone	Attained - Case Closed	8/7/24 4:29 PM	8/7/24 4:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001794854	Dog Other	WEB	Attained - Case Closed	9/8/24 9:08 PM	9/9/24 9:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001883284	Dog Other	WEB	Attained - Case Closed	10/11/24 5:57 PM	10/12/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001793885	Dog Dog off leash	Mobile App	Attained - Case Closed	9/7/24 6:13 PM	9/8/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001222224	Dog Dog off leash	WEB	Attained - Case Closed	2/6/24 8:55 AM	2/6/24 9:21 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001128762	Licence cancellation	Phone	Attained - Case Closed	1/5/24 12:43 PM	1/5/24 12:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001807005	Dog Holding stray	Phone	Attained - Case Closed	9/15/24 9:52 AM	9/15/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001980580	Dog Holding stray	Phone	Attained - Case Closed	11/25/24 8:06 AM	11/25/24 9:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001222390	Dog Dog off leash	WEB	Attained - Case Closed	2/6/24 9:29 AM	2/6/24 9:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002056894	Dog Unlicensed dog	Phone	Attained - Case Closed	12/17/24 1:07 PM	12/17/24 3:56 PM	311_Contact Centre
Animal Concern Case	201001513808	Dog Holding stray	Phone	Attained - Case Closed	5/30/24 1:21 PM	5/30/24 1:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001943995	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	11/5/24 5:20 PM	11/5/24 5:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001208507	Dog Dog off leash	WEB	Attained - Case Closed	1/31/24 10:07 AM	1/31/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001204910	Dog Dog off leash	WEB	Attained - Case Closed	1/30/24 9:25 AM	1/30/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001674475	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/26/24 11:36 AM	7/26/24 12:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001798303	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/10/24 12:21 PM	9/10/24 1:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002061550	Dog Dog waste not picked up	Mobile App	Attained - Case Closed	12/19/24 1:06 PM	12/19/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002065192	Dog Dog off leash	Mobile App	Attained - Case Closed	12/21/24 2:35 PM	12/21/24 3:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001308346	Dog Dog off leash	Mobile App	Attained - Case Closed	3/12/24 5:44 PM	3/12/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717134	Dog Dog barking	WEB	Attained - Case Closed	8/17/24 12:20 PM	8/17/24 12:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001568459	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/15/24 1:16 PM	6/15/24 1:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002061621	Dog Dog off leash	Mobile App	Attained - Case Closed	12/19/24 1:20 PM	12/19/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001972155	Dog Stray dog at large	Phone	Attained - Case Closed	11/20/24 12:08 PM	11/20/24 12:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001221101	Dog Dog off leash	WEB	Attained - Case Closed	2/5/24 2:55 PM	2/5/24 5:02 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001337712	Licence cancellation	Phone	Attained - Case Closed	3/18/24 1:28 PM	3/18/24 1:40 PM	DBL_Animal Services Administration
Animal Concern Case	201001690987	Dog Stray dog at large	Phone	Attained - Case Closed	8/4/24 8:34 AM	8/4/24 10:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001404229	Dog Stray dog at large	Phone	Attained - Case Closed	4/14/24 11:10 AM	4/14/24 11:24 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001288112	Dog	Phone	Attained - Case Closed	2/29/24 6:17 PM	3/1/24 10:01 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001885420	Dog	WEB	Attained - Case Closed	10/14/24 4:14 PM	10/15/24 10:27 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001139985	Dog	Phone	Attained - Case Closed	1/11/24 10:11 AM	1/11/24 10:17 AM	DBL_Animal Services Dispatch
		Holding stray					
Animal Services Inquiry Case	201001819401	Dog ownership	Phone	Attained - Case Closed	9/22/24 11:56 AM	9/22/24 12:00 PM	DBL_Animal Services Administration
Lost Pets Case	201001201010	Bird	WEB	Attained - Case Closed	1/29/24 7:54 AM	1/29/24 8:24 AM	DBL_Animal Services Administration
Animal Concern Case	201002019432	Dog	Phone	Attained - Case Closed	12/3/24 3:42 PM	12/3/24 4:04 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001150351	Dog	Phone	Attained - Case Closed	1/16/24 12:55 PM	1/16/24 1:02 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001379016	Dog	Phone	Attained - Case Closed	3/31/24 1:00 PM	3/31/24 1:11 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001477013	Dog	Phone	Attained - Case Closed	5/12/24 12:16 PM	5/12/24 12:21 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001609153	Dog	Phone	Attained - Case Closed	6/30/24 3:39 PM	6/30/24 3:46 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001619414	Dog	Phone	Attained - Case Closed	7/4/24 6:41 PM	7/5/24 9:01 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001676948	Dog	Phone	Attained - Case Closed	7/27/24 7:12 PM	7/28/24 10:19 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001823867	Dog	Phone	Attained - Case Closed	9/24/24 4:42 PM	9/24/24 5:15 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001860912	Dog	WEB	Attained - Case Closed	9/29/24 12:23 PM	9/29/24 12:46 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001887212	Dog	Phone	Attained - Case Closed	10/15/24 3:25 PM	10/15/24 3:25 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001927300	Dog	WEB	Attained - Case Closed	10/27/24 3:27 PM	10/27/24 3:39 PM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001336077	Dog	Phone	Attained - Case Closed	3/17/24 12:57 PM	3/17/24 2:48 PM	DBL_Animal Services Dispatch
		Dog off leash					
Lost Pets Case	201001404300	Dog	Phone	Attained - Case Closed	4/14/24 12:26 PM	4/14/24 12:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001691282	Dog	Phone	Attained - Case Closed	8/4/24 12:30 PM	8/4/24 12:37 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001822070	Dog	WEB	Attained - Case Closed	9/24/24 1:29 AM	9/24/24 10:47 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001131392	Dog	WEB	Attained - Case Closed	1/7/24 8:06 PM	1/8/24 11:21 AM	DBL_Animal Services Dispatch
		Dog off leash					
Lost Pets Case	201001402980	Dog	WEB	Attained - Case Closed	4/12/24 9:46 PM	4/13/24 11:17 AM	DBL_Animal Services Administration
Animal Concern Case	201001223205	Dog	WEB	Attained - Case Closed	2/6/24 12:18 PM	2/6/24 12:31 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201002061533	Dog	Mobile App	Missed - Case Closed	12/19/24 1:01 PM	1/2/25 9:11 AM	PR_PD_Park Improvements
		Dog off leash					
Animal Concern Case	201001857252	Dog	WEB	Attained - Case Closed	9/26/24 1:43 PM	9/26/24 2:10 PM	DBL_Animal Services Dispatch
		Unlicensed dog					
Animal Concern Case	201001257835	Dog	Mobile App	Attained - Case Closed	2/25/24 10:12 AM	2/25/24 10:18 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001943650	Dog	WEB	Attained - Case Closed	11/5/24 2:51 PM	11/5/24 3:38 PM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001655579	Dog	Phone	Missed - Case Closed	7/22/24 7:19 PM	7/24/24 7:28 AM	311_Contact Centre
		Other					
Lost Pets Case	201001453618	Dog	WEB	Attained - Case Closed	4/30/24 11:26 AM	4/30/24 12:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001385529	Licence update	WEB	Attained - Case Closed	4/3/24 5:40 PM	4/4/24 9:54 AM	DBL_Animal Services Administration
Lost Pets Case	201001640470	Dog	Phone	Attained - Case Closed	7/15/24 4:45 PM	7/15/24 5:34 PM	DBL_Animal Services Administration
Animal Concern Case	201001218010	Dog	Phone	Attained - Case Closed	2/3/24 3:23 PM	2/3/24 4:40 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001398920	Other	Phone	Attained - Case Closed	4/11/24 8:55 AM	4/11/24 10:09 AM	DBL_Animal Services Dispatch
		Other					
Animal Concern Case	201001725410	Dog	Phone	Attained - Case Closed	8/22/24 9:38 AM	8/22/24 9:43 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001606118	Dog	Phone	Attained - Case Closed	6/28/24 12:02 PM	6/28/24 12:12 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001707811	Dog	Phone	Attained - Case Closed	8/13/24 10:03 AM	8/13/24 10:10 AM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001814514	Dog	Phone	Attained - Case Closed	9/19/24 9:26 AM	9/19/24 10:10 AM	DBL_Animal Services Dispatch
		Dog off leash					
Lost Pets Case	201001454313	Dog	Phone	Attained - Case Closed	4/30/24 1:59 PM	4/30/24 3:28 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001346921		WEB	Attained - Case Closed	3/22/24 9:11 PM	3/23/24 1:01 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001496677	cat	WEB	Attained - Case Closed	5/22/24 2:04 PM	5/22/24 2:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001385155	Licence cancellation	WEB	Attained - Case Closed	4/3/24 3:37 PM	4/3/24 3:39 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001295284		WEB	Attained - Case Closed	3/5/24 1:38 PM	3/5/24 1:42 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001584528	cat	Mobile App	Attained - Case Closed	6/24/24 9:50 AM	6/24/24 10:36 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001694363		WEB	Attained - Case Closed	8/6/24 1:51 PM	8/6/24 2:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001788064	Dog	Phone	Attained - Case Closed	9/4/24 4:58 PM	9/4/24 5:35 PM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001151237	Dog	Phone	Attained - Case Closed	1/16/24 3:53 PM	1/16/24 3:54 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201002076882	Dog	Phone	Attained - Case Closed	12/31/24 1:21 PM	12/31/24 1:36 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201002009761	Dog	Phone	Attained - Case Closed	11/28/24 1:00 PM	11/28/24 1:07 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Lost Pets Case	201001509090	cat	WEB	Attained - Case Closed	5/28/24 2:23 PM	5/28/24 5:02 PM	DBL_Animal Services Administration
Lost Pets Case	201001345048	cat	WEB	Attained - Case Closed	3/22/24 2:26 AM	3/22/24 10:01 AM	DBL_Animal Services Administration
Animal Concern Case	201001404232	Dog	Phone	Attained - Case Closed	4/14/24 11:11 AM	4/14/24 11:24 AM	DBL_Animal Services Dispatch
		Holding stray					
Animal Services Inquiry Case	201001406247	Other	Chat	Attained - Case Closed	4/15/24 2:06 PM	4/15/24 2:08 PM	DBL_Animal Services Administration
Lost Pets Case	201001140343	Dog	Phone	Attained - Case Closed	1/11/24 11:29 AM	1/11/24 11:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001477830	Dog	Phone	Attained - Case Closed	5/13/24 9:33 AM	5/13/24 9:37 AM	DBL_Animal Services Dispatch
		Holding stray					
Feeding Wildlife Case	201001624038		Phone	Attained - Case Closed	7/7/24 8:26 PM	7/8/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001586588	Pet bird	Phone	Attained - Case Closed	6/24/24 5:44 PM	6/24/24 6:20 PM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001806936	Pet bird	WEB	Attained - Case Closed	9/15/24 8:37 AM	9/15/24 9:43 AM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001885223	Pet bird	Phone	Missed - Case Closed	10/14/24 1:23 PM	10/15/24 10:05 AM	DBL_Animal Services Dispatch
		Holding stray					
Lost Pets Case	201001691491	Dog	Phone	Attained - Case Closed	8/4/24 3:36 PM	8/4/24 3:53 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001697184	Other	Phone	Attained - Case Closed	8/7/24 2:33 PM	8/7/24 3:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001554401	Dog	Mobile App	Attained - Case Closed	6/9/24 8:50 PM	6/10/24 10:40 AM	DBL_Animal Services Dispatch
		Dog barking					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001563172	Other	Phone	Attained - Case Closed	6/13/24 9:41 AM	6/13/24 9:53 AM	DBL_Animal Services Administration
Animal Concern Case	201001148882	Dog	Phone	Attained - Case Closed	1/15/24 6:54 PM	1/15/24 7:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001707784	Holding stray	WEB	Attained - Case Closed	8/13/24 9:54 AM	8/13/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001345045	Dog off leash	WEB	Attained - Case Closed	3/22/24 12:40 AM	3/22/24 8:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002057944	Dog barking	Phone	Attained - Case Closed	12/18/24 8:07 AM	12/18/24 8:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001801561	Dog Holding stray	WEB	Attained - Case Closed	9/11/24 5:35 PM	9/11/24 5:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001816110	Stray dog at large	Phone	Attained - Case Closed	9/19/24 5:10 PM	9/19/24 5:24 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001384059	Holding stray	WEB	Attained - Case Closed	4/3/24 11:11 AM	4/3/24 11:15 AM	DBL_Animal Services Administration
Animal Concern Case	201001730658	Licence cancellation	Phone	Attained - Case Closed	8/26/24 7:36 AM	8/26/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001482513	Dog	Mobile App	Attained - Case Closed	5/14/24 8:37 PM	5/15/24 10:16 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001691477	Dog off leash	Phone	Attained - Case Closed	8/4/24 3:26 PM	8/4/24 3:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001730679	Dog	Phone	Attained - Case Closed	8/26/24 7:54 AM	8/26/24 10:19 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001304133	Dog attacked by dog	WEB	Attained - Case Closed	3/11/24 9:08 AM	3/11/24 10:27 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001263984	Licence update	WEB	Attained - Case Closed	2/28/24 9:40 AM	2/28/24 11:22 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001252770		WEB	Attained - Case Closed	2/22/24 9:47 AM	2/22/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002052673	Dog	WEB	Attained - Case Closed	12/14/24 10:44 PM	12/15/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002052677	Stray dog at large	WEB	Attained - Case Closed	12/14/24 11:23 PM	12/15/24 10:15 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001300806	Dog Holding stray	WEB	Attained - Case Closed	3/8/24 9:50 AM	3/8/24 10:15 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001343410		WEB	Attained - Case Closed	3/21/24 9:44 AM	3/21/24 11:44 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001200094	Licence cancellation	WEB	Attained - Case Closed	1/28/24 7:56 AM	1/28/24 8:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001788211	Dog	Phone	Attained - Case Closed	9/4/24 6:58 PM	9/5/24 9:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001860785	Stray dog at large	Phone	Attained - Case Closed	9/29/24 10:24 AM	9/29/24 10:42 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001382239	Dog Other	WEB	Attained - Case Closed	4/2/24 1:38 PM	4/2/24 1:58 PM	DBL_Animal Services Administration
Animal Concern Case	201002076887	cat	Phone	Attained - Case Closed	12/31/24 1:27 PM	12/31/24 1:32 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001941826	Dog Stray dog at large	Phone	Attained - Case Closed	11/4/24 6:03 PM	11/4/24 6:37 PM	DBL_Animal Services Administration
Lost Pets Case	201001941842	Dog	Phone	Attained - Case Closed	11/4/24 6:13 PM	11/4/24 6:27 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001206646	Other	Phone	Attained - Case Closed	1/30/24 2:21 PM	1/30/24 2:45 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201002074135		WEB	Attained - Case Closed	12/30/24 10:29 AM	12/30/24 10:47 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002045432		WEB	Attained - Case Closed	12/11/24 10:52 AM	12/11/24 1:43 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002071138		WEB	Missed - Case Closed	12/27/24 10:48 AM	12/28/24 11:37 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001982737	Dog	WEB	Attained - Case Closed	11/25/24 4:12 PM	11/25/24 4:27 PM	DBL_Animal Services Administration
Lost Pets Case	201001982764	Dog	Phone	Attained - Case Closed	11/25/24 4:21 PM	11/25/24 4:27 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201002070539		WEB	Missed - Case Closed	12/26/24 3:46 PM	12/27/24 1:39 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002043189		Phone	Attained - Case Closed	12/10/24 12:45 PM	12/10/24 1:11 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002053014		WEB	Attained - Case Closed	12/15/24 12:45 PM	12/15/24 2:58 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002072615		WEB	Attained - Case Closed	12/28/24 12:17 PM	12/28/24 12:27 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002073225		WEB	Attained - Case Closed	12/29/24 10:51 AM	12/29/24 12:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001637419	Dog	Mobile App	Attained - Case Closed	7/13/24 6:56 PM	7/14/24 3:36 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001982754	Dog off leash	Phone	Attained - Case Closed	11/25/24 4:17 PM	11/25/24 4:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001656898	Dog	Mobile App	Attained - Case Closed	7/23/24 12:19 PM	7/23/24 2:18 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002066660	Human attacked by dog	Phone	Attained - Case Closed	12/23/24 10:55 AM	12/23/24 11:33 AM	DBL_Animal Services Administration
Animal Concern Case	201001421351	cat	Phone	Attained - Case Closed	4/23/24 12:57 PM	4/23/24 1:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001672822	Dog	Mobile App	Attained - Case Closed	7/25/24 2:31 PM	7/25/24 2:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001315077	Dog off leash	WEB	Attained - Case Closed	3/15/24 10:08 PM	3/16/24 12:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378252	Dog Human attacked by dog	Phone	Attained - Case Closed	3/30/24 1:46 PM	3/30/24 5:04 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001806763	Other	WEB	Attained - Case Closed	9/14/24 5:58 PM	9/14/24 6:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001292843	Dog	Mobile App	Attained - Case Closed	3/4/24 12:59 PM	3/4/24 3:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001941851	Dog off leash	WEB	Attained - Case Closed	11/4/24 6:20 PM	11/4/24 6:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001139617	Dog Other	Phone	Attained - Case Closed	1/11/24 8:38 AM	1/11/24 11:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001411406	Dog	Phone	Attained - Case Closed	4/17/24 4:09 PM	4/17/24 4:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001450087	Dog attacked by dog	WEB	Attained - Case Closed	4/28/24 6:02 PM	4/29/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001461967	Dog	Mobile App	Attained - Case Closed	5/3/24 8:54 PM	5/4/24 2:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001461974	Dog off leash	Mobile App	Attained - Case Closed	5/3/24 9:00 PM	5/4/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652321	Aggressive dog poorly contained	Mobile App	Attained - Case Closed	7/21/24 11:01 AM	7/21/24 1:01 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001643168	Dog	Phone	Attained - Case Closed	7/16/24 5:21 PM	7/17/24 9:51 AM	DBL_Animal Services Administration
Animal Concern Case	201001235885	Dog off leash	Mobile App	Attained - Case Closed	2/13/24 7:40 AM	2/13/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001261198	Dog	WEB	Attained - Case Closed	2/27/24 7:51 AM	2/27/24 3:40 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001650459	Other	Mobile App	Attained - Case Closed	7/19/24 4:08 PM	7/19/24 5:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783894	Dog off leash	WEB	Attained - Case Closed	9/2/24 9:10 PM	9/3/24 10:05 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001717722	Dog barking	WEB	Attained - Case Closed	8/17/24 11:16 PM	8/18/24 5:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001295549	Dog	Phone	Attained - Case Closed	3/5/24 2:50 PM	3/5/24 2:53 PM	DBL_Animal Services Dispatch
		Dog barking					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001473651	Dog Holding stray	Mobile App	Attained - Case Closed	5/10/24 8:19 AM	5/10/24 8:55 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001141866	Dog	WEB	Attained - Case Closed	1/11/24 6:46 PM	1/12/24 11:26 AM	DBL_Animal Services Administration
Animal Concern Case	201001680641	Dog Holding stray	Phone	Attained - Case Closed	7/30/24 7:36 AM	7/30/24 8:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001145952	Dog Stray dog at large	WEB	Attained - Case Closed	1/14/24 6:54 PM	1/15/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001641032	Dog Dog off leash	Phone	Attained - Case Closed	7/16/24 7:50 AM	7/16/24 8:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001704480	Dog Dog off leash	Mobile App	Attained - Case Closed	8/11/24 4:56 PM	8/11/24 5:44 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001816245	Dog	Phone	Attained - Case Closed	9/19/24 6:40 PM	9/19/24 7:07 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001816874	Other	Phone	Attained - Case Closed	9/20/24 10:23 AM	9/20/24 10:45 AM	DBL_Animal Services Administration
Animal Concern Case	201001547269	Dog Stray dog at large	Phone	Attained - Case Closed	6/5/24 6:07 PM	6/6/24 8:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001554367	Dog Dog off leash	Mobile App	Attained - Case Closed	6/9/24 8:03 PM	6/10/24 11:57 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001504064	cat	WEB	Attained - Case Closed	5/26/24 2:04 PM	5/26/24 2:14 PM	DBL_Animal Services Administration
Lost Pets Case	201001141977	Dog	WEB	Attained - Case Closed	1/11/24 8:07 PM	1/12/24 10:28 AM	DBL_Animal Services Administration
Lost Pets Case	201001809658	Dog	Phone	Attained - Case Closed	9/16/24 5:05 PM	9/16/24 5:27 PM	DBL_Animal Services Administration
Lost Pets Case	201001809665	Dog	WEB	Attained - Case Closed	9/16/24 5:06 PM	9/16/24 5:25 PM	DBL_Animal Services Administration
Lost Pets Case	201001810551	Dog	WEB	Attained - Case Closed	9/17/24 10:37 AM	9/17/24 10:42 AM	DBL_Animal Services Administration
Lost Pets Case	201001674801	Dog	Phone	Attained - Case Closed	7/26/24 12:56 PM	7/26/24 1:12 PM	DBL_Animal Services Administration
Animal Concern Case	201001504351	Dog Dog off leash	WEB	Attained - Case Closed	5/26/24 8:47 PM	5/27/24 9:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001803504	Dog Human attacked by dog	Phone	Attained - Case Closed	9/12/24 3:47 PM	9/12/24 5:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001200788	Pet bird Other	Phone	Attained - Case Closed	1/28/24 5:33 PM	1/28/24 5:41 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001202661	Bird	Phone	Attained - Case Closed	1/29/24 1:03 PM	1/29/24 2:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001347505	Dog Dog waste not picked up	Phone	Attained - Case Closed	3/23/24 3:07 PM	3/23/24 3:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001802525	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	9/12/24 11:06 AM	9/12/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001214323	Dog Dog off leash	Mobile App	Attained - Case Closed	2/2/24 8:11 AM	2/2/24 10:42 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001564093	cat	WEB	Attained - Case Closed	6/13/24 1:14 PM	6/13/24 1:34 PM	DBL_Animal Services Administration
Animal Concern Case	201001208520	Dog Dog off leash	WEB	Attained - Case Closed	1/31/24 10:09 AM	1/31/24 10:44 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001857255	Dog	WEB	Attained - Case Closed	9/26/24 1:44 PM	9/26/24 3:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001816553	Dog Dog barking	WEB	Attained - Case Closed	9/20/24 8:46 AM	9/20/24 10:56 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001723705	By-laws	Mobile App	Attained - Case Closed	8/21/24 10:54 AM	8/21/24 10:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001640148	Dog Dog barking	Phone	Attained - Case Closed	7/15/24 3:05 PM	7/15/24 5:12 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001263060	Licence cancellation	Phone	Attained - Case Closed	2/27/24 3:31 PM	2/27/24 3:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001415084	Dog Dog barking	WEB	Attained - Case Closed	4/19/24 1:25 PM	4/19/24 1:48 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001105049	Licence update	Phone	Attained - Case Closed	1/3/24 6:15 PM	1/4/24 10:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001310899	Licence cancellation	WEB	Attained - Case Closed	3/14/24 8:38 AM	3/14/24 9:10 AM	DBL_Animal Services Administration
Lost Pets Case	201001627453	cat	Phone	Attained - Case Closed	7/9/24 10:31 AM	7/9/24 10:55 AM	DBL_Animal Services Administration
Lost Pets Case	201001627733	cat	WEB	Attained - Case Closed	7/9/24 11:37 AM	7/9/24 12:09 PM	DBL_Animal Services Administration
Lost Pets Case	201001879948	cat	Phone	Attained - Case Closed	10/10/24 10:21 AM	10/10/24 10:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001975595	Dog Dog barking	WEB	Attained - Case Closed	11/21/24 2:40 PM	11/21/24 4:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001788248	Dog Dog off leash	WEB	Attained - Case Closed	9/4/24 7:30 PM	9/5/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001346707	Dog Dog barking	WEB	Attained - Case Closed	3/22/24 4:48 PM	3/22/24 4:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002062543	Dog Stray dog at large	WEB	Attained - Case Closed	12/19/24 7:09 PM	12/20/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001719044	Dog Dog barking	WEB	Attained - Case Closed	8/19/24 10:32 AM	8/19/24 2:13 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001802871	Other	Phone	Attained - Case Closed	9/12/24 12:40 PM	9/12/24 12:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001810997	Dog Dog barking	WEB	Attained - Case Closed	9/17/24 12:42 PM	9/17/24 1:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002070407	Dog Dog barking	WEB	Missed - Case Closed	12/26/24 2:29 PM	12/27/24 12:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001448561	Dog	Phone	Attained - Case Closed	4/26/24 4:55 PM	4/26/24 5:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001376855	Licence update	WEB	Attained - Case Closed	3/29/24 4:04 AM	3/30/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001259913	Licence cancellation	WEB	Attained - Case Closed	2/26/24 1:22 PM	2/26/24 1:58 PM	DBL_Animal Services Administration
Lost Pets Case	201001882897	cat	WEB	Attained - Case Closed	10/11/24 3:02 PM	10/11/24 3:33 PM	DBL_Animal Services Administration
Animal Concern Case	201001698358	Dog Dog barking	WEB	Attained - Case Closed	8/8/24 9:33 AM	8/8/24 10:35 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001141886	Dog	WEB	Attained - Case Closed	1/11/24 6:59 PM	1/12/24 10:23 AM	DBL_Animal Services Administration
Animal Concern Case	201001348376	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	3/24/24 5:46 PM	3/24/24 5:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390323	Dog Human attacked by dog	WEB	Attained - Case Closed	4/5/24 10:23 PM	4/6/24 10:36 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001379095	Licence update	WEB	Attained - Case Closed	3/31/24 2:04 PM	3/31/24 2:41 PM	DBL_Animal Services Administration
Lost Pets Case	201001639268	Dog	Phone	Attained - Case Closed	7/15/24 11:33 AM	7/15/24 1:19 PM	DBL_Animal Services Administration
Lost Pets Case	201001336965	Dog	WEB	Attained - Case Closed	3/18/24 10:27 AM	3/18/24 10:47 AM	DBL_Animal Services Administration
Animal Concern Case	201002062526	Dog Holding stray	Phone	Attained - Case Closed	12/19/24 6:49 PM	12/20/24 9:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001985766	Dog Dog barking	Phone	Attained - Case Closed	11/26/24 6:44 PM	11/27/24 11:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002045157	Dog Dog barking	Phone	Attained - Case Closed	12/11/24 10:01 AM	12/11/24 1:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002045418	Dog Dog barking	Mobile App	Attained - Case Closed	12/11/24 10:49 AM	12/11/24 1:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001139457	Dog Stray dog at large	WEB	Attained - Case Closed	1/10/24 9:34 PM	1/11/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001214815	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	2/2/24 10:02 AM	2/2/24 10:29 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001704750	Dog Human attacked by dog	WEB	Attained - Case Closed	8/12/24 12:26 AM	8/12/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001720790	Dog Dog barking	WEB	Attained - Case Closed	8/19/24 9:07 PM	8/20/24 11:19 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001393782	Dog	WEB	Attained - Case Closed	4/8/24 4:25 PM	4/8/24 4:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001483291	Dog Stray dog at large	WEB	Attained - Case Closed	5/15/24 10:57 AM	5/15/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001393906	Dog Human attacked by dog	WEB	Attained - Case Closed	4/8/24 5:29 PM	4/8/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001455242	Dog Human attacked by dog	WEB	Attained - Case Closed	5/1/24 1:32 AM	5/1/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002025165	Dog Dog off leash	WEB	Attained - Case Closed	12/6/24 5:14 AM	12/6/24 11:03 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001145328	cat	WEB	Attained - Case Closed	1/14/24 8:56 AM	1/14/24 10:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001798315	Dog Other	Phone	Attained - Case Closed	9/10/24 12:24 PM	9/10/24 12:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001495328	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	5/22/24 9:56 AM	5/22/24 10:34 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001505596	cat	WEB	Attained - Case Closed	5/27/24 12:18 PM	5/27/24 12:21 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001817959	Fees and fines	Phone	Attained - Case Closed	9/20/24 3:59 PM	9/20/24 4:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001255185	Licence update	Phone	Attained - Case Closed	2/23/24 9:56 AM	2/23/24 10:43 AM	DBL_Animal Services Administration
Animal Concern Case	201001293690	Dog Stray dog at large	Phone	Attained - Case Closed	3/4/24 4:59 PM	3/4/24 5:11 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001702235	Dog	WEB	Attained - Case Closed	8/9/24 3:03 PM	8/9/24 4:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001229623	Dog Dog off leash	Phone	Attained - Case Closed	2/9/24 9:00 AM	2/9/24 9:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417514	Dog Dog off leash	Phone	Attained - Case Closed	4/21/24 5:13 PM	4/21/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417492	Dog Dog off leash	Phone	Attained - Case Closed	4/21/24 4:47 PM	4/21/24 4:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001447216	Dog Dog off leash	Phone	Attained - Case Closed	4/26/24 10:16 AM	4/26/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001471381	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	5/9/24 9:40 AM	5/9/24 10:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001789902	Dog Dog off leash	WEB	Attained - Case Closed	9/5/24 2:27 PM	9/5/24 2:33 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001293164	Licence cancellation	WEB	Attained - Case Closed	3/4/24 2:27 PM	3/4/24 2:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001352695	Dog Unlicensed dog	WEB	Attained - Case Closed	3/26/24 8:22 PM	3/27/24 10:25 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001463516	Dog	Phone	Attained - Case Closed	5/5/24 4:32 PM	5/5/24 4:34 PM	DBL_Animal Services Administration
Animal Concern Case	201001478583	Dog Human attacked by dog	WEB	Attained - Case Closed	5/13/24 12:20 PM	5/13/24 12:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001246884	Dog Stray dog at large	Phone	Missed - Case Closed	2/19/24 9:47 AM	2/20/24 11:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001290360	Dog Dog off leash	Phone	Attained - Case Closed	3/2/24 8:27 AM	3/2/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001403671	Dog Holding stray	Phone	Attained - Case Closed	4/13/24 3:11 PM	4/13/24 3:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404127	Dog Dog off leash	Phone	Attained - Case Closed	4/14/24 9:29 AM	4/14/24 11:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001568078	Dog Human attacked by dog	Phone	Attained - Case Closed	6/15/24 9:21 AM	6/15/24 11:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637059	Dog Holding stray	Phone	Attained - Case Closed	7/13/24 1:23 PM	7/13/24 1:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001673592	Dog Human attacked by dog	Phone	Attained - Case Closed	7/25/24 9:08 PM	7/26/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707542	Dog Stray dog at large	WEB	Attained - Case Closed	8/13/24 8:50 AM	8/13/24 9:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707739	Dog Stray dog at large	WEB	Attained - Case Closed	8/13/24 9:44 AM	8/13/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001886706	Dog Dog off leash	Phone	Attained - Case Closed	10/15/24 12:54 PM	10/15/24 12:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001959221	Dog Dog off leash	Phone	Attained - Case Closed	11/14/24 10:20 AM	11/14/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002010590	Dog Dog off leash	Phone	Attained - Case Closed	11/28/24 5:38 PM	11/28/24 5:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002052794	Dog Dog off leash	Phone	Attained - Case Closed	12/15/24 9:54 AM	12/15/24 12:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002052864	Dog Stray dog at large	Phone	Attained - Case Closed	12/15/24 10:38 AM	12/15/24 12:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002070435	Dog Stray dog at large	Phone	Missed - Case Closed	12/26/24 2:44 PM	12/27/24 12:16 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001446645	Dog	WEB	Attained - Case Closed	4/25/24 7:08 PM	4/26/24 10:16 AM	DBL_Animal Services Administration
Animal Concern Case	201001609482	Dog Other	WEB	Missed - Case Closed	7/1/24 1:08 AM	7/2/24 1:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001337691	Dog Other	Phone	Attained - Case Closed	3/18/24 1:22 PM	3/18/24 1:40 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001079346	Dog	WEB	Attained - Case Closed	1/1/24 2:35 AM	1/2/24 2:52 PM	DBL_Animal Services Administration
Lost Pets Case	201001475872	cat	Phone	Attained - Case Closed	5/11/24 7:09 AM	5/11/24 12:18 PM	DBL_Animal Services Administration
Lost Pets Case	201001559353	cat	WEB	Attained - Case Closed	6/11/24 2:59 PM	6/11/24 5:34 PM	DBL_Animal Services Administration
Lost Pets Case	201001514820	Dog	Phone	Attained - Case Closed	5/30/24 8:57 PM	5/31/24 8:21 AM	DBL_Animal Services Administration
Lost Pets Case	201001730063	Dog	Phone	Attained - Case Closed	8/25/24 11:00 AM	8/25/24 11:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001260515	Other	WEB	Attained - Case Closed	2/26/24 3:33 PM	2/26/24 3:35 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001643638	By-laws	Mobile App	Attained - Case Closed	7/17/24 8:18 AM	7/17/24 9:04 AM	DBL_Animal Services Administration
Animal Concern Case	201001142777	Dog Dog barking	Mobile App	Attained - Case Closed	1/12/24 10:53 AM	1/12/24 12:51 PM	311_Contact Centre - Feedback
Lost Pets Case	201001955978	Dog	WEB	Attained - Case Closed	11/12/24 8:25 PM	11/13/24 10:11 AM	DBL_Animal Services Administration
Lost Pets Case	201001817399	cat	WEB	Attained - Case Closed	9/20/24 12:58 PM	9/20/24 3:05 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001683934	Dog ownership	Phone	Attained - Case Closed	7/31/24 11:13 AM	7/31/24 11:19 AM	DBL_Animal Services Administration
Animal Concern Case	201001475918	Dog Dog waste not picked up	Phone	Attained - Case Closed	5/11/24 8:41 AM	5/11/24 10:52 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001569232	cat	WEB	Attained - Case Closed	6/16/24 1:45 PM	6/16/24 1:53 PM	DBL_Animal Services Administration
Animal Concern Case	201001263422	Dog Human attacked by dog	WEB	Attained - Case Closed	2/27/24 5:30 PM	2/27/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819109	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/21/24 7:17 PM	9/22/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001167785	Dog Stray dog at large	Phone	Attained - Case Closed	1/23/24 12:06 PM	1/23/24 12:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001584022	Dog Stray dog at large	Phone	Attained - Case Closed	6/23/24 9:24 PM	6/24/24 10:34 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001688898	cat	Phone	Attained - Case Closed	8/2/24 1:11 PM	8/2/24 3:42 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001641001	Dog Holding stray	Phone	Attained - Case Closed	7/16/24 7:23 AM	7/16/24 7:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001353963	Dog Dog barking	Phone	Attained - Case Closed	3/27/24 1:52 PM	3/27/24 2:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001511856	Dog Dog barking	WEB	Attained - Case Closed	5/29/24 3:40 PM	5/29/24 3:47 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001378645	Licence cancellation	WEB	Attained - Case Closed	3/31/24 7:22 AM	3/31/24 10:13 AM	DBL_Animal Services Administration
Animal Concern Case	201001796233	Dog Dog attacked by dog	Phone	Attained - Case Closed	9/9/24 1:32 PM	9/9/24 1:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001568196	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/15/24 10:40 AM	6/15/24 11:15 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001375495	Licence update	WEB	Attained - Case Closed	3/28/24 11:20 AM	3/28/24 11:23 AM	DBL_Animal Services Administration
Animal Concern Case	201001553553	Dog Human attacked by dog	Phone	Attained - Case Closed	6/8/24 8:23 PM	6/9/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001556834	Dog Human attacked by dog	Phone	Attained - Case Closed	6/10/24 4:21 PM	6/10/24 4:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001401810	Dog Dog off leash	WEB	Attained - Case Closed	4/12/24 12:48 PM	4/12/24 12:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001729899	Dog Holding stray	WEB	Attained - Case Closed	8/25/24 12:00 AM	8/25/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001722862	Dog Stray dog at large	Phone	Attained - Case Closed	8/20/24 5:43 PM	8/20/24 5:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001079395	Dog Dog off leash	Phone	Missed - Case Closed	1/1/24 9:35 AM	1/2/24 1:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314330	Dog Dog barking	WEB	Attained - Case Closed	3/15/24 2:08 PM	3/15/24 3:35 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001806308	Other	Phone	Attained - Case Closed	9/14/24 11:47 AM	9/14/24 11:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001722865	Dog Stray dog at large	Phone	Attained - Case Closed	8/20/24 5:45 PM	8/20/24 5:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609980	Dog Holding stray	Phone	Missed - Case Closed	7/1/24 12:44 PM	7/2/24 9:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001640790	Dog Dog attacked by dog	WEB	Attained - Case Closed	7/15/24 7:54 PM	7/16/24 9:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001646834	Dog Other	Phone	Attained - Case Closed	7/18/24 11:32 AM	7/18/24 11:42 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001475589	cat	Phone	Attained - Case Closed	5/10/24 5:26 PM	5/11/24 12:18 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001496329	Other	Phone	Attained - Case Closed	5/22/24 12:59 PM	5/22/24 2:48 PM	DBL_Animal Services Administration
Lost Pets Case	201001455211	Dog	WEB	Attained - Case Closed	4/30/24 9:57 PM	5/1/24 8:40 AM	DBL_Animal Services Administration
Lost Pets Case	201001455215	Dog	WEB	Attained - Case Closed	4/30/24 10:01 PM	5/1/24 8:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001338670	Dog Dog off leash	WEB	Attained - Case Closed	3/18/24 8:36 PM	3/19/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001400112	Dog Dog waste not picked up	Phone	Attained - Case Closed	4/11/24 2:18 PM	4/11/24 2:40 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001349525	Licence cancellation	Phone	Attained - Case Closed	3/25/24 12:53 PM	3/25/24 12:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001699744	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/8/24 2:39 PM	8/8/24 3:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001704571	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/11/24 6:35 PM	8/11/24 6:53 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001238990	Dog	Phone	Attained - Case Closed	2/14/24 10:50 AM	2/14/24 10:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001864066	Dog Dog waste not picked up	WEB	Attained - Case Closed	10/1/24 3:05 PM	10/1/24 3:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001541243	Dog Dog barking	WEB	Attained - Case Closed	6/3/24 3:31 PM	6/3/24 4:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001342909	Dog Dog attacked by dog	WEB	Attained - Case Closed	3/20/24 5:47 PM	3/20/24 6:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001709776	Dog Dog barking	WEB	Attained - Case Closed	8/13/24 8:34 PM	8/14/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002052896	Dog Stray dog at large	Phone	Attained - Case Closed	12/15/24 11:06 AM	12/15/24 12:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001784767	Dog Dog barking	Phone	Attained - Case Closed	9/3/24 11:45 AM	9/3/24 11:56 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001452080	cat	Phone	Attained - Case Closed	4/29/24 2:55 PM	4/29/24 4:21 PM	DBL_Animal Services Administration
Animal Concern Case	201001303943	Dog Dog barking	WEB	Attained - Case Closed	3/11/24 2:37 AM	3/11/24 10:25 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001287127	Other	Phone	Attained - Case Closed	2/29/24 12:54 PM	2/29/24 1:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001408198	Dog Dog off leash	WEB	Attained - Case Closed	4/16/24 12:23 PM	4/16/24 12:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001489566	Dog Dog off leash	Phone	Attained - Case Closed	5/18/24 9:58 AM	5/18/24 10:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001686187	Dog Dog attacked by dog	Phone	Attained - Case Closed	8/1/24 10:31 AM	8/1/24 12:13 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001895310	Other	Phone	Attained - Case Closed	10/20/24 12:57 PM	10/20/24 1:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001943257	Dog Dog attacked by dog	Phone	Attained - Case Closed	11/5/24 1:06 PM	11/5/24 1:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001623123	Dog Holding stray	WEB	Attained - Case Closed	7/6/24 8:10 PM	7/7/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002027173	Dog Human attacked by dog	WEB	Attained - Case Closed	12/6/24 6:03 PM	12/7/24 11:36 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001407329		WEB	Attained - Case Closed	4/16/24 8:25 AM	4/16/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001493980	Dog Human attacked by dog	WEB	Attained - Case Closed	5/21/24 3:31 PM	5/21/24 4:00 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001732926	Other	Mobile App	Attained - Case Closed	8/26/24 10:20 PM	8/27/24 10:21 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001393860		Mobile App	Attained - Case Closed	4/8/24 4:58 PM	4/8/24 5:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002028601	Dog Stray dog at large	Phone	Attained - Case Closed	12/8/24 11:56 AM	12/8/24 12:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001469638	Dog Stray dog at large	Phone	Attained - Case Closed	5/8/24 12:09 PM	5/8/24 12:13 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001141945	Dog	WEB	Attained - Case Closed	1/11/24 7:45 PM	1/12/24 10:32 AM	DBL_Animal Services Administration
Animal Concern Case	201001825929	Dog Human attacked by dog	WEB	Attained - Case Closed	9/25/24 6:24 PM	9/25/24 6:27 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001302523	Wildlife	Mobile App	Attained - Case Closed	3/9/24 12:10 AM	3/9/24 9:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001222699	Licence cancellation	WEB	Attained - Case Closed	2/6/24 10:33 AM	2/6/24 10:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001722085	Dog Dog off leash	Phone	Attained - Case Closed	8/20/24 1:17 PM	8/20/24 1:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002067684	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	12/23/24 3:15 PM	12/23/24 3:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002067827	Dog Dog waste not picked up	WEB	Attained - Case Closed	12/23/24 4:00 PM	12/23/24 5:05 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001405094		Mobile App	Attained - Case Closed	4/15/24 9:33 AM	4/15/24 10:27 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001406514		WEB	Attained - Case Closed	4/15/24 3:16 PM	4/15/24 3:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001490187	Dog Dog barking	Phone	Attained - Case Closed	5/18/24 5:45 PM	5/18/24 5:53 PM	DBL_Animal Services Dispatch



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001622856	Other	Mobile App	Attained - Case Closed	7/6/24 3:58 PM	7/7/24 7:41 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001230841	Dog	Phone	Attained - Case Closed	2/9/24 2:01 PM	2/9/24 3:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001946710	Dog barking	Phone	Attained - Case Closed	11/7/24 9:48 AM	11/7/24 10:14 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002010316	Dog	Phone	Attained - Case Closed	11/28/24 3:35 PM	11/28/24 3:53 PM	DBL_Animal Services Administration
		Other					
Animal Concern Case	201001722715	Dog	WEB	Attained - Case Closed	8/20/24 4:26 PM	8/20/24 4:30 PM	DBL_Animal Services Dispatch
		Dog off leash					
Dog Licence Case	201001307751	Licence update	WEB	Attained - Case Closed	3/12/24 2:24 PM	3/12/24 2:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001307761	Licence update	WEB	Attained - Case Closed	3/12/24 2:27 PM	3/12/24 2:34 PM	DBL_Animal Services Administration
Dog Licence Case	201001381092	Licence update	Phone	Attained - Case Closed	4/2/24 9:07 AM	4/2/24 11:48 AM	DBL_Animal Services Administration
Animal Concern Case	201001809003	Dog	Phone	Attained - Case Closed	9/16/24 1:50 PM	9/16/24 2:03 PM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001488590	Dog	Phone	Attained - Case Closed	5/17/24 2:27 PM	5/17/24 3:01 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Dog Licence Case	201001134302	Licence cancellation	WEB	Attained - Case Closed	1/8/24 10:08 PM	1/9/24 10:25 AM	DBL_Animal Services Administration
Animal Concern Case	201002028093	Dog	WEB	Attained - Case Closed	12/7/24 3:41 PM	12/7/24 4:18 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001137062	Dog	Mobile App	Attained - Case Closed	1/10/24 12:36 AM	1/10/24 10:44 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001396439	Dog	Phone	Attained - Case Closed	4/9/24 8:18 PM	4/10/24 11:57 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001859358	Dog	WEB	Attained - Case Closed	9/27/24 3:13 PM	9/27/24 3:25 PM	DBL_Animal Services Dispatch
		Dog barking					
Feeding Wildlife Case	201001536953		WEB	Attained - Case Closed	5/31/24 5:12 PM	5/31/24 5:48 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001148008	Licence cancellation	Mobile App	Attained - Case Closed	1/15/24 2:28 PM	1/15/24 2:31 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001237581	Other	Phone	Attained - Case Closed	2/13/24 2:51 PM	2/13/24 3:32 PM	DBL_Animal Services Administration
Animal Concern Case	201002058621	Dog	Phone	Attained - Case Closed	12/18/24 11:06 AM	12/18/24 11:29 AM	DBL_Animal Services Dispatch
		Dog barking					
Dog Licence Case	201001152078	Licence update	WEB	Attained - Case Closed	1/17/24 8:40 AM	1/17/24 9:49 AM	DBL_Animal Services Administration
Lost Pets Case	201001794784	Dog	WEB	Attained - Case Closed	9/8/24 7:25 PM	9/9/24 9:35 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001151858		Mobile App	Attained - Case Closed	1/16/24 10:21 PM	1/17/24 11:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002060156	Dog	WEB	Attained - Case Closed	12/18/24 4:53 PM	12/18/24 5:18 PM	DBL_Animal Services Dispatch
		Holding stray					
Dog Licence Case	201001238386	Licence update	WEB	Attained - Case Closed	2/14/24 12:03 AM	2/14/24 9:22 AM	DBL_Animal Services Administration
Lost Pets Case	201001652489	Dog	Phone	Attained - Case Closed	7/21/24 1:21 PM	7/21/24 3:16 PM	DBL_Animal Services Administration
Animal Concern Case	201002052612	Dog	WEB	Attained - Case Closed	12/14/24 7:10 PM	12/15/24 12:20 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001689882	Dog	WEB	Attained - Case Closed	8/3/24 12:03 AM	8/3/24 9:20 AM	DBL_Animal Services Dispatch
		Other					
Lost Pets Case	201001544269	Dog	Phone	Attained - Case Closed	6/4/24 4:14 PM	6/4/24 4:22 PM	DBL_Animal Services Administration
Animal Concern Case	201001656798	Dog	Mobile App	Attained - Case Closed	7/23/24 11:49 AM	7/23/24 12:11 PM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Dog Licence Case	201001205127	Licence cancellation	Phone	Attained - Case Closed	1/30/24 10:08 AM	1/30/24 10:16 AM	DBL_Animal Services Administration
Animal Concern Case	201001889940	Dog	WEB	Attained - Case Closed	10/17/24 6:44 AM	10/17/24 8:18 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Lost Pets Case	201001389357	cat	Phone	Attained - Case Closed	4/5/24 1:25 PM	4/5/24 1:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001340965	Dog	Phone	Attained - Case Closed	3/20/24 7:20 AM	3/20/24 10:32 AM	DBL_Animal Services Dispatch
		Dog barking					
Lost Pets Case	201001578249	Dog	Phone	Attained - Case Closed	6/20/24 11:59 AM	6/20/24 12:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001245071	Dog	Chat	Attained - Case Closed	2/16/24 4:04 PM	2/16/24 5:30 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001567713	Dog	Phone	Attained - Case Closed	6/14/24 5:57 PM	6/14/24 6:14 PM	DBL_Animal Services Dispatch
		Holding stray					
Lost Pets Case	201001217619	Dog	WEB	Attained - Case Closed	2/3/24 11:48 AM	2/3/24 12:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001720591	Dog	WEB	Attained - Case Closed	8/19/24 5:35 PM	8/19/24 5:48 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001217961	Dog	Phone	Attained - Case Closed	2/3/24 2:54 PM	2/3/24 2:59 PM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001244373	Dog	Phone	Attained - Case Closed	2/16/24 1:07 PM	2/16/24 1:15 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001296150	Dog	Mobile App	Attained - Case Closed	3/5/24 8:51 PM	3/6/24 9:29 AM	DBL_Animal Services Dispatch
		Dog off leash					
Lost Pets Case	201001935978	Dog	WEB	Attained - Case Closed	11/1/24 7:39 AM	11/1/24 10:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001410431	Dog	Phone	Attained - Case Closed	4/17/24 11:54 AM	4/17/24 12:11 PM	DBL_Animal Services Dispatch
		Dog off leash					
Dog Licence Case	201001172262	Licence cancellation	WEB	Attained - Case Closed	1/24/24 3:25 PM	1/24/24 3:28 PM	DBL_Animal Services Administration
Animal Concern Case	201001196627	Dog	Phone	Attained - Case Closed	1/26/24 10:22 AM	1/26/24 10:34 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001196630	Dog	Phone	Attained - Case Closed	1/26/24 10:23 AM	1/26/24 10:37 AM	DBL_Animal Services Dispatch
		Dog attacked by dog					
Animal Services Inquiry Case	201002049165	Other	Phone	Attained - Case Closed	12/12/24 3:48 PM	12/13/24 1:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001859331	Dog	WEB	Attained - Case Closed	9/27/24 3:02 PM	9/27/24 3:34 PM	DBL_Animal Services Dispatch
		Dog off leash					
Lost Pets Case	201001720629	Dog	WEB	Attained - Case Closed	8/19/24 6:06 PM	8/19/24 6:10 PM	DBL_Animal Services Administration
Animal Concern Case	201002054045	Dog	WEB	Attained - Case Closed	12/16/24 10:56 AM	12/16/24 1:38 PM	311_Contact Centre - General Feedback
		Other					
Animal Concern Case	201001487077	Dog	WEB	Attained - Case Closed	5/17/24 7:16 AM	5/17/24 10:54 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Services Inquiry Case	201001130663	Volunteering	WEB	Attained - Case Closed	1/6/24 5:10 PM	1/6/24 5:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001788212	Dog	WEB	Attained - Case Closed	9/4/24 6:58 PM	9/5/24 10:21 AM	DBL_Animal Services Dispatch
		Dog waste not picked up					
Animal Concern Case	201001612898	Dog	WEB	Attained - Case Closed	7/2/24 2:52 PM	7/2/24 3:18 PM	DBL_Animal Services Dispatch
		Dog waste not picked up					
Lost Pets Case	201001240569	cat	Phone	Attained - Case Closed	2/14/24 5:08 PM	2/14/24 5:39 PM	DBL_Animal Services Administration
Animal Concern Case	201001985925	Dog	WEB	Attained - Case Closed	11/26/24 9:45 PM	11/27/24 11:12 AM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Services Inquiry Case	201002073897	Dog ownership	Phone	Attained - Case Closed	12/30/24 9:23 AM	12/30/24 9:41 AM	DBL_Animal Services Administration
Lost Pets Case	201001475847	cat	WEB	Attained - Case Closed	5/10/24 11:16 PM	5/11/24 10:29 AM	DBL_Animal Services Administration
Lost Pets Case	201002060333	Dog	WEB	Attained - Case Closed	12/18/24 8:49 PM	12/19/24 8:06 AM	DBL_Animal Services Administration
Animal Concern Case	201001538095	Dog	Mobile App	Attained - Case Closed	6/1/24 8:23 PM	6/2/24 9:44 AM	DBL_Animal Services Dispatch
		Dog barking					
Lost Pets Case	201001486797	Dog	Phone	Attained - Case Closed	5/16/24 5:58 PM	5/16/24 6:06 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001447060	Dog Holding stray	Phone	Attained - Case Closed	4/26/24 9:41 AM	4/26/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001473353	Dog Stray dog at large	WEB	Attained - Case Closed	5/9/24 7:23 PM	5/10/24 9:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001588424	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	6/25/24 1:41 PM	6/25/24 1:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001588548	Dog Dog off leash	WEB	Attained - Case Closed	6/25/24 2:04 PM	6/25/24 2:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001456294	Dog Holding stray	Phone	Attained - Case Closed	5/1/24 12:46 PM	5/1/24 1:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001582551	Dog Dog waste not picked up	Phone	Attained - Case Closed	6/22/24 10:29 AM	6/22/24 10:38 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001254646	Licence update	Phone	Attained - Case Closed	2/22/24 5:47 PM	2/23/24 9:54 AM	DBL_Animal Services Administration
Lost Pets Case	201002072135	cat	WEB	Attained - Case Closed	12/27/24 4:46 PM	12/27/24 5:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001942873	Dog Stray dog at large	Phone	Attained - Case Closed	11/5/24 11:23 AM	11/5/24 11:28 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001299472		WEB	Attained - Case Closed	3/7/24 1:27 PM	3/7/24 2:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001866440	Dog Holding stray	Phone	Attained - Case Closed	10/2/24 3:35 PM	10/2/24 3:48 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002071945	By-laws	Mobile App	Attained - Case Closed	12/27/24 3:21 PM	12/27/24 4:39 PM	DBL_Animal Services Administration
Animal Concern Case	201002056958	Dog Holding stray	Phone	Attained - Case Closed	12/17/24 1:22 PM	12/17/24 1:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651014	Dog Dog barking	Phone	Attained - Case Closed	7/20/24 7:45 AM	7/20/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002021732	Dog Dog off leash	Phone	Attained - Case Closed	12/4/24 2:51 PM	12/4/24 4:09 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001637641	Dog	WEB	Attained - Case Closed	7/14/24 8:55 AM	7/14/24 10:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001339207	Dog Other	Phone	Attained - Case Closed	3/19/24 10:29 AM	3/19/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001251724	Dog Stray dog at large	Phone	Attained - Case Closed	2/21/24 2:57 PM	2/21/24 3:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717381	Dog Holding stray	WEB	Attained - Case Closed	8/17/24 3:13 PM	8/17/24 3:33 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001728366	Other	Phone	Attained - Case Closed	8/23/24 2:06 PM	8/23/24 2:31 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001888990	Other	Mobile App	Attained - Case Closed	10/16/24 1:31 PM	10/16/24 1:50 PM	DBL_Animal Services Administration
Animal Concern Case	201001484880	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	5/15/24 10:23 PM	5/16/24 10:57 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001465636	Dog ownership	Phone	Attained - Case Closed	5/6/24 3:39 PM	5/6/24 3:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001293512	Dog Dog barking	WEB	Attained - Case Closed	3/4/24 4:00 PM	3/4/24 5:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001968819	Dog Holding stray	Phone	Attained - Case Closed	11/19/24 10:59 AM	11/19/24 2:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001348543	Dog Dog off leash	Phone	Attained - Case Closed	3/25/24 7:48 AM	3/25/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001858710	Dog Dog attacked by dog	Phone	Attained - Case Closed	9/27/24 11:41 AM	9/27/24 2:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462637	Dog Stray dog at large	Phone	Attained - Case Closed	5/4/24 2:49 PM	5/4/24 2:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001537577	Dog Dog off leash	Phone	Attained - Case Closed	6/1/24 12:30 PM	6/1/24 12:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390860	Dog Stray dog at large	Phone	Attained - Case Closed	4/6/24 2:49 PM	4/6/24 3:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001923351	Dog Stray dog at large	Phone	Attained - Case Closed	10/24/24 12:46 PM	10/24/24 12:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001486718	Dog Dog attacked by dog	Phone	Attained - Case Closed	5/16/24 4:51 PM	5/16/24 4:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001489468	Dog Other	Phone	Attained - Case Closed	5/18/24 8:43 AM	5/18/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001923167	Dog Stray dog at large	Phone	Attained - Case Closed	10/24/24 11:53 AM	10/24/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001951583	Dog Dog off leash	Mobile App	Attained - Case Closed	11/9/24 4:48 PM	11/9/24 5:08 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001379421	Licence update	WEB	Attained - Case Closed	3/31/24 10:40 PM	4/1/24 3:08 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001409020	Other	Phone	Attained - Case Closed	4/16/24 4:05 PM	4/16/24 4:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001487324	Dog Holding stray	Phone	Attained - Case Closed	5/17/24 9:01 AM	5/17/24 9:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001951580	Dog Dog off leash	Mobile App	Attained - Case Closed	11/9/24 4:44 PM	11/9/24 5:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462670	Dog Stray dog at large	Phone	Attained - Case Closed	5/4/24 3:03 PM	5/4/24 3:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001875238	Dog Human attacked by dog	Mobile App	Attained - Case Closed	10/8/24 1:23 AM	10/8/24 11:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002066761	Dog Dog off leash	Mobile App	Attained - Case Closed	12/23/24 11:18 AM	12/23/24 11:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001482339	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	5/14/24 5:45 PM	5/14/24 5:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001792743	Dog Dog barking	Mobile App	Attained - Case Closed	9/6/24 5:25 PM	9/7/24 10:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001758090	Dog Dog barking	Phone	Attained - Case Closed	8/29/24 11:19 AM	8/29/24 12:23 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001807944	Dog ownership	Mobile App	Attained - Case Closed	9/16/24 9:13 AM	9/16/24 11:07 AM	DBL_Animal Services Administration
Lost Pets Case	201001889663	cat	Phone	Attained - Case Closed	10/16/24 5:13 PM	10/16/24 5:32 PM	DBL_Animal Services Administration
Animal Concern Case	201001479889	Dog Dog off leash	WEB	Attained - Case Closed	5/13/24 7:13 PM	5/14/24 9:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001352683	Dog Dog off leash	WEB	Attained - Case Closed	3/26/24 8:09 PM	3/27/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001976360	Dog Stray dog at large	WEB	Attained - Case Closed	11/22/24 5:21 AM	11/22/24 8:20 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001314900	Licence cancellation	Phone	Attained - Case Closed	3/15/24 5:37 PM	3/15/24 5:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001379266	Licence cancellation	WEB	Attained - Case Closed	3/31/24 5:18 PM	3/31/24 5:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001552848	Dog Other	Phone	Attained - Case Closed	6/8/24 10:38 AM	6/8/24 10:58 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001637593	Dog	WEB	Attained - Case Closed	7/14/24 7:23 AM	7/14/24 10:07 AM	DBL_Animal Services Administration
Lost Pets Case	201001866919	Dog	WEB	Attained - Case Closed	10/2/24 8:43 PM	10/3/24 7:45 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001254621		Phone	Attained - Case Closed	2/22/24 5:29 PM	2/22/24 5:39 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001463833		Phone	Attained - Case Closed	5/6/24 8:48 AM	5/6/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001337379	Pet bird Other	Phone	Attained - Case Closed	3/18/24 12:13 PM	3/18/24 12:51 PM	311_Contact Centre
Animal Concern Case	201001782993	Dog Dog barking	WEB	Missed - Case Closed	9/1/24 10:52 PM	9/3/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001232831	Dog Stray dog at large	Phone	Attained - Case Closed	2/11/24 1:15 PM	2/11/24 1:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001720648	Dog Dog attacked by dog	Phone	Attained - Case Closed	8/19/24 6:30 PM	8/20/24 10:15 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001782995	Dog	WEB	Missed - Case Closed	9/1/24 11:03 PM	9/3/24 10:37 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001243257	Dog barking cat	WEB	Attained - Case Closed	2/16/24 2:50 AM	2/16/24 10:10 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001463850		Phone	Attained - Case Closed	5/6/24 8:52 AM	5/6/24 10:43 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001482636	By-laws	Phone	Attained - Case Closed	5/15/24 7:41 AM	5/15/24 8:35 AM	DBL_Animal Services Administration
Animal Concern Case	201001955908	Dog Holding stray	Phone	Attained - Case Closed	11/12/24 7:09 PM	11/13/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001446680	Dog Stray dog at large	Phone	Attained - Case Closed	4/25/24 7:56 PM	4/26/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001942994	Dog Human attacked by dog	Phone	Attained - Case Closed	11/5/24 11:49 AM	11/5/24 12:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001976352	Dog Stray dog at large	WEB	Attained - Case Closed	11/22/24 1:51 AM	11/22/24 8:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001883734	Dog Stray dog at large	Phone	Attained - Case Closed	10/12/24 12:34 PM	10/12/24 12:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462540	Dog Stray dog at large	Phone	Attained - Case Closed	5/4/24 1:45 PM	5/4/24 1:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001976389	Dog Stray dog at large	WEB	Attained - Case Closed	11/22/24 7:25 AM	11/22/24 8:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001197229	Dog Other	Phone	Attained - Case Closed	1/26/24 12:10 PM	1/26/24 12:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001294402	Dog Stray dog at large	WEB	Attained - Case Closed	3/5/24 10:00 AM	3/5/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001969762	Dog Dog off leash	Mobile App	Attained - Case Closed	11/19/24 1:54 PM	11/19/24 5:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001552986	Dog Stray dog at large	Phone	Attained - Case Closed	6/8/24 12:08 PM	6/8/24 12:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001633610	Dog Stray dog at large	WEB	Attained - Case Closed	7/11/24 2:11 PM	7/11/24 2:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001505659	Dog Dog off leash	Mobile App	Attained - Case Closed	5/27/24 12:30 PM	5/27/24 12:36 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001202806	Licence cancellation	WEB	Attained - Case Closed	1/29/24 1:29 PM	1/29/24 2:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001479910	Dog Dog off leash	WEB	Attained - Case Closed	5/13/24 7:26 PM	5/14/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001354664	Dog Stray dog at large	Phone	Attained - Case Closed	3/27/24 5:51 PM	3/27/24 5:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951592	Dog Dog off leash	Mobile App	Attained - Case Closed	11/9/24 4:54 PM	11/9/24 5:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001385541	Dog Dog off leash	WEB	Attained - Case Closed	4/3/24 5:51 PM	4/3/24 6:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001247310	Dog Dog attacked by dog	Phone	Missed - Case Closed	2/19/24 2:10 PM	2/20/24 12:55 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001080665	Licence cancellation	WEB	Attained - Case Closed	1/2/24 10:47 AM	1/2/24 11:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001335924	Dog Dog off leash	WEB	Attained - Case Closed	3/17/24 10:18 AM	3/17/24 10:55 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001340056	Fees and fines	Phone	Attained - Case Closed	3/19/24 2:04 PM	3/19/24 2:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001240541	Dog Dog off leash	WEB	Attained - Case Closed	2/14/24 4:55 PM	2/14/24 4:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001257066	Dog Dog off leash	WEB	Attained - Case Closed	2/24/24 9:06 AM	2/24/24 10:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001293347	Dog Dog off leash	WEB	Attained - Case Closed	3/4/24 3:10 PM	3/4/24 3:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001298099	Dog Dog off leash	WEB	Attained - Case Closed	3/6/24 5:45 PM	3/6/24 6:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001300183	Dog Dog off leash	WEB	Attained - Case Closed	3/7/24 5:15 PM	3/7/24 5:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001308376	Dog Dog off leash	WEB	Attained - Case Closed	3/12/24 6:07 PM	3/13/24 9:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001312741	Dog Dog off leash	WEB	Attained - Case Closed	3/14/24 5:04 PM	3/14/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001352432	Dog Dog off leash	WEB	Attained - Case Closed	3/26/24 4:43 PM	3/26/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001385610	Dog Dog off leash	WEB	Attained - Case Closed	4/3/24 6:35 PM	4/4/24 12:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001446658	Dog Stray dog at large	Phone	Attained - Case Closed	4/25/24 7:25 PM	4/26/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001555823	Dog Dog off leash	Phone	Attained - Case Closed	6/10/24 12:33 PM	6/10/24 12:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001802301	Dog Dog off leash	Phone	Attained - Case Closed	9/12/24 10:09 AM	9/12/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001804482	Dog Dog off leash	WEB	Attained - Case Closed	9/13/24 10:18 AM	9/13/24 3:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819235	Dog Dog off leash	WEB	Attained - Case Closed	9/22/24 9:04 AM	9/22/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001978979	Dog Dog off leash	Mobile App	Attained - Case Closed	11/23/24 10:08 AM	11/23/24 11:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001980422	Dog Stray dog at large	Phone	Attained - Case Closed	11/24/24 8:18 PM	11/25/24 10:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310440	Dog Dog off leash	Mobile App	Attained - Case Closed	3/13/24 5:14 PM	3/13/24 5:18 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001129164	Licence update	Phone	Attained - Case Closed	1/5/24 2:18 PM	1/5/24 2:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001340696	Other	Phone	Attained - Case Closed	3/19/24 5:41 PM	3/19/24 5:57 PM	DBL_Animal Services Administration
Animal Concern Case	201002066750	Dog Dog off leash	Mobile App	Attained - Case Closed	12/23/24 11:15 AM	12/23/24 11:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001638304	Dog Other	Phone	Attained - Case Closed	7/14/24 8:36 PM	7/15/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001640062	Dog Dog barking	WEB	Attained - Case Closed	7/15/24 2:43 PM	7/15/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819728	Dog Other	Phone	Attained - Case Closed	9/22/24 6:05 PM	9/22/24 6:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001566591	Dog Stray dog at large	Mobile App	Attained - Case Closed	6/14/24 12:38 PM	6/14/24 12:51 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001786390	Dog	Phone	Attained - Case Closed	9/4/24 8:53 AM	9/4/24 10:22 AM	DBL_Animal Services Administration
Animal Concern Case	201001655752	Dog Dog barking	WEB	Attained - Case Closed	7/22/24 9:51 PM	7/23/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001782255	Dog Dog barking	WEB	Attained - Case Closed	8/31/24 10:20 PM	9/1/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619928	Dog Stray dog at large	Phone	Attained - Case Closed	7/5/24 9:03 AM	7/5/24 9:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001860763	Dog Dog attacked by dog	WEB	Attained - Case Closed	9/29/24 10:03 AM	9/29/24 11:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001476771	Dog Dog off leash	WEB	Attained - Case Closed	5/12/24 8:18 AM	5/12/24 9:40 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001348051	Other	Phone	Attained - Case Closed	3/24/24 12:46 PM	3/24/24 12:53 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001633337	Other	Phone	Attained - Case Closed	7/11/24 1:11 PM	7/11/24 1:16 PM	DBL_Animal Services Administration
Lost Pets Case	201001719896	cat	WEB	Attained - Case Closed	8/19/24 1:50 PM	8/19/24 3:35 PM	DBL_Animal Services Administration
Animal Concern Case	201001622391	Dog Human attacked by dog	WEB	Attained - Case Closed	7/6/24 11:08 AM	7/6/24 1:01 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001685547	Dog	Phone	Attained - Case Closed	7/31/24 9:38 PM	8/1/24 8:23 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001467739	Bird	Phone	Attained - Case Closed	5/7/24 2:06 PM	5/7/24 2:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001081205	Licence cancellation	Phone	Attained - Case Closed	1/2/24 12:30 PM	1/2/24 12:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001691596	Dog Dog barking	Mobile App	Missed - Case Closed	8/4/24 6:14 PM	8/6/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001197824	Dog Stray dog at large	Phone	Attained - Case Closed	1/26/24 2:03 PM	1/26/24 2:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001472000	Dog Stray dog at large	Phone	Attained - Case Closed	5/9/24 11:54 AM	5/9/24 12:06 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001288213	Licence update	WEB	Attained - Case Closed	2/29/24 8:52 PM	3/1/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001646852	Dog Stray dog at large	WEB	Attained - Case Closed	7/18/24 11:38 AM	7/18/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001556011	Dog Holding stray	Phone	Attained - Case Closed	6/10/24 1:12 PM	6/10/24 1:16 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001203863	Other	Phone	Attained - Case Closed	1/29/24 4:10 PM	1/29/24 4:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001713811	Dog Dog barking	Phone	Attained - Case Closed	8/15/24 2:07 PM	8/15/24 3:12 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001727212	By-laws	Phone	Attained - Case Closed	8/22/24 9:40 PM	8/23/24 8:20 AM	DBL_Animal Services Administration
Animal Concern Case	201001610339	Dog Human attacked by dog	WEB	Attained - Case Closed	7/1/24 4:42 PM	7/2/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001610344	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	7/1/24 4:46 PM	7/2/24 10:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619820	Dog Stray dog at large	Phone	Attained - Case Closed	7/5/24 8:25 AM	7/5/24 8:44 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001265110	Fees and fines	Phone	Attained - Case Closed	2/28/24 2:03 PM	2/28/24 2:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001469872	Dog Stray dog at large	Phone	Attained - Case Closed	5/8/24 1:07 PM	5/8/24 1:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002052534	Dog Stray dog at large	Phone	Attained - Case Closed	12/14/24 5:27 PM	12/14/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002028981	Dog Stray dog at large	Phone	Attained - Case Closed	12/8/24 5:37 PM	12/8/24 5:54 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001251497	Licence update	Phone	Attained - Case Closed	2/21/24 1:55 PM	2/21/24 2:34 PM	DBL_Animal Services Administration
Animal Concern Case	201001646854	Dog Holding stray	Phone	Attained - Case Closed	7/18/24 11:38 AM	7/18/24 11:51 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001568965	cat	WEB	Attained - Case Closed	6/16/24 7:06 AM	6/16/24 10:05 AM	DBL_Animal Services Administration
Animal Concern Case	201002074509	Dog Human attacked by dog	WEB	Attained - Case Closed	12/30/24 11:57 AM	12/30/24 12:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001411480	Dog Stray dog at large	Phone	Attained - Case Closed	4/17/24 4:35 PM	4/17/24 4:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462024	Dog Dog barking	WEB	Attained - Case Closed	5/3/24 11:11 PM	5/4/24 10:45 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001808617		Phone	Attained - Case Closed	9/16/24 12:15 PM	9/16/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001470047	Dog Other	Phone	Attained - Case Closed	5/8/24 1:46 PM	5/8/24 2:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001624310	Dog Holding stray	Phone	Attained - Case Closed	7/8/24 8:50 AM	7/8/24 9:54 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001567720	Other	Phone	Attained - Case Closed	6/14/24 6:01 PM	6/15/24 11:29 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001939118	Other	Phone	Attained - Case Closed	11/3/24 2:37 PM	11/3/24 2:42 PM	DBL_Animal Services Administration
Animal Concern Case	201001951648	Dog Dog off leash	WEB	Attained - Case Closed	11/9/24 6:10 PM	11/10/24 10:24 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001338758	Licence cancellation	WEB	Attained - Case Closed	3/19/24 5:07 AM	3/19/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001806354	Dog Dog off leash	Mobile App	Attained - Case Closed	9/14/24 12:25 PM	9/14/24 1:03 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001813121	Dog	Phone	Attained - Case Closed	9/18/24 12:50 PM	9/18/24 1:00 PM	DBL_Animal Services Administration
Animal Concern Case	201002010360	Dog Stray dog at large	Phone	Attained - Case Closed	11/28/24 3:49 PM	11/28/24 4:00 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001304237	Licence cancellation	WEB	Attained - Case Closed	3/11/24 9:40 AM	3/11/24 10:30 AM	DBL_Animal Services Administration
Animal Concern Case	201002010388	Dog Holding stray	Phone	Attained - Case Closed	11/28/24 3:58 PM	11/28/24 4:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001975049	Dog Stray dog at large	WEB	Attained - Case Closed	11/21/24 12:38 PM	11/21/24 2:08 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001161758	Dog ownership	Phone	Attained - Case Closed	1/21/24 2:25 PM	1/21/24 2:28 PM	DBL_Animal Services Administration
Animal Concern Case	201001927103	Dog Stray dog at large	Phone	Attained - Case Closed	10/27/24 12:19 PM	10/27/24 12:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002013215	Dog Dog off leash	Mobile App	Attained - Case Closed	11/30/24 10:36 AM	11/30/24 10:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001216263	Dog Holding stray	Phone	Attained - Case Closed	2/2/24 2:25 PM	2/2/24 2:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002077204	Dog Stray dog at large	Phone	Attained - Case Closed	12/31/24 2:55 PM	12/31/24 3:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001476233	Dog Stray dog at large	Mobile App	Attained - Case Closed	5/11/24 1:03 PM	5/11/24 1:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001714392	Dog Holding stray	Phone	Attained - Case Closed	8/15/24 5:06 PM	8/15/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001623047	Dog Holding stray	Phone	Attained - Case Closed	7/6/24 6:48 PM	7/7/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001232592	Dog Stray dog at large	Phone	Attained - Case Closed	2/11/24 8:31 AM	2/11/24 8:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002077120	Dog Holding stray	Phone	Attained - Case Closed	12/31/24 2:27 PM	12/31/24 2:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001692482	Dog Dog barking	WEB	Missed - Case Closed	8/5/24 2:54 PM	8/6/24 11:50 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002052041	Dog	Phone	Attained - Case Closed	12/14/24 12:00 PM	12/14/24 12:50 PM	DBL_Animal Services Administration
Animal Concern Case	201001245650	Dog Dog off leash	Mobile App	Attained - Case Closed	2/17/24 11:07 AM	2/17/24 11:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001336384	Dog Dog barking	WEB	Attained - Case Closed	3/17/24 7:25 PM	3/18/24 10:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001405748	Dog Stray dog at large	Phone	Attained - Case Closed	4/15/24 12:10 PM	4/15/24 12:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001481263	Dog Stray dog at large	Phone	Attained - Case Closed	5/14/24 12:46 PM	5/14/24 12:49 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001630578		WEB	Attained - Case Closed	7/10/24 12:30 PM	7/10/24 1:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001379565	Dog Dog off leash	Phone	Missed - Case Closed	4/1/24 9:17 AM	4/2/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001976631	Dog Other	WEB	Attained - Case Closed	11/22/24 9:20 AM	11/22/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002010298	Dog Stray dog at large	Phone	Attained - Case Closed	11/28/24 3:30 PM	11/28/24 3:41 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001977088	Dog ownership	Phone	Attained - Case Closed	11/22/24 11:09 AM	11/22/24 11:13 AM	DBL_Animal Services Administration
Animal Concern Case	201001457529	Dog Dog off leash	WEB	Attained - Case Closed	5/2/24 12:55 AM	5/2/24 10:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001977655	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	11/22/24 1:17 PM	11/22/24 1:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001223889	Dog Stray dog at large	Phone	Attained - Case Closed	2/6/24 2:44 PM	2/6/24 3:23 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001335485	Dog	Phone	Attained - Case Closed	3/16/24 3:27 PM	3/16/24 3:37 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001447955	Dog barking Dog	Phone	Attained - Case Closed	4/26/24 1:29 PM	4/26/24 1:38 PM	DBL_Animal Services Administration
Animal Concern Case	201001879012	Dog	Phone	Attained - Case Closed	10/9/24 3:46 PM	10/9/24 5:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001976473	Dog barking Dog	WEB	Attained - Case Closed	11/22/24 8:27 AM	11/22/24 8:41 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001103879	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	1/3/24 12:54 PM	1/3/24 1:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001376842	Dog	WEB	Missed - Case Closed	3/28/24 11:56 PM	3/30/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001687652	Dog barking Other	Phone	Attained - Case Closed	8/1/24 6:04 PM	8/1/24 6:09 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001337182	Other Licence cancellation	WEB	Attained - Case Closed	3/18/24 11:24 AM	3/18/24 11:30 AM	DBL_Animal Services Administration
Animal Concern Case	201001247423	Dog	Phone	Missed - Case Closed	2/19/24 3:26 PM	2/20/24 12:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001352685	Stray dog at large Dog	Mobile App	Attained - Case Closed	3/26/24 8:12 PM	3/27/24 10:19 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002058845	Dog barking Other	Phone	Attained - Case Closed	12/18/24 11:53 AM	12/18/24 12:04 PM	DBL_Animal Services Administration
Animal Concern Case	201001303388	Dog	WEB	Attained - Case Closed	3/10/24 9:25 AM	3/10/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002024684	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	12/5/24 4:26 PM	12/5/24 5:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001303110	Dog waste not picked up Dog	Phone	Attained - Case Closed	3/9/24 3:34 PM	3/11/24 8:45 AM	311_Contact Centre
Animal Concern Case	201001982796	Other Dog	WEB	Attained - Case Closed	11/25/24 4:32 PM	11/25/24 4:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001305190	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	3/11/24 1:45 PM	3/11/24 1:50 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001196775	Human attacked by dog Wildlife	Mobile App	Attained - Case Closed	1/26/24 10:47 AM	1/26/24 2:06 PM	311_Contact Centre - Feedback
Animal Concern Case	201001720769	Dog	WEB	Attained - Case Closed	8/19/24 8:46 PM	8/20/24 10:31 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001512493	Dog barking Other	Mobile App	Attained - Case Closed	5/29/24 9:52 PM	5/30/24 10:40 AM	DBL_Animal Services Administration
Lost Pets Case	201001957510	Dog	Mobile App	Attained - Case Closed	11/13/24 1:25 PM	11/13/24 2:21 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001809784	Other	Phone	Attained - Case Closed	9/16/24 6:29 PM	9/16/24 6:33 PM	DBL_Animal Services Administration
Animal Concern Case	201001206645	Dog	Phone	Attained - Case Closed	1/30/24 2:21 PM	1/30/24 2:54 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001146352	Human attacked by dog Other	Phone	Attained - Case Closed	1/15/24 9:30 AM	1/15/24 10:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001537464	Dog	Phone	Attained - Case Closed	6/1/24 11:10 AM	6/1/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001811142	Aggressive dog poorly contained Pet bird	Phone	Attained - Case Closed	9/17/24 1:24 PM	9/17/24 1:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001933888	Holding stray Dog	Mobile App	Attained - Case Closed	10/30/24 8:47 PM	10/31/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002075018	Dog attacked by dog Dog	Phone	Attained - Case Closed	12/30/24 1:53 PM	12/30/24 2:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783029	Stray dog at large Dog	Phone	Missed - Case Closed	9/2/24 7:23 AM	9/3/24 10:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001139021	Human attacked by dog Dog	Phone	Attained - Case Closed	1/10/24 3:54 PM	1/10/24 4:33 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001499809	Dog off leash Dog	Phone	Attained - Case Closed	5/23/24 3:39 PM	5/23/24 3:44 PM	DBL_Animal Services Administration
Lost Pets Case	201001499841	Dog	WEB	Attained - Case Closed	5/23/24 3:48 PM	5/23/24 4:03 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001798383	Other	Phone	Attained - Case Closed	9/10/24 12:36 PM	9/10/24 12:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001563706	Dog	Phone	Attained - Case Closed	6/13/24 11:44 AM	6/13/24 11:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001231415	Dog waste not picked up Dog	WEB	Attained - Case Closed	2/9/24 4:39 PM	2/9/24 4:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001471592	Dog off leash Dog	Phone	Attained - Case Closed	5/9/24 10:27 AM	5/9/24 10:36 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001471792	Holding stray Other	Phone	Attained - Case Closed	5/9/24 11:12 AM	5/9/24 11:27 AM	DBL_Animal Services Administration
Animal Concern Case	201001809257	Dog	WEB	Attained - Case Closed	9/16/24 2:49 PM	9/16/24 3:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001385634	Holding stray Dog	WEB	Attained - Case Closed	4/3/24 6:53 PM	4/4/24 1:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001391696	Dog off leash Dog	WEB	Attained - Case Closed	4/7/24 4:54 PM	4/7/24 5:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001398463	Dog off leash Dog	Mobile App	Attained - Case Closed	4/10/24 5:30 PM	4/10/24 5:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001585998	Dog off leash Dog	Phone	Attained - Case Closed	6/24/24 2:36 PM	6/24/24 2:48 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001258096	Holding stray Licence update	WEB	Attained - Case Closed	2/25/24 1:45 PM	2/25/24 1:46 PM	DBL_Animal Services Administration
Animal Concern Case	201002066730	Dog	Mobile App	Attained - Case Closed	12/23/24 11:11 AM	12/23/24 11:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001245778	Dog off leash Dog	Mobile App	Attained - Case Closed	2/17/24 12:42 PM	2/17/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001287524	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	2/29/24 2:35 PM	2/29/24 3:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314658	Dog barking Dog	WEB	Attained - Case Closed	3/15/24 3:56 PM	3/15/24 4:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314805	Human attacked by dog Dog	WEB	Attained - Case Closed	3/15/24 4:46 PM	3/15/24 4:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001314818	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	3/15/24 4:52 PM	3/18/24 12:21 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001616525	Other Dog	Phone	Attained - Case Closed	7/3/24 4:28 PM	7/3/24 4:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001702774	Holding stray Dog	Phone	Attained - Case Closed	8/9/24 8:34 PM	8/10/24 9:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001336070	Dog off leash Dog	WEB	Attained - Case Closed	3/17/24 12:44 PM	3/17/24 1:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001686768	Human attacked by dog Dog	Phone	Attained - Case Closed	8/1/24 12:45 PM	8/1/24 12:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001144676	Other Dog	WEB	Attained - Case Closed	1/13/24 11:46 AM	1/13/24 12:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462608	Other Dog	Phone	Attained - Case Closed	5/4/24 2:25 PM	5/4/24 2:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001490115	Stray dog at large Dog	Mobile App	Attained - Case Closed	5/18/24 4:00 PM	5/18/24 4:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001689550	Dog off leash Dog	Mobile App	Attained - Case Closed	8/2/24 4:45 PM	8/2/24 5:23 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001638768	Dog off leash Dog ownership	Phone	Attained - Case Closed	7/15/24 9:47 AM	7/15/24 11:16 AM	DBL_Animal Services Administration
Lost Pets Case	201001490826	Dog	Phone	Attained - Case Closed	5/19/24 3:30 PM	5/19/24 3:36 PM	DBL_Animal Services Administration
Animal Concern Case	201001308501	Dog	WEB	Attained - Case Closed	3/12/24 8:06 PM	3/13/24 9:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001677881	Dog off leash Dog	Mobile App	Attained - Case Closed	7/28/24 10:58 PM	7/29/24 12:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001570547	Dog off leash Dog	WEB	Attained - Case Closed	6/17/24 11:49 AM	6/17/24 12:01 PM	DBL_Animal Services Dispatch
		Dog barking					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001733331	Dog Holding stray	Phone	Attained - Case Closed	8/27/24 9:51 AM	8/27/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001487829	Dog Dog off leash	Phone	Attained - Case Closed	5/17/24 11:11 AM	5/17/24 11:28 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001377799	cat	WEB	Attained - Case Closed	3/29/24 8:40 PM	4/2/24 11:15 AM	311_Contact Centre - General Feedback
Dog Licence Case	201001235022	Licence update	Phone	Attained - Case Closed	2/12/24 3:14 PM	2/12/24 3:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001245739	Licence cancellation	WEB	Attained - Case Closed	2/17/24 12:08 PM	2/17/24 12:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001348013	Licence update	WEB	Attained - Case Closed	3/24/24 12:10 PM	3/24/24 12:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001348015	Licence update	WEB	Attained - Case Closed	3/24/24 12:11 PM	3/24/24 12:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001392597	Dog Human attacked by dog	WEB	Attained - Case Closed	4/8/24 11:13 AM	4/8/24 11:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001464317	Dog Dog barking	WEB	Attained - Case Closed	5/6/24 10:44 AM	5/6/24 11:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001626800	Dog Dog barking	WEB	Attained - Case Closed	7/8/24 11:00 PM	7/9/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001685441	Dog Holding stray	Phone	Attained - Case Closed	7/31/24 7:18 PM	8/1/24 8:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001782431	Dog Human attacked by dog	Phone	Attained - Case Closed	9/1/24 10:36 AM	9/1/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001786305	Dog Dog off leash	WEB	Attained - Case Closed	9/4/24 8:17 AM	9/4/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001446618	Dog Stray dog at large	Phone	Attained - Case Closed	4/25/24 6:43 PM	4/26/24 10:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001390847	Dog Dog off leash	WEB	Attained - Case Closed	4/6/24 2:40 PM	4/6/24 3:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001980413	Dog Stray dog at large	Phone	Attained - Case Closed	11/24/24 7:53 PM	11/25/24 10:22 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001471838	Dog	WEB	Attained - Case Closed	5/9/24 11:21 AM	5/9/24 11:24 AM	DBL_Animal Services Administration
Lost Pets Case	201001624411	Dog	Phone	Attained - Case Closed	7/8/24 9:18 AM	7/8/24 11:44 AM	DBL_Animal Services Administration
Animal Concern Case	201001862256	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	9/30/24 9:46 PM	10/1/24 8:19 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001682797	Dog	Phone	Attained - Case Closed	7/30/24 4:29 PM	7/30/24 4:50 PM	DBL_Animal Services Administration
Animal Concern Case	201001252382	Dog Holding stray	Phone	Attained - Case Closed	2/21/24 9:58 PM	2/22/24 8:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001413270	Dog Holding stray	Phone	Attained - Case Closed	4/18/24 2:49 PM	4/18/24 2:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001446646	Dog Holding stray	Phone	Attained - Case Closed	4/25/24 7:11 PM	4/26/24 10:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001714423	Dog Stray dog at large	WEB	Attained - Case Closed	8/15/24 5:32 PM	8/15/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001923488	Dog Badly injured stray dog or chicken**	Phone	Attained - Case Closed	10/24/24 1:24 PM	10/24/24 1:33 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001138936	Licence cancellation	WEB	Attained - Case Closed	1/10/24 3:29 PM	1/10/24 3:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001922996	Dog Stray dog at large	Phone	Attained - Case Closed	10/24/24 11:09 AM	10/24/24 11:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002058532	Dog Dog barking	WEB	Attained - Case Closed	12/18/24 10:47 AM	12/18/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001891309	Dog Holding stray	Phone	Attained - Case Closed	10/17/24 2:42 PM	10/17/24 2:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001313260	Dog Dog off leash	Mobile App	Attained - Case Closed	3/15/24 9:15 AM	3/15/24 9:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001559142	Dog Holding stray	Phone	Attained - Case Closed	6/11/24 2:13 PM	6/11/24 2:18 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001206667	Licence cancellation	WEB	Attained - Case Closed	1/30/24 2:26 PM	1/30/24 2:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001820798	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 12:07 PM	9/23/24 12:29 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002077136	Dog	WEB	Attained - Case Closed	12/31/24 2:32 PM	12/31/24 3:11 PM	DBL_Animal Services Administration
Lost Pets Case	201001927106	Dog	Phone	Attained - Case Closed	10/27/24 12:22 PM	10/27/24 12:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001156603	Dog Stray dog at large	Phone	Attained - Case Closed	1/18/24 4:12 PM	1/18/24 4:50 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001134247	Dog	WEB	Attained - Case Closed	1/8/24 8:19 PM	1/9/24 10:33 AM	DBL_Animal Services Administration
Animal Concern Case	201001377694	Dog Dog barking	Phone	Attained - Case Closed	3/29/24 5:30 PM	3/30/24 11:48 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002077571	cat	WEB	Attained - Case Closed	12/31/24 11:58 PM	1/2/25 2:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001378363	Licence cancellation	Phone	Attained - Case Closed	3/30/24 3:10 PM	3/30/24 3:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001128272	Licence cancellation	Phone	Attained - Case Closed	1/5/24 10:59 AM	1/5/24 11:10 AM	DBL_Animal Services Administration
Animal Concern Case	201001450205	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/28/24 10:48 PM	4/29/24 10:19 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001795958	cat	Phone	Attained - Case Closed	9/9/24 12:29 PM	9/9/24 12:42 PM	DBL_Animal Services Administration
Animal Concern Case	201001651155	Dog Stray dog at large	WEB	Attained - Case Closed	7/20/24 9:21 AM	7/20/24 10:07 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001467506	Wildlife	Mobile App	Attained - Case Closed	5/7/24 1:13 PM	5/7/24 2:23 PM	DBL_Animal Services Administration
Animal Concern Case	201001254711	Dog Human attacked by dog	Phone	Attained - Case Closed	2/22/24 6:59 PM	2/23/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001250338	Dog Dog off leash	Mobile App	Attained - Case Closed	2/21/24 9:03 AM	2/21/24 9:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001454649	Dog Other	Phone	Attained - Case Closed	4/30/24 3:32 PM	4/30/24 3:41 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001626816	cat	WEB	Attained - Case Closed	7/9/24 12:52 AM	7/9/24 10:14 AM	DBL_Animal Services Administration
Animal Concern Case	201001416921	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/21/24 12:24 AM	4/21/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001139396	Dog Dog barking	WEB	Attained - Case Closed	1/10/24 7:46 PM	1/11/24 11:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001872306	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	10/6/24 10:24 AM	10/6/24 11:50 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001469192	Dog	WEB	Attained - Case Closed	5/8/24 10:25 AM	5/8/24 10:31 AM	DBL_Animal Services Administration
Animal Concern Case	201002025970	Dog Stray dog at large	Phone	Attained - Case Closed	12/6/24 11:21 AM	12/6/24 11:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001642307	Dog Holding stray	Phone	Attained - Case Closed	7/16/24 1:38 PM	7/16/24 2:14 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001201513	Dog	WEB	Attained - Case Closed	1/29/24 9:53 AM	1/29/24 10:47 AM	DBL_Animal Services Administration
Lost Pets Case	201001304730	Dog	WEB	Attained - Case Closed	3/11/24 12:00 PM	3/11/24 12:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001820218	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 9:58 AM	9/23/24 10:13 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001504404	cat	WEB	Attained - Case Closed	5/26/24 10:58 PM	5/27/24 10:01 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001502442	Fees and fines	Phone	Attained - Case Closed	5/24/24 4:42 PM	5/24/24 4:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001152960	Licence cancellation	WEB	Attained - Case Closed	1/17/24 12:13 PM	1/17/24 12:17 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001241585	Dog Other	WEB	Attained - Case Closed	2/15/24 11:05 AM	2/15/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001890401	Pet bird Holding stray	Mobile App	Attained - Case Closed	10/17/24 10:39 AM	10/17/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001511735	Dog Stray dog at large	Phone	Attained - Case Closed	5/29/24 3:06 PM	5/29/24 3:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001924905	Dog Holding stray	Phone	Attained - Case Closed	10/25/24 11:05 AM	10/25/24 11:18 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001403515	Dog	WEB	Attained - Case Closed	4/13/24 1:43 PM	4/13/24 2:28 PM	DBL_Animal Services Administration
Lost Pets Case	201001644053	cat	WEB	Attained - Case Closed	7/17/24 10:24 AM	7/17/24 12:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001652259	Dog Dog barking	Phone	Attained - Case Closed	7/21/24 10:13 AM	7/21/24 12:08 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001784843	Dog	WEB	Attained - Case Closed	9/3/24 12:02 PM	9/3/24 12:11 PM	DBL_Animal Services Administration
Animal Concern Case	201001788015	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	9/4/24 4:31 PM	9/4/24 4:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001703832	Dog Dog barking	WEB	Attained - Case Closed	8/11/24 12:52 AM	8/11/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001704751	Dog Dog barking	WEB	Attained - Case Closed	8/12/24 12:28 AM	8/12/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001816431	Dog Dog barking	Mobile App	Attained - Case Closed	9/20/24 7:15 AM	9/20/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001245944	Dog Stray dog at large	Phone	Attained - Case Closed	2/17/24 3:07 PM	2/17/24 3:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001247862	Dog Dog off leash	Mobile App	Attained - Case Closed	2/20/24 9:03 AM	2/20/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002019304	Dog Stray dog at large	Phone	Attained - Case Closed	12/3/24 3:09 PM	12/3/24 3:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001350389	Dog Holding stray	Phone	Attained - Case Closed	3/25/24 4:49 PM	3/25/24 4:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717350	Dog Holding stray	Phone	Attained - Case Closed	8/17/24 2:49 PM	8/17/24 3:07 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001896615	Dog	WEB	Attained - Case Closed	10/21/24 11:48 AM	10/21/24 12:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001956019	Dog Human attacked by dog	Phone	Attained - Case Closed	11/12/24 9:53 PM	11/13/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001937718	Dog Holding stray	Phone	Attained - Case Closed	11/1/24 6:12 PM	11/1/24 6:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001258402	Dog Dog barking	Phone	Attained - Case Closed	2/25/24 7:37 PM	2/26/24 9:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001290598	Dog Dog barking	Mobile App	Attained - Case Closed	3/2/24 11:50 AM	3/2/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001296148	Dog Dog barking	Mobile App	Attained - Case Closed	3/5/24 8:42 PM	3/6/24 8:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001310166	Dog Dog barking	Mobile App	Attained - Case Closed	3/13/24 3:24 PM	3/13/24 3:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001939563	Dog Dog barking	Phone	Attained - Case Closed	11/4/24 8:11 AM	11/4/24 11:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002056781	Dog Dog barking	Phone	Attained - Case Closed	12/17/24 12:41 PM	12/17/24 2:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001511879	Dog Dog barking	WEB	Attained - Case Closed	5/29/24 3:45 PM	5/29/24 3:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001227350	Dog Dog off leash	Mobile App	Attained - Case Closed	2/8/24 9:03 AM	2/8/24 9:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001402816	Dog Dog barking	Phone	Attained - Case Closed	4/12/24 6:38 PM	4/13/24 10:09 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001338425		Mobile App	Attained - Case Closed	3/18/24 4:53 PM	3/18/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001934614	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	10/31/24 11:34 AM	10/31/24 12:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001677717	Dog Dog barking	Phone	Attained - Case Closed	7/28/24 6:07 PM	7/29/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001821639	Dog Human attacked by dog	Phone	Attained - Case Closed	9/23/24 3:50 PM	9/23/24 4:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001859719	Dog Holding stray	Phone	Attained - Case Closed	9/27/24 5:59 PM	9/27/24 6:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001615450	Dog Holding stray	Phone	Attained - Case Closed	7/3/24 12:55 PM	7/3/24 1:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717117	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/17/24 12:07 PM	8/17/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001400848	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/11/24 10:17 PM	4/12/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001931175	Dog Dog off leash	Mobile App	Attained - Case Closed	10/29/24 2:06 PM	10/29/24 5:57 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001644977	cat	WEB	Attained - Case Closed	7/17/24 1:58 PM	7/17/24 2:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001377903	Licence cancellation	Phone	Attained - Case Closed	3/30/24 9:02 AM	3/30/24 10:14 AM	DBL_Animal Services Administration
Animal Concern Case	201001488264	Dog Stray dog at large	Phone	Attained - Case Closed	5/17/24 1:01 PM	5/17/24 1:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001514470	Dog Dog waste not picked up	WEB	Attained - Case Closed	5/30/24 4:41 PM	5/30/24 4:47 PM	311_Contact Centre
Animal Concern Case	201001702759	Dog Human attacked by dog	Phone	Attained - Case Closed	8/9/24 8:18 PM	8/10/24 9:59 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001793432	cat	WEB	Attained - Case Closed	9/7/24 11:56 AM	9/7/24 1:17 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002031495	Other	Phone	Attained - Case Closed	12/9/24 5:31 PM	12/10/24 1:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001151807	Licence update	WEB	Attained - Case Closed	1/16/24 9:06 PM	1/17/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001081176	Other	Phone	Attained - Case Closed	1/2/24 12:25 PM	1/2/24 12:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001574826	Dog Dog barking	WEB	Attained - Case Closed	6/18/24 11:06 PM	6/19/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001793388	Dog Holding stray	WEB	Attained - Case Closed	9/7/24 11:33 AM	9/7/24 11:52 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001245962	Dog Stray dog at large	Phone	Attained - Case Closed	2/17/24 3:22 PM	2/17/24 3:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001793349	Dog Dog off leash	Phone	Attained - Case Closed	9/7/24 11:04 AM	9/7/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001873980	Dog Dog off leash	Mobile App	Attained - Case Closed	10/7/24 12:34 PM	10/7/24 12:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001690839	Dog Dog barking	WEB	Attained - Case Closed	8/3/24 8:44 PM	8/4/24 11:17 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001573422	Dog	WEB	Attained - Case Closed	6/18/24 12:45 PM	6/18/24 1:23 PM	DBL_Animal Services Administration
Animal Concern Case	201001353327	Dog Human attacked by dog	WEB	Attained - Case Closed	3/27/24 10:55 AM	3/27/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001079396	Dog Dog off leash	Phone	Missed - Case Closed	1/1/24 9:35 AM	1/2/24 1:43 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001608637	Dog	WEB	Attained - Case Closed	6/30/24 3:34 AM	6/30/24 10:29 AM	DBL_Animal Services Administration
Lost Pets Case	201001315034	Dog	Phone	Attained - Case Closed	3/15/24 8:48 PM	3/16/24 10:08 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002031411	Other	Phone	Attained - Case Closed	12/9/24 4:52 PM	12/10/24 8:35 AM	DBL_Animal Services Administration
Animal Concern Case	201002052580	Dog Human attacked by dog	WEB	Attained - Case Closed	12/14/24 6:15 PM	12/15/24 11:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001404363	Dog Holding stray	Phone	Attained - Case Closed	4/14/24 1:41 PM	4/14/24 2:20 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001463338	Dog	Phone	Attained - Case Closed	5/5/24 1:37 PM	5/5/24 1:43 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001211630	Stray dog at large Licence update	Phone	Attained - Case Closed	2/1/24 9:55 AM	2/1/24 10:00 AM	DBL_Animal Services Administration
Animal Concern Case	201001735101	Dog	Phone	Attained - Case Closed	8/27/24 7:09 PM	8/28/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001691121	Dog off leash	Mobile App	Attained - Case Closed	8/4/24 10:32 AM	8/4/24 12:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001787623	Dog Other	Phone	Attained - Case Closed	9/4/24 2:21 PM	9/4/24 2:31 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001792489	Dog	Mobile App	Attained - Case Closed	9/6/24 3:46 PM	9/6/24 4:00 PM	DBL_Animal Services Administration
Lost Pets Case	201001937665	Dog	Phone	Attained - Case Closed	11/1/24 5:22 PM	11/1/24 5:38 PM	DBL_Animal Services Administration
Animal Concern Case	201001884148	Dog Dog barking	Mobile App	Attained - Case Closed	10/12/24 11:51 PM	10/13/24 11:17 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001571320	Wildlife	WEB	Attained - Case Closed	6/17/24 2:29 PM	6/17/24 4:42 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001566883	Dog	Phone	Attained - Case Closed	6/14/24 1:45 PM	6/14/24 1:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001867401	Stray dog at large	WEB	Attained - Case Closed	10/3/24 10:05 AM	10/3/24 11:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001683242	Dog Human attacked by dog	Phone	Attained - Case Closed	7/31/24 7:13 AM	7/31/24 8:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001927363	Dog Stray dog at large	WEB	Attained - Case Closed	10/27/24 4:55 PM	10/27/24 5:32 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001927140	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	10/27/24 12:46 PM	10/27/24 1:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001243138	Dog	Phone	Attained - Case Closed	2/15/24 7:05 PM	2/16/24 9:12 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001899571	Human attacked by dog	WEB	Attained - Case Closed	10/22/24 2:56 PM	10/22/24 3:08 PM	DBL_Animal Services Administration
Animal Concern Case	201001885550	Dog	WEB	Attained - Case Closed	10/14/24 8:00 PM	10/15/24 10:22 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001950577	Aggressive dog poorly contained Other	Phone	Attained - Case Closed	11/8/24 5:25 PM	11/9/24 10:37 AM	DBL_Animal Services Administration
Animal Concern Case	201001660933	Dog	Phone	Attained - Case Closed	7/24/24 5:31 PM	7/24/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001660929	Dog Dog barking	Phone	Attained - Case Closed	7/24/24 5:29 PM	7/24/24 5:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001583994	Dog Dog barking	WEB	Attained - Case Closed	6/23/24 8:11 PM	6/24/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001615444	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	7/3/24 12:54 PM	7/3/24 2:03 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001629096	Stray dog at large Other	Phone	Attained - Case Closed	7/9/24 5:48 PM	7/9/24 5:55 PM	DBL_Animal Services Administration
Animal Concern Case	201001468726	Dog	Phone	Attained - Case Closed	5/8/24 7:44 AM	5/8/24 8:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001711273	Human attacked by dog	Phone	Attained - Case Closed	8/14/24 1:33 PM	8/14/24 1:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001234415	Dog Holding stray	Phone	Attained - Case Closed	2/12/24 1:12 PM	2/12/24 1:24 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001234616	Dog Holding stray	Phone	Attained - Case Closed	2/12/24 1:53 PM	2/12/24 2:27 PM	DBL_Animal Services Administration
Lost Pets Case	201001463646	Dog	WEB	Attained - Case Closed	5/5/24 11:15 PM	5/6/24 9:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001892753	Dog	Phone	Attained - Case Closed	10/18/24 12:07 PM	10/18/24 12:26 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001209802	Stray dog at large Licence cancellation	Phone	Attained - Case Closed	1/31/24 1:45 PM	1/31/24 1:52 PM	DBL_Animal Services Administration
Animal Concern Case	201001125899	Dog	Mobile App	Attained - Case Closed	1/4/24 11:06 AM	1/4/24 11:13 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001231987	Stray dog at large Other	Phone	Attained - Case Closed	2/10/24 11:12 AM	2/10/24 11:33 AM	DBL_Animal Services Administration
Animal Concern Case	201001336842	Chicken	Phone	Attained - Case Closed	3/18/24 9:57 AM	3/18/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001616308	Other	WEB	Attained - Case Closed	7/3/24 3:37 PM	7/3/24 3:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001788811	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/5/24 10:09 AM	9/5/24 10:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001638269	Dog Other	WEB	Attained - Case Closed	7/14/24 7:38 PM	7/15/24 11:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001490683	Dog Human attacked by dog	WEB	Attained - Case Closed	5/19/24 1:31 PM	5/19/24 1:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001145457	Dog Dog off leash	Phone	Attained - Case Closed	1/14/24 11:34 AM	1/14/24 11:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001147645	Dog Dog off leash	Phone	Attained - Case Closed	1/15/24 1:15 PM	1/15/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001242549	Dog Dog off leash	Phone	Attained - Case Closed	2/15/24 3:14 PM	2/15/24 3:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001389740	Dog Holding stray	Phone	Attained - Case Closed	4/5/24 3:01 PM	4/5/24 3:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001862185	Dog Stray dog at large	Phone	Attained - Case Closed	9/30/24 6:27 PM	10/1/24 8:38 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001557108	Other	WEB	Attained - Case Closed	6/10/24 6:39 PM	6/11/24 10:06 AM	DBL_Animal Services Administration
Animal Concern Case	201001859796	Dog	WEB	Attained - Case Closed	9/27/24 7:45 PM	9/28/24 11:13 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002052025	Dog Dog attacked by dog	Phone	Attained - Case Closed	12/14/24 11:52 AM	12/14/24 12:52 PM	DBL_Animal Services Administration
Animal Concern Case	201002052697	Dog	Phone	Attained - Case Closed	12/15/24 7:22 AM	12/15/24 11:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001309764	Stray dog at large	Phone	Attained - Case Closed	3/13/24 1:21 PM	3/13/24 1:46 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001171111	Dog Dog off leash Volunteering	WEB	Attained - Case Closed	1/24/24 11:46 AM	1/24/24 11:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001455325	Dog	Mobile App	Attained - Case Closed	5/1/24 7:51 AM	5/1/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001262360	Stray dog at large	WEB	Attained - Case Closed	2/27/24 12:54 PM	2/27/24 2:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001892406	Dog Dog attacked by dog	WEB	Attained - Case Closed	10/18/24 10:39 AM	10/18/24 11:09 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001967922	Dog Aggressive dog poorly contained cat	WEB	Attained - Case Closed	11/18/24 10:19 PM	11/19/24 10:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001309749	Dog	Phone	Attained - Case Closed	3/13/24 1:19 PM	3/13/24 1:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001144247	Dog Dog off leash	WEB	Attained - Case Closed	1/12/24 5:56 PM	1/15/24 8:33 AM	311_Contact Centre - Feedback
Lost Pets Case	201001242270	Dog Dog barking Rabbit	WEB	Attained - Case Closed	2/15/24 2:00 PM	2/15/24 2:22 PM	311_Contact Centre
Animal Concern Case	201001454065	Dog	Phone	Attained - Case Closed	4/30/24 1:06 PM	4/30/24 1:14 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001266023	Stray dog at large	WEB	Attained - Case Closed	2/28/24 9:15 PM	2/29/24 10:10 AM	DBL_Animal Services Administration
Lost Pets Case	201001286183	Dog	WEB	Attained - Case Closed	2/29/24 8:45 AM	2/29/24 10:10 AM	DBL_Animal Services Administration
Animal Concern Case	201001391053	Dog	Phone	Attained - Case Closed	4/6/24 5:59 PM	4/6/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001573629	Stray dog at large	WEB	Attained - Case Closed	6/18/24 1:34 PM	6/18/24 1:39 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002055485	Dog Dog off leash	Phone	Attained - Case Closed	12/16/24 5:03 PM	12/16/24 5:18 PM	DBL_Animal Services Administration



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001952140	Dog Other	Phone	Attained - Case Closed	11/10/24 1:21 PM	11/10/24 2:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001242310	Pet rabbit Other	Phone	Attained - Case Closed	2/15/24 2:10 PM	2/15/24 2:32 PM	311_Contact Centre
Animal Concern Case	201001882684	Dog Dog off leash	Phone	Attained - Case Closed	10/11/24 1:49 PM	10/11/24 2:51 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001200052	Licence cancellation	WEB	Attained - Case Closed	1/27/24 10:09 PM	1/28/24 8:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001375178	Dog Stray dog at large	Phone	Attained - Case Closed	3/28/24 9:51 AM	3/28/24 9:57 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001162662	Licence cancellation	WEB	Attained - Case Closed	1/22/24 9:44 AM	1/22/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001167213	Licence cancellation	WEB	Attained - Case Closed	1/23/24 10:41 AM	1/23/24 10:43 AM	DBL_Animal Services Administration
Animal Concern Case	201001484917	Dog Dog off leash	Mobile App	Attained - Case Closed	5/16/24 6:03 AM	5/16/24 10:33 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001388026	Dog	Phone	Attained - Case Closed	4/4/24 7:52 PM	4/5/24 10:24 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001729724		WEB	Attained - Case Closed	8/24/24 5:51 PM	8/24/24 5:57 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001195100	Licence cancellation	Phone	Attained - Case Closed	1/25/24 2:40 PM	1/25/24 2:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001407289	Dog Holding stray	Phone	Attained - Case Closed	4/16/24 8:05 AM	4/16/24 8:30 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001485673	Dog ownership	Phone	Attained - Case Closed	5/16/24 11:40 AM	5/16/24 11:43 AM	DBL_Animal Services Administration
Animal Concern Case	201001561238	Dog Dog off leash	Phone	Attained - Case Closed	6/12/24 11:48 AM	6/12/24 12:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002069456	Dog Dog waste not picked up	WEB	Missed - Case Closed	12/24/24 11:00 PM	12/27/24 11:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001679639	Dog Holding stray	Phone	Attained - Case Closed	7/29/24 2:14 PM	7/29/24 2:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001866672	Dog Holding stray	Phone	Attained - Case Closed	10/2/24 5:08 PM	10/2/24 5:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001375901	Dog Dog off leash	Phone	Attained - Case Closed	3/28/24 1:17 PM	3/28/24 1:35 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001490796	Dog	Phone	Attained - Case Closed	5/19/24 2:54 PM	5/19/24 3:00 PM	DBL_Animal Services Administration
Animal Concern Case	201001978724	Dog Stray dog at large	Phone	Attained - Case Closed	11/22/24 9:22 PM	11/23/24 9:03 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001535020	By-laws	Phone	Attained - Case Closed	5/31/24 8:28 AM	5/31/24 9:35 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001727481	Dog ownership	Phone	Attained - Case Closed	8/23/24 9:33 AM	8/23/24 10:24 AM	DBL_Animal Services Administration
Animal Concern Case	201001303870	Dog Human attacked by dog	WEB	Attained - Case Closed	3/10/24 6:59 PM	3/11/24 10:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002069398	Dog Stray dog at large	WEB	Attained - Case Closed	12/24/24 5:38 PM	12/24/24 6:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001541943	Dog Human attacked by dog	WEB	Attained - Case Closed	6/3/24 8:50 PM	6/4/24 9:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001253610	Pet rabbit Other	Phone	Attained - Case Closed	2/22/24 12:54 PM	2/22/24 1:57 PM	311_Contact Centre
Animal Concern Case	201001479954	Dog Human attacked by dog	Phone	Attained - Case Closed	5/13/24 8:35 PM	5/14/24 9:29 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001695382	cat	WEB	Attained - Case Closed	8/6/24 7:41 PM	8/7/24 10:32 AM	DBL_Animal Services Administration
Animal Concern Case	201001405321	Dog Stray dog at large	WEB	Attained - Case Closed	4/15/24 10:28 AM	4/15/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001815644	Dog Dog off leash	Mobile App	Attained - Case Closed	9/19/24 2:06 PM	9/19/24 2:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001645611	Dog Stray dog at large	Phone	Attained - Case Closed	7/17/24 5:05 PM	7/17/24 5:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001396638	Dog Dog off leash	WEB	Attained - Case Closed	4/10/24 8:23 AM	4/10/24 11:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001951599	Dog Dog off leash	Mobile App	Attained - Case Closed	11/9/24 5:03 PM	11/9/24 5:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001557690	Chicken Chicken noise	WEB	Attained - Case Closed	6/11/24 9:18 AM	6/11/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001502873	Chicken Chicken noise	WEB	Attained - Case Closed	5/25/24 9:16 AM	5/25/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001335793	Dog Dog barking	WEB	Attained - Case Closed	3/17/24 1:33 AM	3/17/24 11:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001335794	Dog Dog barking	WEB	Attained - Case Closed	3/17/24 1:35 AM	3/17/24 11:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001709869	Dog Dog barking	WEB	Attained - Case Closed	8/14/24 2:16 AM	8/14/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001934946	Dog Dog off leash	Phone	Attained - Case Closed	10/31/24 1:10 PM	10/31/24 1:23 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001688539	Wildlife	WEB	Attained - Case Closed	8/2/24 11:20 AM	8/2/24 11:44 AM	311_Contact Centre
Animal Concern Case	201002077438	Dog Other	Mobile App	Attained - Case Closed	12/31/24 4:47 PM	12/31/24 5:54 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001623826	Dog	WEB	Attained - Case Closed	7/7/24 3:48 PM	7/7/24 4:18 PM	DBL_Animal Services Administration
Lost Pets Case	201001626820	Dog	WEB	Attained - Case Closed	7/9/24 2:23 AM	7/9/24 9:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001879268	Dog Dog barking	Phone	Attained - Case Closed	10/9/24 5:45 PM	10/9/24 6:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001130167	Dog Dog off leash	Phone	Attained - Case Closed	1/6/24 11:17 AM	1/6/24 11:38 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001782268	cat	WEB	Attained - Case Closed	8/31/24 11:35 PM	9/1/24 11:53 AM	DBL_Animal Services Administration
Animal Concern Case	201001651958	Dog Other	WEB	Attained - Case Closed	7/20/24 7:26 PM	7/21/24 10:39 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001860833	cat	WEB	Attained - Case Closed	9/29/24 11:18 AM	9/29/24 12:22 PM	DBL_Animal Services Administration
Animal Concern Case	201001955999	Dog Dog off leash	Mobile App	Attained - Case Closed	11/12/24 9:16 PM	11/13/24 10:37 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001568111	Dog	WEB	Attained - Case Closed	6/15/24 9:49 AM	6/15/24 10:50 AM	DBL_Animal Services Administration
Lost Pets Case	201001568573	Dog	WEB	Attained - Case Closed	6/15/24 2:32 PM	6/15/24 2:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001304143	Dog Human attacked by dog	WEB	Attained - Case Closed	3/11/24 9:11 AM	3/11/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001288118	Dog Dog barking	WEB	Attained - Case Closed	2/29/24 6:22 PM	3/1/24 10:16 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001860829	cat	WEB	Attained - Case Closed	9/29/24 11:14 AM	9/29/24 12:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001511752	Dog Unlicensed dog	WEB	Attained - Case Closed	5/29/24 3:10 PM	5/29/24 3:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001651686	Dog Attack in progress**	Phone	Attained - Case Closed	7/20/24 2:28 PM	7/20/24 2:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001726616	Dog Dog barking	Phone	Attained - Case Closed	8/22/24 3:01 PM	8/22/24 3:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001692808	Chicken Chicken noise	Mobile App	Attained - Case Closed	8/5/24 9:06 PM	8/6/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001583888	Dog Stray dog at large	Phone	Attained - Case Closed	6/23/24 5:12 PM	6/23/24 5:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001411560	Dog Dog off leash	Mobile App	Attained - Case Closed	4/17/24 5:11 PM	4/17/24 5:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001080497	Dog Dog barking	Phone	Attained - Case Closed	1/2/24 10:19 AM	1/2/24 12:07 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001619333	Dog	Phone	Attained - Case Closed	7/4/24 5:41 PM	7/4/24 6:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001635570	Dog barking	Phone	Attained - Case Closed	7/12/24 1:14 PM	7/12/24 1:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001465247	Dog	Mobile App	Attained - Case Closed	5/6/24 2:06 PM	5/6/24 2:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001409229	Dog off leash	Mobile App	Attained - Case Closed	4/16/24 5:29 PM	4/16/24 5:39 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001782033	Dog off leash	Mobile App	Attained - Case Closed	8/31/24 4:38 PM	8/31/24 7:45 PM	311_Contact Centre
Animal Concern Case	201001314785	Wildlife	Mobile App	Attained - Case Closed	8/31/24 4:38 PM	8/31/24 7:45 PM	311_Contact Centre
Animal Concern Case	201001314785	Dog	WEB	Attained - Case Closed	3/15/24 4:38 PM	3/15/24 4:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001127237	Dog off leash	WEB	Attained - Case Closed	3/15/24 4:38 PM	3/15/24 4:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001127237	Dog	Phone	Attained - Case Closed	1/4/24 4:08 PM	1/4/24 4:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001488128	Stray dog at large	Phone	Attained - Case Closed	1/4/24 4:08 PM	1/4/24 4:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001488128	Dog	WEB	Attained - Case Closed	5/17/24 12:19 PM	5/17/24 12:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001300430	Dog off leash	WEB	Attained - Case Closed	5/17/24 12:19 PM	5/17/24 12:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001300430	Dog	WEB	Attained - Case Closed	3/7/24 9:33 PM	3/8/24 8:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001674977	Holding stray	WEB	Attained - Case Closed	3/7/24 9:33 PM	3/8/24 8:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001674977	Dog	Phone	Attained - Case Closed	7/26/24 1:36 PM	7/26/24 2:50 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001201091	Dog attacked by dog	Phone	Attained - Case Closed	7/26/24 1:36 PM	7/26/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001717751	Licence cancellation	Phone	Attained - Case Closed	1/29/24 8:29 AM	1/29/24 8:42 AM	DBL_Animal Services Administration
Animal Concern Case	201001717751	Chicken	WEB	Attained - Case Closed	1/29/24 8:29 AM	1/29/24 8:42 AM	DBL_Animal Services Administration
Animal Concern Case	201001406895	Other	WEB	Attained - Case Closed	8/18/24 7:12 AM	8/18/24 12:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001406895	Dog	Phone	Attained - Case Closed	4/15/24 5:04 PM	4/15/24 5:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001300067	Dog off leash	Phone	Attained - Case Closed	4/15/24 5:04 PM	4/15/24 5:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001300067	Dog	WEB	Attained - Case Closed	3/7/24 4:24 PM	3/7/24 4:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001303064	Dog barking	WEB	Attained - Case Closed	3/7/24 4:24 PM	3/7/24 4:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001303064	Dog	WEB	Attained - Case Closed	3/9/24 3:00 PM	3/9/24 3:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001310607	Dog barking	WEB	Attained - Case Closed	3/9/24 3:00 PM	3/9/24 3:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001310607	Dog	WEB	Attained - Case Closed	3/13/24 7:10 PM	3/14/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001336322	Dog barking	WEB	Attained - Case Closed	3/13/24 7:10 PM	3/14/24 9:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001336322	Dog	WEB	Attained - Case Closed	3/17/24 5:53 PM	3/17/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001385759	Dog barking	WEB	Attained - Case Closed	3/17/24 5:53 PM	3/17/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001385759	Dog	WEB	Attained - Case Closed	4/3/24 9:02 PM	4/4/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001394884	Dog barking	WEB	Attained - Case Closed	4/3/24 9:02 PM	4/4/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001394884	Dog	WEB	Attained - Case Closed	4/9/24 11:15 AM	4/9/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001403695	Dog barking	WEB	Attained - Case Closed	4/9/24 11:15 AM	4/9/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001403695	Dog	WEB	Attained - Case Closed	4/13/24 3:27 PM	4/13/24 3:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001507214	Dog barking	WEB	Attained - Case Closed	4/13/24 3:27 PM	4/13/24 3:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001507214	Dog	Phone	Attained - Case Closed	5/27/24 8:11 PM	5/28/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001578631	Dog off leash	Phone	Attained - Case Closed	5/27/24 8:11 PM	5/28/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001578631	Dog	WEB	Attained - Case Closed	6/20/24 1:26 PM	6/20/24 1:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001673615	Dog barking	WEB	Attained - Case Closed	6/20/24 1:26 PM	6/20/24 1:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001673615	Dog	WEB	Attained - Case Closed	7/25/24 9:39 PM	7/26/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001720640	Dog barking	WEB	Attained - Case Closed	7/25/24 9:39 PM	7/26/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001720640	Dog	WEB	Attained - Case Closed	8/19/24 6:21 PM	8/20/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001730975	Dog barking	WEB	Attained - Case Closed	8/19/24 6:21 PM	8/20/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001730975	Pet bird	Phone	Attained - Case Closed	8/26/24 9:55 AM	8/26/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001151402	Holding stray	Phone	Attained - Case Closed	8/26/24 9:55 AM	8/26/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001151402	Dog	Phone	Attained - Case Closed	1/16/24 4:30 PM	1/16/24 4:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001347907	Dog off leash	Phone	Attained - Case Closed	1/16/24 4:30 PM	1/16/24 4:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001347907	Dog	Phone	Attained - Case Closed	3/24/24 10:42 AM	3/24/24 10:49 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001699827	Other	Phone	Attained - Case Closed	3/24/24 10:42 AM	3/24/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001408884	Other	Mobile App	Attained - Case Closed	8/8/24 3:02 PM	8/8/24 3:36 PM	311_Contact Centre
Animal Concern Case	201001408884	Dog	Phone	Attained - Case Closed	8/8/24 3:02 PM	8/8/24 3:36 PM	311_Contact Centre
Animal Concern Case	201001408884	Dog off leash	Phone	Attained - Case Closed	4/16/24 3:29 PM	4/16/24 3:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001422262	Dog	WEB	Attained - Case Closed	4/16/24 3:29 PM	4/16/24 3:50 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001819993	Dog off leash	WEB	Attained - Case Closed	4/23/24 5:14 PM	4/23/24 5:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001885206	Other	Phone	Attained - Case Closed	4/23/24 5:14 PM	4/23/24 5:19 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001563193	cat	Phone	Attained - Case Closed	9/23/24 8:46 AM	9/23/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001310252	Other	Phone	Missed - Case Closed	10/14/24 1:12 PM	10/15/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001629778	Other	Phone	Missed - Case Closed	10/14/24 1:12 PM	10/15/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001629778	Dog	Phone	Attained - Case Closed	6/13/24 9:44 AM	6/13/24 11:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001376732	Holding stray	Phone	Attained - Case Closed	6/13/24 9:44 AM	6/13/24 11:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001376732	Dog	WEB	Attained - Case Closed	3/13/24 3:54 PM	3/13/24 3:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001583868	Dog	Phone	Attained - Case Closed	7/10/24 9:18 AM	7/10/24 9:23 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001800031	Stray dog at large	Phone	Attained - Case Closed	7/10/24 9:18 AM	7/10/24 9:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637362	Other	Phone	Attained - Case Closed	3/28/24 7:48 PM	3/30/24 10:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001640524	Chicken	Phone	Attained - Case Closed	3/28/24 7:48 PM	3/30/24 10:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001147398	Badly injured stray dog or chicken**	Phone	Attained - Case Closed	6/23/24 4:50 PM	6/23/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001948320	Dog	Phone	Attained - Case Closed	6/23/24 4:50 PM	6/23/24 5:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378752	Dog off leash	Mobile App	Attained - Case Closed	9/11/24 10:09 AM	9/11/24 10:19 AM	DBL_Animal Services Administration
Lost Pets Case	201001173012	cat	Phone	Attained - Case Closed	9/11/24 10:09 AM	9/11/24 10:19 AM	DBL_Animal Services Administration
Animal Concern Case	201001956002	Dog	Phone	Attained - Case Closed	7/13/24 5:37 PM	7/13/24 5:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417469	Dog off leash	Phone	Attained - Case Closed	7/13/24 5:37 PM	7/13/24 5:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001391703	Dog	Phone	Attained - Case Closed	7/15/24 4:59 PM	7/15/24 6:04 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001569406	Dog	Phone	Attained - Case Closed	7/15/24 4:59 PM	7/15/24 6:04 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001659694	cat	Phone	Attained - Case Closed	1/15/24 12:31 PM	1/15/24 12:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001943990	Dog	Phone	Attained - Case Closed	1/15/24 12:31 PM	1/15/24 12:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001943990	Dog off leash	Mobile App	Attained - Case Closed	11/7/24 5:05 PM	11/7/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378752	Dog	Mobile App	Attained - Case Closed	11/7/24 5:05 PM	11/7/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378752	Dog off leash	Mobile App	Attained - Case Closed	3/31/24 9:45 AM	3/31/24 11:13 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001173012	cat	Mobile App	Attained - Case Closed	3/31/24 9:45 AM	3/31/24 11:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001956002	Dog	WEB	Attained - Case Closed	1/24/24 8:44 PM	1/25/24 10:15 AM	DBL_Animal Services Administration
Animal Concern Case	201001956002	Dog off leash	WEB	Attained - Case Closed	1/24/24 8:44 PM	1/25/24 10:15 AM	DBL_Animal Services Administration
Animal Concern Case	201001417469	Dog	Mobile App	Attained - Case Closed	11/12/24 9:20 PM	11/13/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001391703	Dog off leash	Mobile App	Attained - Case Closed	11/12/24 9:20 PM	11/13/24 10:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001569406	Dog	Mobile App	Attained - Case Closed	4/21/24 4:06 PM	4/21/24 4:14 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001659694	cat	Mobile App	Attained - Case Closed	4/21/24 4:06 PM	4/21/24 4:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001943990	Dog	WEB	Attained - Case Closed	4/7/24 5:03 PM	4/7/24 5:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001943990	Dog off leash	WEB	Attained - Case Closed	4/7/24 5:03 PM	4/7/24 5:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001946020	Dog	Mobile App	Attained - Case Closed	6/16/24 5:12 PM	6/16/24 5:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001701674	Dog off leash	Mobile App	Attained - Case Closed	6/16/24 5:12 PM	6/16/24 5:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417591	Dog	WEB	Attained - Case Closed	7/24/24 12:17 PM	7/24/24 12:33 PM	DBL_Animal Services Administration
Animal Concern Case	201001569408	cat	WEB	Attained - Case Closed	7/24/24 12:17 PM	7/24/24 12:33 PM	DBL_Animal Services Administration
Animal Concern Case	201001577006	Dog	Mobile App	Attained - Case Closed	11/5/24 5:18 PM	11/5/24 5:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001718441	Dog off leash	Mobile App	Attained - Case Closed	11/5/24 5:18 PM	11/5/24 5:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001405311	cat	Mobile App	Attained - Case Closed	11/6/24 4:38 PM	11/6/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002065380	Dog	Mobile App	Attained - Case Closed	11/6/24 4:38 PM	11/6/24 5:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001868986	Dog off leash	Mobile App	Attained - Case Closed	8/9/24 12:53 PM	8/9/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001460886	Dog	Mobile App	Attained - Case Closed	8/9/24 12:53 PM	8/9/24 1:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951589	Dog	Mobile App	Attained - Case Closed	4/21/24 7:02 PM	4/22/24 8:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001569408	Dog off leash	Mobile App	Attained - Case Closed	4/21/24 7:02 PM	4/22/24 8:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001577006	Dog	Mobile App	Attained - Case Closed	6/16/24 5:16 PM	6/16/24 5:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001718441	Dog off leash	Mobile App	Attained - Case Closed	6/16/24 5:16 PM	6/16/24 5:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001405311	cat	Mobile App	Attained - Case Closed	6/19/24 6:47 PM	6/20/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002065380	Dog	Mobile App	Attained - Case Closed	6/19/24 6:47 PM	6/20/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001868986	Dog off leash	Mobile App	Attained - Case Closed	8/18/24 8:35 PM	8/19/24 1:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001460886	Dog	Mobile App	Attained - Case Closed	8/18/24 8:35 PM	8/19/24 1:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951589	Dog off leash	WEB	Attained - Case Closed	4/15/24 10:27 AM	4/15/24 11:05 AM	DBL_Animal Services Administration
Animal Concern Case	201002065380	Dog	WEB	Attained - Case Closed	4/15/24 10:27 AM	4/15/24 11:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001868986	Dog	Mobile App	Missed - Case Closed	12/21/24 4:47 PM	12/22/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001460886	Dog off leash	Mobile App	Attained - Case Closed	10/3/24 5:20 PM	10/3/24 5:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951589	Dog	Mobile App	Attained - Case Closed	5/3/24 12:33 PM	5/3/24 1:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951589	Dog off leash	WEB	Attained - Case Closed	5/3/24 12:33 PM	5/3/24 1:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951589	Dog	WEB	Attained - Case Closed	11/9/24 4:53 PM	11/9/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001951589	Dog off leash	WEB	Attained - Case Closed	11/9/24 4:53 PM	11/9/24 5:56 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001491901	Dog	WEB	Attained - Case Closed	5/20/24 4:40 PM	5/20/24 5:52 PM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001265252	Dog	WEB	Attained - Case Closed	2/28/24 2:39 PM	2/28/24 5:06 PM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001484918	Dog	Mobile App	Attained - Case Closed	5/16/24 6:12 AM	5/16/24 11:02 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001403403	Dog	WEB	Attained - Case Closed	4/13/24 12:34 PM	4/13/24 1:05 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001404461	Dog	WEB	Attained - Case Closed	4/14/24 3:14 PM	4/14/24 3:25 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201002058648	Dog	Phone	Attained - Case Closed	12/18/24 11:15 AM	12/18/24 11:25 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001462814	Dog	WEB	Attained - Case Closed	5/4/24 5:05 PM	5/4/24 5:30 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001342920	Dog	WEB	Attained - Case Closed	3/20/24 6:00 PM	3/20/24 6:13 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001468247	Dog	Phone	Attained - Case Closed	5/7/24 4:26 PM	5/7/24 4:46 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201002060524	Dog	WEB	Attained - Case Closed	12/19/24 8:59 AM	12/19/24 9:16 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001642658	Dog	Phone	Attained - Case Closed	7/16/24 2:51 PM	7/16/24 4:38 PM	DBL_Animal Services Dispatch
		Dog waste not picked up					
Animal Concern Case	201001645401	Dog	Phone	Attained - Case Closed	7/17/24 3:44 PM	7/17/24 3:50 PM	DBL_Animal Services Dispatch
		Dog waste not picked up					
Animal Concern Case	201001983068	Dog	Phone	Attained - Case Closed	11/25/24 6:59 PM	11/26/24 11:49 AM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001691112	Dog	Mobile App	Attained - Case Closed	8/4/24 10:26 AM	8/4/24 12:12 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001409858	Dog	WEB	Attained - Case Closed	4/17/24 9:40 AM	4/17/24 10:26 AM	DBL_Animal Services Dispatch
		Dog off leash					
Lost Pets Case	201001678985	Dog	Phone	Attained - Case Closed	7/29/24 12:02 PM	7/29/24 1:45 PM	DBL_Animal Services Administration
Lost Pets Case	201001699064	Bird	WEB	Attained - Case Closed	8/8/24 12:12 PM	8/8/24 1:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001816324	Dog	WEB	Attained - Case Closed	9/19/24 8:31 PM	9/20/24 10:49 AM	DBL_Animal Services Dispatch
		Human attacked by dog					
Lost Pets Case	201001210666	Dog	WEB	Attained - Case Closed	1/31/24 4:41 PM	1/31/24 4:56 PM	DBL_Animal Services Administration
Animal Concern Case	201001621996	Dog	Phone	Attained - Case Closed	7/5/24 8:35 PM	7/6/24 9:36 AM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001449039	Dog	Mobile App	Attained - Case Closed	4/27/24 11:01 AM	4/27/24 11:20 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001199923	Dog	WEB	Attained - Case Closed	1/27/24 6:06 PM	1/28/24 8:55 AM	DBL_Animal Services Dispatch
		Dog waste not picked up					
Animal Services Inquiry Case	201001160326	Dog ownership	Mobile App	Attained - Case Closed	1/20/24 11:14 AM	1/20/24 11:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001676829	Dog	WEB	Attained - Case Closed	7/27/24 4:53 PM	7/27/24 5:07 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Services Inquiry Case	201001343686	Dog ownership	Phone	Attained - Case Closed	3/21/24 11:09 AM	3/21/24 11:20 AM	DBL_Animal Services Administration
Animal Concern Case	201001583893	Dog	Phone	Attained - Case Closed	6/23/24 5:21 PM	6/23/24 5:24 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Lost Pets Case	201001698509	Bird	WEB	Attained - Case Closed	8/8/24 10:04 AM	8/8/24 10:47 AM	DBL_Animal Services Administration
Animal Concern Case	201001502967	Dog	Phone	Attained - Case Closed	5/25/24 10:25 AM	5/25/24 10:38 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001952121	Dog	Mobile App	Attained - Case Closed	11/10/24 1:07 PM	11/10/24 2:15 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Lost Pets Case	201002075634	cat	WEB	Attained - Case Closed	12/30/24 4:40 PM	12/30/24 5:54 PM	DBL_Animal Services Administration
Animal Concern Case	201001459673	Dog	Mobile App	Attained - Case Closed	5/2/24 6:05 PM	5/3/24 10:20 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001806108	Other	Phone	Attained - Case Closed	9/14/24 9:27 AM	9/14/24 11:09 AM	311_Contact Centre
		Holding stray					
Dog Licence Case	201001383853	Licence update	WEB	Attained - Case Closed	4/3/24 10:22 AM	4/3/24 10:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001683182	Dog	WEB	Attained - Case Closed	7/30/24 9:51 PM	7/31/24 10:05 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001422286	Dog	Phone	Attained - Case Closed	4/23/24 5:31 PM	4/23/24 5:47 PM	DBL_Animal Services Dispatch
		Holding stray					
Animal Concern Case	201001553575	Dog	WEB	Attained - Case Closed	6/8/24 8:53 PM	6/9/24 10:33 AM	DBL_Animal Services Dispatch
		Dog barking					
Animal Concern Case	201001290520	Dog	WEB	Attained - Case Closed	3/2/24 11:06 AM	3/2/24 11:19 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001287293	Dog	WEB	Attained - Case Closed	2/29/24 1:36 PM	2/29/24 2:42 PM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001406747	Dog	WEB	Attained - Case Closed	4/15/24 4:07 PM	4/15/24 4:13 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001410269	Dog	Mobile App	Attained - Case Closed	4/17/24 11:14 AM	4/17/24 12:59 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001726282	Dog	Phone	Attained - Case Closed	8/22/24 1:22 PM	8/22/24 1:33 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001795872	Dog	Phone	Attained - Case Closed	9/9/24 12:06 PM	9/9/24 12:27 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001798350	Dog	Phone	Attained - Case Closed	9/10/24 12:30 PM	9/10/24 12:48 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Concern Case	201001802598	Dog	Phone	Attained - Case Closed	9/12/24 11:24 AM	9/12/24 12:02 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201002031578	Dog	WEB	Attained - Case Closed	12/9/24 6:40 PM	12/10/24 8:23 AM	DBL_Animal Services Dispatch
		Stray dog at large					
Lost Pets Case	201002052816	Dog	Phone	Attained - Case Closed	12/15/24 10:08 AM	12/15/24 2:24 PM	DBL_Animal Services Administration
Lost Pets Case	201001559508	Dog	Phone	Attained - Case Closed	6/11/24 3:39 PM	6/11/24 3:53 PM	DBL_Animal Services Administration
Animal Concern Case	201001416591	Dog	Phone	Attained - Case Closed	4/20/24 2:31 PM	4/20/24 2:42 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Animal Services Inquiry Case	201001712356	Other	WEB	Attained - Case Closed	8/14/24 9:51 PM	8/15/24 10:07 AM	311_Contact Centre
Animal Concern Case	201001944663	Dog	Phone	Attained - Case Closed	11/6/24 10:24 AM	11/6/24 10:48 AM	DBL_Animal Services Dispatch
		Dog attacked by dog					
Animal Concern Case	201001127202	Dog	WEB	Attained - Case Closed	1/4/24 4:00 PM	1/4/24 4:13 PM	DBL_Animal Services Dispatch
		Stray dog at large					
Lost Pets Case	201002052300	Dog	WEB	Attained - Case Closed	12/14/24 2:27 PM	12/14/24 2:51 PM	DBL_Animal Services Administration
Animal Concern Case	201001200000	Dog	WEB	Attained - Case Closed	1/27/24 8:21 PM	1/28/24 9:24 AM	DBL_Animal Services Dispatch
		Aggressive dog poorly contained					
Animal Concern Case	201001718020	Dog	WEB	Attained - Case Closed	8/18/24 12:28 PM	8/18/24 2:44 PM	DBL_Animal Services Dispatch
		Attack in progress**					
Animal Concern Case	201001488092	Dog	WEB	Attained - Case Closed	5/17/24 12:12 PM	5/17/24 12:53 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001514796	Dog	WEB	Attained - Case Closed	5/30/24 8:40 PM	5/31/24 10:25 AM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001546381	Dog	WEB	Attained - Case Closed	6/5/24 1:34 PM	6/5/24 2:02 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001259573	Dog	Phone	Attained - Case Closed	2/26/24 12:14 PM	2/26/24 12:30 PM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001697671	Dog	WEB	Attained - Case Closed	8/7/24 5:04 PM	8/7/24 5:16 PM	DBL_Animal Services Dispatch
		Human attacked by dog					
Animal Concern Case	201001385463	Dog	WEB	Attained - Case Closed	4/3/24 5:00 PM	4/3/24 5:16 PM	DBL_Animal Services Dispatch
		Dog off leash					
Animal Concern Case	201001160268	Dog	Phone	Attained - Case Closed	1/20/24 10:51 AM	1/20/24 11:06 AM	DBL_Animal Services Dispatch
		Stray dog at large					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001424454	Dog Stray dog at large	Phone	Attained - Case Closed	4/24/24 4:47 PM	4/24/24 4:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001503016	Dog Stray dog at large	Phone	Attained - Case Closed	5/25/24 10:55 AM	5/25/24 11:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001711522	Dog Stray dog at large	Phone	Attained - Case Closed	8/14/24 2:34 PM	8/14/24 2:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001625305	Dog Stray dog at large	Mobile App	Attained - Case Closed	7/8/24 12:42 PM	7/8/24 1:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001402508	Dog Dog off leash	WEB	Attained - Case Closed	4/12/24 3:55 PM	4/12/24 4:06 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001541926	Dog	Phone	Attained - Case Closed	6/3/24 8:28 PM	6/4/24 9:12 AM	DBL_Animal Services Administration
Lost Pets Case	201001624098	Dog	WEB	Attained - Case Closed	7/7/24 10:00 PM	7/8/24 11:13 AM	DBL_Animal Services Administration
Lost Pets Case	201001677097	cat	WEB	Attained - Case Closed	7/28/24 12:53 AM	7/28/24 10:30 AM	DBL_Animal Services Administration
Lost Pets Case	201001677105	cat	WEB	Attained - Case Closed	7/28/24 4:14 AM	7/28/24 10:38 AM	DBL_Animal Services Administration
Animal Concern Case	201001537053	Dog Dog barking	Phone	Attained - Case Closed	5/31/24 6:22 PM	6/1/24 10:01 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001624005	Dog Dog barking	Phone	Attained - Case Closed	7/7/24 7:52 PM	7/8/24 11:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001807332	Dog Dog barking	Phone	Attained - Case Closed	9/15/24 3:02 PM	9/15/24 3:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001866917	Dog Dog barking	Phone	Attained - Case Closed	10/2/24 8:43 PM	10/3/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001631010	Dog Dog off leash	Phone	Attained - Case Closed	7/10/24 2:15 PM	7/10/24 4:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001653458	Dog Holding stray	WEB	Attained - Case Closed	7/22/24 10:10 AM	7/22/24 10:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001468499	Dog Dog off leash	WEB	Attained - Case Closed	5/7/24 7:03 PM	5/8/24 8:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002008780	Dog Holding stray	Phone	Attained - Case Closed	11/28/24 9:17 AM	11/28/24 9:31 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001236012	Dog	Phone	Attained - Case Closed	2/13/24 8:54 AM	2/13/24 10:16 AM	DBL_Animal Services Administration
Lost Pets Case	201001424658	Dog	Phone	Attained - Case Closed	4/24/24 7:41 PM	4/25/24 9:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001469140	Dog Human attacked by dog	WEB	Attained - Case Closed	5/8/24 10:13 AM	5/8/24 10:18 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001155564	Licence cancellation	WEB	Attained - Case Closed	1/18/24 12:30 PM	1/18/24 12:33 PM	DBL_Animal Services Administration
Animal Concern Case	201001800879	Dog Stray dog at large	Phone	Attained - Case Closed	9/11/24 1:55 PM	9/11/24 2:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001944103	Dog Stray dog at large	WEB	Attained - Case Closed	11/5/24 7:36 PM	11/6/24 8:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001419874	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	4/22/24 5:43 PM	4/22/24 5:54 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001141684	Licence update	Phone	Attained - Case Closed	1/11/24 5:07 PM	1/11/24 5:15 PM	DBL_Animal Services Administration
Lost Pets Case	201002052664	cat	WEB	Attained - Case Closed	12/14/24 9:44 PM	12/15/24 3:04 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001511569		WEB	Attained - Case Closed	5/29/24 2:33 PM	5/29/24 2:40 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001818867	Other	WEB	Attained - Case Closed	9/21/24 2:32 PM	9/23/24 1:29 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001707776	Dog Stray dog at large	Phone	Attained - Case Closed	8/13/24 9:53 AM	8/13/24 10:15 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001505757		WEB	Attained - Case Closed	5/27/24 12:48 PM	5/27/24 12:52 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001487755	Dog	Phone	Attained - Case Closed	5/17/24 10:48 AM	5/17/24 11:15 AM	DBL_Animal Services Administration
Animal Concern Case	201001881302	Dog Dog off leash	WEB	Attained - Case Closed	10/10/24 6:48 PM	10/11/24 9:49 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001864563	cat	WEB	Attained - Case Closed	10/1/24 6:48 PM	10/2/24 10:55 AM	DBL_Animal Services Administration
Animal Concern Case	201001672397	Dog Dog barking	Phone	Attained - Case Closed	7/25/24 12:46 PM	7/25/24 12:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001412715	Dog Dog attacked by dog	WEB	Attained - Case Closed	4/18/24 12:15 PM	4/18/24 12:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001887784	Dog Aggressive dog poorly contained	WEB	Missed - Case Closed	10/15/24 10:37 PM	10/16/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001217792	Dog Stray dog at large	Phone	Attained - Case Closed	2/3/24 1:27 PM	2/3/24 1:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001703894	Dog Dog off leash	WEB	Attained - Case Closed	8/11/24 8:57 AM	8/11/24 9:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001797998	Dog Holding stray	Phone	Attained - Case Closed	9/10/24 10:57 AM	9/10/24 11:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884366	Dog Human attacked by dog	Phone	Attained - Case Closed	10/13/24 11:45 AM	10/13/24 12:44 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001413719	cat	Phone	Attained - Case Closed	4/18/24 5:33 PM	4/18/24 5:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001825670	Dog Human attacked by dog	Phone	Attained - Case Closed	9/25/24 3:52 PM	9/25/24 3:57 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001413354	Other	WEB	Attained - Case Closed	4/18/24 3:15 PM	4/18/24 3:18 PM	DBL_Animal Services Administration
Lost Pets Case	201001314592	Dog	Phone	Attained - Case Closed	3/15/24 3:35 PM	3/15/24 3:48 PM	DBL_Animal Services Administration
Lost Pets Case	201001315058	Dog	Phone	Attained - Case Closed	3/15/24 9:22 PM	3/16/24 10:08 AM	DBL_Animal Services Administration
Lost Pets Case	201001493403	Dog	Phone	Attained - Case Closed	5/21/24 1:13 PM	5/21/24 1:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001392184	Dog Holding stray	Phone	Attained - Case Closed	4/8/24 9:29 AM	4/8/24 9:47 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001294186	Licence cancellation	WEB	Attained - Case Closed	3/5/24 9:09 AM	3/5/24 9:43 AM	DBL_Animal Services Administration
Animal Concern Case	201001818236	Dog Other	WEB	Attained - Case Closed	9/20/24 6:59 PM	9/20/24 7:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001390421	Dog Stray dog at large	Phone	Attained - Case Closed	4/6/24 9:09 AM	4/6/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001938449	Dog Stray dog at large	WEB	Attained - Case Closed	11/2/24 3:35 PM	11/2/24 4:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001820803	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 12:09 PM	9/23/24 12:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001978377	Dog Holding stray	Phone	Attained - Case Closed	11/22/24 4:26 PM	11/22/24 4:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001491907	Dog Stray dog at large	Phone	Attained - Case Closed	5/20/24 4:48 PM	5/20/24 5:00 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001689291	Dog	Phone	Attained - Case Closed	8/2/24 3:07 PM	8/2/24 3:30 PM	DBL_Animal Services Administration
Dog Licence Case	201001340907	Licence cancellation	WEB	Attained - Case Closed	3/19/24 9:15 PM	3/20/24 9:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001299592	Licence cancellation	Phone	Attained - Case Closed	3/7/24 1:59 PM	3/7/24 2:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001264580	Licence cancellation	WEB	Attained - Case Closed	2/28/24 11:44 AM	2/28/24 11:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001376661	Refund	WEB	Attained - Case Closed	3/28/24 6:32 PM	3/30/24 10:25 AM	DBL_Animal Services Administration
Animal Concern Case	201001461977	Dog Dog barking	WEB	Attained - Case Closed	5/3/24 9:03 PM	5/4/24 3:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001788346	Dog Dog barking	WEB	Attained - Case Closed	9/4/24 9:26 PM	9/5/24 11:16 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001943384	cat	WEB	Attained - Case Closed	11/5/24 1:38 PM	11/5/24 1:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001553787	Dog	Phone	Attained - Case Closed	6/9/24 10:12 AM	6/9/24 10:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001630077	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	7/10/24 10:28 AM	7/10/24 10:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001933980	Aggressive dog poorly contained Dog	Mobile App	Attained - Case Closed	10/31/24 8:05 AM	10/31/24 10:38 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001457138	Stray dog at large cat	WEB	Attained - Case Closed	5/1/24 4:46 PM	5/1/24 5:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001308754	Dog	Mobile App	Attained - Case Closed	3/13/24 8:55 AM	3/13/24 9:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001629612	Stray dog at large Dog	Phone	Attained - Case Closed	7/10/24 8:18 AM	7/10/24 9:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001498830	Stray dog at large Dog	Phone	Attained - Case Closed	5/23/24 11:40 AM	5/23/24 11:49 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001286279	Stray dog at large Dog	Phone	Attained - Case Closed	2/29/24 9:21 AM	2/29/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001689155	Stray dog at large Dog	WEB	Attained - Case Closed	8/2/24 2:23 PM	8/2/24 2:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001782086	Stray dog at large Dog	Phone	Attained - Case Closed	8/31/24 5:32 PM	8/31/24 5:53 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001631270	Other Wildlife	Mobile App	Attained - Case Closed	7/10/24 3:16 PM	7/10/24 3:46 PM	311_Contact Centre
Feeding Wildlife Case	201001685565		Mobile App	Attained - Case Closed	7/31/24 10:07 PM	8/1/24 9:30 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001677880		Mobile App	Attained - Case Closed	7/28/24 10:55 PM	7/29/24 12:05 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002023799	Wildlife	Mobile App	Attained - Case Closed	12/5/24 1:03 PM	12/5/24 1:16 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001677833		Phone	Attained - Case Closed	7/28/24 8:49 PM	7/29/24 11:07 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002022019		WEB	Attained - Case Closed	12/4/24 4:01 PM	12/4/24 5:11 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002027394		WEB	Attained - Case Closed	12/6/24 11:51 PM	12/7/24 12:07 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001140488	Licence cancellation	WEB	Attained - Case Closed	1/11/24 12:00 PM	1/11/24 12:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001340798	Licence update	WEB	Attained - Case Closed	3/19/24 6:54 PM	3/20/24 9:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001380534	Dog	Phone	Missed - Case Closed	4/1/24 3:52 PM	4/2/24 2:09 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001655372	Dog barking Dog	Phone	Attained - Case Closed	7/22/24 5:17 PM	7/22/24 5:42 PM	DBL_Animal Services Administration
Lost Pets Case	201001952617	Dog	WEB	Attained - Case Closed	11/11/24 8:20 AM	11/12/24 2:33 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001895150	Other	WEB	Attained - Case Closed	10/20/24 10:44 AM	10/22/24 2:39 PM	311_Contact Centre
Lost Pets Case	201001818252	Dog	WEB	Attained - Case Closed	9/20/24 7:37 PM	9/21/24 10:30 AM	DBL_Animal Services Administration
Animal Concern Case	201001634536	Dog	Phone	Attained - Case Closed	7/12/24 8:08 AM	7/12/24 8:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884208	Holding stray Dog	Phone	Attained - Case Closed	10/13/24 9:09 AM	10/13/24 9:41 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001884547	Holding stray Dog ownership	Phone	Attained - Case Closed	10/13/24 2:47 PM	10/13/24 2:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001294114	Licence cancellation	WEB	Attained - Case Closed	3/5/24 8:37 AM	3/5/24 9:41 AM	DBL_Animal Services Administration
Animal Concern Case	201001862517	Dog	Phone	Attained - Case Closed	10/1/24 9:17 AM	10/1/24 9:42 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001104641	Stray dog at large Licence cancellation	Phone	Attained - Case Closed	1/3/24 3:35 PM	1/3/24 4:28 PM	DBL_Animal Services Administration
Lost Pets Case	201001818298	Dog	WEB	Attained - Case Closed	9/20/24 8:55 PM	9/21/24 10:37 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001304637	Other	Phone	Attained - Case Closed	3/11/24 11:37 AM	3/11/24 11:59 AM	DBL_Animal Services Administration
Lost Pets Case	201002008755	Dog	WEB	Attained - Case Closed	11/28/24 9:11 AM	11/28/24 9:38 AM	DBL_Animal Services Administration
Animal Concern Case	201001480933	Dog	WEB	Attained - Case Closed	5/14/24 11:28 AM	5/14/24 11:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001644776	Dog barking Dog	Phone	Attained - Case Closed	7/17/24 1:13 PM	7/17/24 2:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449849	Holding stray Dog	Phone	Attained - Case Closed	4/28/24 1:20 PM	4/28/24 1:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417284	Stray dog at large Dog	Phone	Attained - Case Closed	4/21/24 1:24 PM	4/21/24 1:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001719538	Other Dog	Phone	Attained - Case Closed	8/19/24 12:30 PM	8/19/24 12:57 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001343116	Stray dog at large Dog	WEB	Attained - Case Closed	3/21/24 12:51 AM	3/21/24 11:36 AM	DBL_Animal Services Administration
Animal Concern Case	201001197395	Dog	Chat	Attained - Case Closed	1/26/24 12:38 PM	1/26/24 12:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001417199	Dog off leash Dog	Phone	Attained - Case Closed	4/21/24 12:19 PM	4/21/24 12:28 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001470640	Stray dog at large Dog	Phone	Attained - Case Closed	5/8/24 4:21 PM	5/8/24 4:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001486753	Stray dog at large Dog	WEB	Attained - Case Closed	5/16/24 5:16 PM	5/16/24 5:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001490060	Stray dog at large Dog	Phone	Attained - Case Closed	5/18/24 3:18 PM	5/18/24 3:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001559158	Stray dog at large Dog	Phone	Attained - Case Closed	6/11/24 2:16 PM	6/11/24 2:22 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001562797	Stray dog at large Dog ownership	WEB	Attained - Case Closed	6/12/24 9:54 PM	6/13/24 7:27 AM	DBL_Animal Services Administration
Animal Concern Case	201001569470	Dog	Phone	Attained - Case Closed	6/16/24 6:50 PM	6/17/24 9:41 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001576995	Stray dog at large Dog	WEB	Attained - Case Closed	6/19/24 6:42 PM	6/20/24 9:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001577007	Dog	WEB	Attained - Case Closed	6/19/24 6:48 PM	6/20/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001592144	Stray dog at large Dog	Phone	Attained - Case Closed	6/26/24 5:34 PM	6/26/24 5:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001719493	Stray dog at large Dog	Phone	Attained - Case Closed	8/19/24 12:18 PM	8/19/24 1:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001509619	Dog off leash Dog	Phone	Attained - Case Closed	5/28/24 4:48 PM	5/28/24 4:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001559238	Dog off leash Dog	Phone	Attained - Case Closed	6/11/24 2:34 PM	6/11/24 2:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001605896	Stray dog at large Dog	Phone	Attained - Case Closed	6/28/24 11:13 AM	6/28/24 11:35 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001156852	Aggressive dog poorly contained Dog	WEB	Attained - Case Closed	1/18/24 6:36 PM	1/19/24 11:34 AM	DBL_Animal Services Administration
Animal Concern Case	201001484359	Dog	Phone	Attained - Case Closed	5/15/24 3:39 PM	5/15/24 4:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001553018	Dog barking Dog	Phone	Attained - Case Closed	6/8/24 12:24 PM	6/8/24 1:19 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201002077050	Dog barking	WEB	Attained - Case Closed	12/31/24 2:04 PM	12/31/24 4:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002070522	Dog	Phone	Missed - Case Closed	12/26/24 3:36 PM	12/27/24 1:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002051696	Dog barking Dog	Phone	Attained - Case Closed	12/14/24 9:06 AM	12/14/24 9:54 AM	DBL_Animal Services Dispatch
		Holding stray					

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001800030	Other	Phone	Attained - Case Closed	9/11/24 10:08 AM	9/11/24 10:19 AM	DBL_Animal Services Administration
Lost Pets Case	201001717721	cat	WEB	Attained - Case Closed	8/17/24 11:03 PM	8/18/24 5:43 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201002068434		Phone	Attained - Case Closed	12/24/24 10:16 AM	12/24/24 10:57 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001797256	Dog	WEB	Attained - Case Closed	9/9/24 10:35 PM	9/10/24 10:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001797103	Dog Holding stray	Phone	Attained - Case Closed	9/9/24 7:05 PM	9/10/24 10:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001956033	Dog Dog attacked by dog	WEB	Attained - Case Closed	11/12/24 10:39 PM	11/13/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619356	Dog Human attacked by dog	Phone	Attained - Case Closed	7/4/24 6:00 PM	7/5/24 10:14 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001309448		WEB	Attained - Case Closed	3/13/24 12:00 PM	3/13/24 1:32 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001627753	cat	WEB	Attained - Case Closed	7/9/24 11:42 AM	7/9/24 12:22 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001648181		WEB	Attained - Case Closed	7/18/24 7:20 PM	7/19/24 10:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001879786	Dog Holding stray	Phone	Attained - Case Closed	10/10/24 9:37 AM	10/10/24 9:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001929444	Dog Dog attacked by dog	WEB	Attained - Case Closed	10/28/24 4:45 PM	10/29/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001382728	Dog Dog off leash	Phone	Attained - Case Closed	4/2/24 3:45 PM	4/2/24 4:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001889573	Dog Dog off leash	Phone	Attained - Case Closed	10/16/24 4:29 PM	10/16/24 4:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001258370	Dog Stray dog at large	Phone	Attained - Case Closed	2/25/24 6:54 PM	2/26/24 8:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001344782	Dog Other	Phone	Attained - Case Closed	3/21/24 5:03 PM	3/21/24 5:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001416244	Dog Dog attacked by dog	Phone	Attained - Case Closed	4/20/24 10:39 AM	4/20/24 10:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001551752	Dog Stray dog at large	Phone	Attained - Case Closed	6/7/24 2:15 PM	6/7/24 2:37 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001759209	Dog Stray dog at large	Phone	Attained - Case Closed	8/29/24 5:46 PM	8/29/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001889539	Dog Other	Phone	Attained - Case Closed	10/16/24 4:14 PM	10/16/24 4:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001231122	Dog Holding stray	Phone	Attained - Case Closed	2/9/24 3:12 PM	2/9/24 3:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001580585	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/21/24 10:46 AM	6/21/24 10:53 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001941306	Dog ownership	Phone	Attained - Case Closed	11/4/24 2:56 PM	11/4/24 3:09 PM	DBL_Animal Services Administration
Lost Pets Case	201001941100	Dog	Phone	Attained - Case Closed	11/4/24 2:06 PM	11/4/24 2:30 PM	DBL_Animal Services Administration
Animal Concern Case	201001478814	Dog Dog attacked by dog	Phone	Attained - Case Closed	5/13/24 1:08 PM	5/13/24 1:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001677657	Dog Human attacked by dog	WEB	Attained - Case Closed	7/28/24 4:32 PM	7/28/24 4:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001718407	Dog Human attacked by dog	WEB	Attained - Case Closed	8/18/24 7:40 PM	8/19/24 12:17 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001347385	Dog ownership	WEB	Attained - Case Closed	3/23/24 1:13 PM	3/23/24 2:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001563163	Dog Stray dog at large	Phone	Attained - Case Closed	6/13/24 9:37 AM	6/13/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001627155	Dog Dog attacked by dog	Phone	Attained - Case Closed	7/9/24 9:25 AM	7/9/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637723	Dog Dog attacked by dog	Phone	Attained - Case Closed	7/14/24 10:13 AM	7/14/24 12:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001240772	Dog Stray dog at large	WEB	Attained - Case Closed	2/14/24 7:41 PM	2/15/24 8:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001552651	Dog Dog barking	WEB	Attained - Case Closed	6/8/24 7:49 AM	6/8/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001588393	Dog Dog barking	WEB	Attained - Case Closed	6/25/24 1:35 PM	6/25/24 2:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001342451	Dog Holding stray	Phone	Attained - Case Closed	3/20/24 2:48 PM	3/20/24 2:55 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001582762	Dog	WEB	Attained - Case Closed	6/22/24 12:50 PM	6/22/24 1:10 PM	DBL_Animal Services Administration
Animal Concern Case	201001342410	Dog Stray dog at large	WEB	Attained - Case Closed	3/20/24 2:35 PM	3/20/24 2:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001290801	Dog Holding stray	Phone	Attained - Case Closed	3/2/24 2:04 PM	3/2/24 2:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001803953	Dog Dog barking	Phone	Attained - Case Closed	9/12/24 9:00 PM	9/13/24 12:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002049393	Dog Other	Phone	Attained - Case Closed	12/12/24 5:58 PM	12/13/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001807681	Dog Dog off leash	WEB	Attained - Case Closed	9/15/24 11:49 PM	9/16/24 11:47 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001384287	Licence update	Phone	Attained - Case Closed	4/3/24 12:09 PM	4/3/24 12:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001384296	Licence cancellation	Phone	Attained - Case Closed	4/3/24 12:11 PM	4/3/24 12:13 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001146530		Phone	Attained - Case Closed	1/15/24 10:01 AM	1/15/24 11:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001584381	Other Other	Phone	Attained - Case Closed	6/24/24 9:21 AM	6/24/24 10:25 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001502993	Dog	Phone	Attained - Case Closed	5/25/24 10:46 AM	5/25/24 12:07 PM	DBL_Animal Services Administration
Animal Concern Case	201001735086	Dog Other	WEB	Attained - Case Closed	8/27/24 6:51 PM	8/28/24 10:09 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001623788	Dog	Phone	Attained - Case Closed	7/7/24 3:09 PM	7/7/24 3:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001492000	Dog Stray dog at large	Phone	Attained - Case Closed	5/20/24 6:50 PM	5/21/24 8:39 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001978948	Dog	Phone	Attained - Case Closed	11/23/24 9:47 AM	11/23/24 11:12 AM	DBL_Animal Services Administration
Lost Pets Case	201001978641	Dog	WEB	Attained - Case Closed	11/22/24 7:09 PM	11/23/24 11:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001246636	Licence cancellation	WEB	Attained - Case Closed	2/18/24 5:25 PM	2/18/24 5:28 PM	DBL_Animal Services Administration
Animal Concern Case	201001609415	Dog Dog barking	WEB	Missed - Case Closed	6/30/24 8:39 PM	7/2/24 4:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001712729	Dog Human attacked by dog	Phone	Attained - Case Closed	8/15/24 9:40 AM	8/15/24 10:40 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001626008	Dog ownership	Phone	Attained - Case Closed	7/8/24 3:36 PM	7/8/24 3:40 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001636813	Other	Mobile App	Attained - Case Closed	7/13/24 10:48 AM	7/13/24 11:23 AM	DBL_Animal Services Administration
Animal Concern Case	201001627217	Dog Dog attacked by dog	WEB	Attained - Case Closed	7/9/24 9:40 AM	7/9/24 9:48 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001344672	Licence update	Phone	Attained - Case Closed	3/21/24 4:10 PM	3/21/24 4:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001651422	Dog Human attacked by dog	Phone	Attained - Case Closed	7/20/24 12:02 PM	7/20/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001228251	Dog Human attacked by dog	WEB	Attained - Case Closed	2/8/24 12:36 PM	2/8/24 12:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001813592	Dog Stray dog at large	Phone	Attained - Case Closed	9/18/24 2:56 PM	9/18/24 3:23 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001308809	Licence update	Phone	Attained - Case Closed	3/13/24 9:10 AM	3/13/24 10:19 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001511314	Dog ownership	Phone	Attained - Case Closed	5/29/24 1:35 PM	5/29/24 1:57 PM	DBL_Animal Services Administration
Lost Pets Case	201001880392	Dog	WEB	Attained - Case Closed	10/10/24 12:16 PM	10/10/24 12:25 PM	DBL_Animal Services Administration
Animal Concern Case	201001489661	Dog Stray dog at large	Mobile App	Attained - Case Closed	5/18/24 11:08 AM	5/18/24 11:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001735170	Dog Holding stray	Phone	Attained - Case Closed	8/27/24 8:19 PM	8/27/24 8:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001688206	Dog Human attacked by dog	WEB	Attained - Case Closed	8/2/24 9:44 AM	8/2/24 12:29 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001974539	Other	Phone	Attained - Case Closed	11/21/24 10:49 AM	11/21/24 11:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001139321	Licence cancellation	Phone	Attained - Case Closed	1/10/24 6:30 PM	1/11/24 10:39 AM	DBL_Animal Services Administration
Animal Concern Case	201001616912	Dog Dog barking	Phone	Attained - Case Closed	7/3/24 8:51 PM	7/4/24 10:47 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001736936	Other	Phone	Attained - Case Closed	8/28/24 3:40 PM	8/28/24 3:57 PM	DBL_Animal Services Administration
Animal Concern Case	201001241318	Dog Stray dog at large	Mobile App	Attained - Case Closed	2/15/24 10:03 AM	2/15/24 10:07 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001718228		WEB	Attained - Case Closed	8/18/24 3:26 PM	8/18/24 5:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001680617	Other Other	WEB	Missed - Case Closed	7/30/24 7:14 AM	8/2/24 10:57 AM	DBL_Property Use Inspections
Animal Concern Case	201001793805	Dog Dog attacked by dog	WEB	Attained - Case Closed	9/7/24 4:41 PM	9/7/24 5:25 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001889927	cat	WEB	Attained - Case Closed	10/17/24 1:45 AM	10/17/24 11:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001218146	Dog Stray dog at large	Phone	Attained - Case Closed	2/3/24 5:11 PM	2/3/24 5:25 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001219558	Other	Phone	Attained - Case Closed	2/5/24 9:58 AM	2/5/24 10:02 AM	DBL_Animal Services Administration
Animal Concern Case	201001970608	Dog Human attacked by dog	Phone	Attained - Case Closed	11/19/24 5:53 PM	11/20/24 11:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001417749	Dog Holding stray	WEB	Attained - Case Closed	4/22/24 7:37 AM	4/22/24 8:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001484737	Dog Holding stray	Phone	Attained - Case Closed	5/15/24 6:51 PM	5/16/24 9:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001423119	Dog Dog barking	Phone	Attained - Case Closed	4/24/24 10:45 AM	4/24/24 11:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001636649	Dog Dog barking	Phone	Attained - Case Closed	7/13/24 8:53 AM	7/13/24 1:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001484493	Dog Dog waste not picked up	Phone	Attained - Case Closed	5/15/24 4:19 PM	5/15/24 4:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001449929	Dog Other	Phone	Attained - Case Closed	4/28/24 2:51 PM	4/28/24 3:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002056940	Dog Dog waste not picked up	Mobile App	Attained - Case Closed	12/17/24 1:17 PM	12/17/24 2:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001548164	Dog Dog waste not picked up	WEB	Attained - Case Closed	6/6/24 10:29 AM	6/6/24 10:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001712092	Dog Dog waste not picked up	Phone	Attained - Case Closed	8/14/24 5:50 PM	8/14/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001935321	Dog Stray dog at large	WEB	Attained - Case Closed	10/31/24 2:52 PM	10/31/24 3:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001708273	Dog Holding stray	Phone	Attained - Case Closed	8/13/24 11:43 AM	8/13/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001689932	Dog Dog off leash	Mobile App	Attained - Case Closed	8/3/24 8:12 AM	8/3/24 9:29 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001244812	Replacement tag	Phone	Attained - Case Closed	2/16/24 2:49 PM	2/16/24 3:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001924389	Dog Dog attacked by dog	WEB	Attained - Case Closed	10/24/24 9:03 PM	10/25/24 10:36 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001635121	Dog	Phone	Attained - Case Closed	7/12/24 11:09 AM	7/12/24 11:37 AM	DBL_Animal Services Administration
Animal Concern Case	201001144383	Dog Dog barking	WEB	Attained - Case Closed	1/13/24 2:15 AM	1/13/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001574778	Other Other	WEB	Attained - Case Closed	6/18/24 9:19 PM	6/19/24 10:10 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002010939	By-laws	WEB	Attained - Case Closed	11/29/24 8:29 AM	11/29/24 10:49 AM	DBL_Animal Services Administration
Animal Concern Case	201001637714	Dog Dog attacked by dog	Phone	Attained - Case Closed	7/14/24 10:06 AM	7/14/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001233467	Dog Holding stray	Phone	Attained - Case Closed	2/12/24 9:36 AM	2/12/24 9:43 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001291107	Dog	Phone	Attained - Case Closed	3/2/24 9:07 PM	3/3/24 8:11 AM	DBL_Animal Services Administration
Animal Concern Case	201001652036	Dog Dog barking	Mobile App	Attained - Case Closed	7/20/24 9:04 PM	7/21/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002023365	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	12/5/24 11:26 AM	12/5/24 12:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001474652	Dog Dog waste not picked up	WEB	Attained - Case Closed	5/10/24 12:55 PM	5/10/24 2:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001644557	Dog Holding stray	Phone	Attained - Case Closed	7/17/24 12:20 PM	7/17/24 12:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001821460	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 2:57 PM	9/23/24 3:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001648764	Pet rabbit Other	Mobile App	Attained - Case Closed	7/19/24 9:47 AM	7/19/24 1:11 PM	311_Contact Centre - General Feedback
Animal Concern Case	201002011224	Pet bird Holding stray	Mobile App	Attained - Case Closed	11/29/24 10:03 AM	11/29/24 10:53 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001871458	Other	Phone	Attained - Case Closed	10/5/24 10:42 AM	10/5/24 4:23 PM	DBL_Animal Services Administration
Animal Concern Case	201001469967	Dog Dog barking	Mobile App	Attained - Case Closed	5/8/24 1:27 PM	5/8/24 2:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001820355	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	9/23/24 10:29 AM	9/23/24 1:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001813867	Dog Dog barking	WEB	Attained - Case Closed	9/18/24 4:34 PM	9/18/24 5:38 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387189	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	4/4/24 1:50 PM	4/4/24 1:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001387175	Dog Dog barking	Mobile App	Attained - Case Closed	4/4/24 1:45 PM	4/4/24 1:51 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001498908	Dog Stray dog at large	Phone	Attained - Case Closed	5/23/24 12:01 PM	5/23/24 12:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001710389	Dog Dog off leash	Phone	Attained - Case Closed	8/14/24 10:16 AM	8/14/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001821239	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 1:51 PM	9/23/24 1:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001394917	Dog Human attacked by dog	Mobile App	Attained - Case Closed	4/9/24 11:22 AM	4/9/24 12:34 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001415001	Other	Phone	Attained - Case Closed	4/19/24 1:02 PM	4/19/24 1:12 PM	DBL_Animal Services Administration
Lost Pets Case	201001156955	Dog	WEB	Attained - Case Closed	1/18/24 8:18 PM	1/19/24 11:33 AM	DBL_Animal Services Administration
Lost Pets Case	201001385441	Dog	Phone	Attained - Case Closed	4/3/24 4:50 PM	4/3/24 5:02 PM	DBL_Animal Services Administration
Animal Concern Case	201001448899	Dog Stray dog at large	Mobile App	Attained - Case Closed	4/27/24 8:42 AM	4/27/24 10:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001790978	Dog Stray dog at large	Mobile App	Attained - Case Closed	9/6/24 9:02 AM	9/6/24 10:02 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001819802	Dog Stray dog at large	Phone	Attained - Case Closed	9/22/24 8:32 PM	9/23/24 10:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001883643	Dog Holding stray	Mobile App	Attained - Case Closed	10/12/24 11:14 AM	10/12/24 11:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002070415	Dog Dog off leash	Phone	Missed - Case Closed	12/26/24 2:35 PM	12/27/24 1:19 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001859025	Dog Stray dog at large	Phone	Attained - Case Closed	9/27/24 1:24 PM	9/27/24 1:47 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001981311	Other	Mobile App	Attained - Case Closed	11/25/24 11:15 AM	11/28/24 2:16 PM	DBL_Property Use Inspections - Feedback
Animal Concern Case	201001136921	Dog Human attacked by dog	WEB	Attained - Case Closed	1/9/24 6:52 PM	1/10/24 10:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001819711	Dog Other	Phone	Attained - Case Closed	9/22/24 5:35 PM	9/22/24 5:39 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001493617	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	5/21/24 1:58 PM	5/21/24 2:06 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001475746	Dog	Phone	Attained - Case Closed	5/10/24 8:17 PM	5/11/24 10:01 AM	DBL_Animal Services Administration
Animal Concern Case	201001637820	Dog Dog barking	Phone	Attained - Case Closed	7/14/24 11:30 AM	7/14/24 12:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001675574	Chicken Chicken noise	Phone	Attained - Case Closed	7/26/24 4:08 PM	7/26/24 5:36 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001811824	Other	Phone	Attained - Case Closed	9/17/24 5:24 PM	9/17/24 5:28 PM	DBL_Animal Services Administration
Lost Pets Case	201001240198	Dog	WEB	Attained - Case Closed	2/14/24 3:17 PM	2/14/24 3:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001342755	Licence cancellation	Phone	Attained - Case Closed	3/20/24 4:26 PM	3/20/24 4:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001792846	Dog Other	WEB	Attained - Case Closed	9/6/24 6:50 PM	9/7/24 11:02 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001199553	Dog Dog off leash	Mobile App	Attained - Case Closed	1/27/24 1:55 PM	1/27/24 2:30 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001420718	Dog	WEB	Attained - Case Closed	4/23/24 10:27 AM	4/23/24 11:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001535436	Dog Dog barking	WEB	Attained - Case Closed	5/31/24 10:31 AM	5/31/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001607650	Dog Dog barking	WEB	Attained - Case Closed	6/28/24 9:29 PM	6/29/24 10:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001675976	Dog Dog barking	WEB	Attained - Case Closed	7/26/24 9:54 PM	7/27/24 12:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001232214	Dog Stray dog at large	Mobile App	Attained - Case Closed	2/10/24 1:52 PM	2/10/24 1:57 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001222798	Licence cancellation	Phone	Attained - Case Closed	2/6/24 10:53 AM	2/6/24 11:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001218429	Dog Stray dog at large	Phone	Attained - Case Closed	2/4/24 10:16 AM	2/4/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001808810	Dog Stray dog at large	Phone	Attained - Case Closed	9/16/24 1:04 PM	9/16/24 1:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001652139	Pet bird Holding stray	Phone	Attained - Case Closed	7/21/24 7:42 AM	7/21/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001727149	Dog Stray dog at large	Phone	Attained - Case Closed	8/22/24 7:55 PM	8/23/24 8:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001352742	Dog Dog barking	WEB	Attained - Case Closed	3/26/24 10:28 PM	3/27/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001352748	Dog Dog barking	WEB	Attained - Case Closed	3/26/24 10:41 PM	3/27/24 10:40 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001352865	Dog Dog barking	WEB	Attained - Case Closed	3/27/24 8:35 AM	3/27/24 10:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001352746	Dog Dog barking	WEB	Attained - Case Closed	3/26/24 10:39 PM	3/27/24 10:35 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001201735	cat	WEB	Attained - Case Closed	1/29/24 10:34 AM	1/29/24 11:03 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001142956	Volunteering	WEB	Attained - Case Closed	1/12/24 11:31 AM	1/12/24 12:08 PM	DBL_Animal Services Administration
Animal Concern Case	201001243333	Dog Stray dog at large	Mobile App	Attained - Case Closed	2/16/24 8:22 AM	2/16/24 9:05 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001258074	Donation	Phone	Attained - Case Closed	2/25/24 1:30 PM	2/25/24 1:32 PM	DBL_Animal Services Administration
Lost Pets Case	201001290316	Dog	WEB	Attained - Case Closed	3/1/24 11:50 PM	3/2/24 10:02 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001576687	Other	WEB	Attained - Case Closed	6/19/24 4:08 PM	6/19/24 4:17 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001216846	Other	WEB	Attained - Case Closed	2/2/24 4:21 PM	2/5/24 10:18 AM	311_Contact Centre
Animal Concern Case	201001258190	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	2/25/24 3:09 PM	2/25/24 3:22 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001306014		Mobile App	Attained - Case Closed	3/11/24 5:22 PM	3/12/24 2:09 PM	311_Contact Centre - Feedback
Lost Pets Case	201001720622	Dog	WEB	Attained - Case Closed	8/19/24 6:02 PM	8/19/24 6:07 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001616988		WEB	Attained - Case Closed	7/3/24 10:30 PM	7/4/24 11:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001467885	Dog Human attacked by dog	Phone	Attained - Case Closed	5/7/24 2:38 PM	5/7/24 2:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001475017	Dog Human attacked by dog	WEB	Attained - Case Closed	5/10/24 2:19 PM	5/10/24 2:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001391008	Dog Dog off leash	Phone	Attained - Case Closed	4/6/24 4:50 PM	4/6/24 5:04 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001604257	Bird	Phone	Attained - Case Closed	6/27/24 2:52 PM	6/27/24 3:46 PM	DBL_Animal Services Administration
Animal Concern Case	201001652740	Dog Dog off leash	WEB	Attained - Case Closed	7/21/24 5:07 PM	7/21/24 5:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001396917	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	4/10/24 10:05 AM	4/10/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001952236	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	11/10/24 2:29 PM	11/10/24 3:08 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002046780	Dog	WEB	Attained - Case Closed	12/11/24 3:54 PM	12/11/24 4:06 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001586719	Other	WEB	Attained - Case Closed	6/24/24 7:28 PM	6/25/24 10:38 AM	DBL_Animal Services Administration
Animal Concern Case	201001900122	Dog Dog off leash	Phone	Attained - Case Closed	10/22/24 7:28 PM	10/23/24 8:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001245834	Dog Stray dog at large	Phone	Attained - Case Closed	2/17/24 1:24 PM	2/17/24 1:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002045527	Dog Holding stray	Phone	Attained - Case Closed	12/11/24 11:10 AM	12/11/24 11:47 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001500105	Dog	Phone	Attained - Case Closed	5/23/24 5:16 PM	5/23/24 5:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001156731	Dog Stray dog at large	Phone	Attained - Case Closed	1/18/24 5:02 PM	1/18/24 5:16 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001455180	Dog Stray dog at large	Phone	Attained - Case Closed	4/30/24 9:11 PM	5/1/24 10:17 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001218194	Dog Holding stray	Phone	Attained - Case Closed	2/3/24 5:55 PM	2/3/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001240611	Dog Other	Phone	Attained - Case Closed	2/14/24 5:25 PM	2/14/24 5:33 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001795976	Dog	Phone	Attained - Case Closed	9/9/24 12:35 PM	9/9/24 1:02 PM	DBL_Animal Services Administration
Lost Pets Case	201001628963	cat	WEB	Attained - Case Closed	7/9/24 4:44 PM	7/9/24 4:58 PM	DBL_Animal Services Administration
Animal Concern Case	201001797718	Dog Other	WEB	Attained - Case Closed	9/10/24 9:53 AM	9/10/24 11:09 AM	DBL_Animal Services Dispatch



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201002019419	Dog	WEB	Attained - Case Closed	12/3/24 3:37 PM	12/3/24 4:09 PM	DBL_Animal Services Administration
Animal Concern Case	201001490838	Dog	WEB	Attained - Case Closed	5/19/24 3:39 PM	5/19/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001590269	Dog off leash Dog Stray dog at large	Phone	Attained - Case Closed	6/26/24 10:18 AM	6/26/24 10:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001296250	Dog Human attacked by dog	WEB	Attained - Case Closed	3/6/24 7:53 AM	3/6/24 10:49 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001311586	Fees and fines	Phone	Attained - Case Closed	3/14/24 11:38 AM	3/14/24 11:53 AM	DBL_Animal Services Administration
Animal Concern Case	201001104123	Dog Holding stray	Phone	Attained - Case Closed	1/3/24 1:51 PM	1/3/24 1:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001249707	Dog Dog barking	Phone	Attained - Case Closed	2/20/24 3:56 PM	2/20/24 4:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002014674	Dog Holding stray	Phone	Attained - Case Closed	12/2/24 7:33 AM	12/2/24 9:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001465673	Dog Holding stray	Phone	Attained - Case Closed	5/6/24 3:46 PM	5/6/24 3:51 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001295394	Dog	Phone	Attained - Case Closed	3/5/24 2:07 PM	3/5/24 2:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001288827	Licence cancellation	Phone	Attained - Case Closed	3/1/24 10:49 AM	3/1/24 11:21 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001879463	Other	Mobile App	Over Due - Work Pending	10/9/24 9:36 PM		ENG_Streets Operations
Dog Licence Case	201001131063	Licence cancellation	WEB	Attained - Case Closed	1/7/24 12:38 PM	1/7/24 12:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001376654	Licence update	Phone	Attained - Case Closed	3/28/24 6:28 PM	3/30/24 10:24 AM	DBL_Animal Services Administration
Animal Concern Case	201001571803	Dog Dog off leash	WEB	Attained - Case Closed	6/17/24 4:27 PM	6/17/24 4:29 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001130904	Licence cancellation	WEB	Attained - Case Closed	1/7/24 10:24 AM	1/7/24 10:45 AM	DBL_Animal Services Administration
Animal Concern Case	201002016363	Dog Dog off leash	WEB	Attained - Case Closed	12/2/24 2:23 PM	12/2/24 4:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001173027	Dog Stray dog at large	WEB	Attained - Case Closed	1/24/24 8:48 PM	1/25/24 10:08 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001462531	Dog	Phone	Attained - Case Closed	5/4/24 1:41 PM	5/4/24 4:29 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001485372	Other	Phone	Attained - Case Closed	5/16/24 10:19 AM	5/16/24 10:30 AM	DBL_Animal Services Administration
Animal Concern Case	201001156896	Dog Other	Phone	Attained - Case Closed	1/18/24 7:15 PM	1/19/24 1:08 PM	311_Contact Centre
Lost Pets Case	201001484426	Dog	WEB	Attained - Case Closed	5/15/24 3:59 PM	5/15/24 4:40 PM	DBL_Animal Services Administration
Animal Concern Case	201001129798	Dog Other	Phone	Attained - Case Closed	1/5/24 6:34 PM	1/6/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001886918	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	10/15/24 1:56 PM	10/15/24 1:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001649662	Dog Dog barking	WEB	Attained - Case Closed	7/19/24 12:48 PM	7/19/24 2:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001475244	Dog Dog off leash	Mobile App	Attained - Case Closed	5/10/24 3:24 PM	5/10/24 3:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001488168	Dog Dog off leash	WEB	Attained - Case Closed	5/17/24 12:29 PM	5/17/24 1:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001384175	Dog Dog off leash	WEB	Attained - Case Closed	4/3/24 11:44 AM	4/3/24 12:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001080184	Dog Other	WEB	Attained - Case Closed	1/2/24 9:08 AM	1/2/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001638364	Dog Dog barking	WEB	Attained - Case Closed	7/14/24 9:53 PM	7/15/24 11:09 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001224696	Dog Dog attacked by dog	WEB	Attained - Case Closed	2/6/24 9:03 PM	2/7/24 9:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001568536	Dog Human attacked by dog	WEB	Attained - Case Closed	6/15/24 2:07 PM	6/15/24 2:22 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001378426	Licence update	WEB	Attained - Case Closed	3/30/24 4:03 PM	3/30/24 4:04 PM	DBL_Animal Services Administration
Animal Concern Case	201001569136	Dog Dog barking	WEB	Attained - Case Closed	6/16/24 11:42 AM	6/16/24 11:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001862194	Dog Dog off leash	Phone	Attained - Case Closed	9/30/24 6:55 PM	10/1/24 10:34 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001409947	Dog Stray dog at large	Phone	Attained - Case Closed	4/17/24 10:06 AM	4/17/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001575013	Chicken Other	WEB	Attained - Case Closed	6/19/24 8:40 AM	6/19/24 9:11 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001610332	Dog	Phone	Attained - Case Closed	7/1/24 4:34 PM	7/2/24 12:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001859899	Chicken Holding stray	Mobile App	Attained - Case Closed	9/28/24 8:07 AM	9/28/24 12:15 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001488630	Dog ownership	Phone	Attained - Case Closed	5/17/24 2:35 PM	5/17/24 4:35 PM	DBL_Animal Services Administration
Animal Concern Case	201001128658	Dog Dog barking	Phone	Attained - Case Closed	1/5/24 12:19 PM	1/5/24 12:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001131126	Dog Dog barking	WEB	Attained - Case Closed	1/7/24 1:52 PM	1/7/24 2:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001199002	Dog Dog barking	Phone	Attained - Case Closed	1/27/24 8:22 AM	1/27/24 10:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001336405	Dog Dog barking	Phone	Attained - Case Closed	3/17/24 8:11 PM	3/18/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001390536	Dog Dog barking	WEB	Attained - Case Closed	4/6/24 10:49 AM	4/6/24 1:27 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001411726	Dog Dog barking	WEB	Attained - Case Closed	4/17/24 7:28 PM	4/18/24 11:15 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001411835	Dog Dog barking	Mobile App	Attained - Case Closed	4/17/24 9:56 PM	4/18/24 11:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001413415	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/18/24 3:31 PM	4/18/24 4:08 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001415875	By-laws	Phone	Attained - Case Closed	4/19/24 6:36 PM	4/19/24 6:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001468704	Dog Dog barking	Phone	Attained - Case Closed	5/8/24 7:23 AM	5/8/24 8:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001568887	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	6/15/24 8:45 PM	6/16/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001577218	Dog Dog barking	Mobile App	Attained - Case Closed	6/20/24 12:14 AM	6/20/24 10:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001623975	Dog Dog barking	WEB	Attained - Case Closed	7/7/24 7:00 PM	7/8/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001652812	Dog Dog barking	WEB	Attained - Case Closed	7/21/24 6:27 PM	7/21/24 6:35 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001683108	Dog Dog barking	WEB	Attained - Case Closed	7/30/24 8:08 PM	7/31/24 9:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001719382	Dog Dog barking	WEB	Attained - Case Closed	8/19/24 11:51 AM	8/19/24 2:18 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001720254	Dog Dog barking	WEB	Attained - Case Closed	8/19/24 3:25 PM	8/19/24 3:33 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001341082	Dog ownership	Phone	Attained - Case Closed	3/20/24 8:49 AM	3/20/24 9:52 AM	DBL_Animal Services Administration
Animal Concern Case	201001462562	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	5/4/24 1:55 PM	5/4/24 5:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001941873	Dog Dog barking	WEB	Attained - Case Closed	11/4/24 6:40 PM	11/4/24 6:54 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001948255	By-laws	Phone	Attained - Case Closed	11/7/24 4:33 PM	11/7/24 4:41 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001697655	Dog Human attacked by dog	Phone	Attained - Case Closed	8/7/24 4:57 PM	8/7/24 5:01 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001685458	Dog	Phone	Attained - Case Closed	7/31/24 7:30 PM	8/1/24 8:26 AM	DBL_Animal Services Administration
Animal Concern Case	201001503926	Pet bird Other	Phone	Attained - Case Closed	5/26/24 11:50 AM	5/26/24 11:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001407042	Dog Other	WEB	Attained - Case Closed	4/15/24 6:50 PM	4/16/24 10:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001820784	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 12:04 PM	9/23/24 12:26 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001781364	Dog Dog barking	WEB	Attained - Case Closed	8/31/24 12:46 AM	8/31/24 11:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001723792	Dog Dog barking	WEB	Attained - Case Closed	8/21/24 11:17 AM	8/21/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001729977	Dog Dog barking	WEB	Attained - Case Closed	8/25/24 9:27 AM	8/25/24 11:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707107	Dog Dog barking	Phone	Attained - Case Closed	8/12/24 5:55 PM	8/12/24 6:07 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001125927	Licence cancellation	WEB	Attained - Case Closed	1/4/24 11:14 AM	1/4/24 11:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001126634	Licence cancellation	WEB	Attained - Case Closed	1/4/24 1:46 PM	1/4/24 1:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001379408	Replacement tag	WEB	Attained - Case Closed	3/31/24 9:41 PM	4/2/24 10:22 AM	DBL_Animal Services Administration
Lost Pets Case	201001258394	Dog	Phone	Attained - Case Closed	2/25/24 7:22 PM	2/26/24 8:09 AM	DBL_Animal Services Administration
Animal Concern Case	201001404670	Dog Dog off leash	Phone	Attained - Case Closed	4/14/24 7:21 PM	4/15/24 9:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001479569	Dog Dog off leash	Phone	Attained - Case Closed	5/13/24 4:18 PM	5/13/24 4:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001390333	cat	WEB	Attained - Case Closed	4/6/24 12:00 AM	4/6/24 10:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001387966	Dog Dog off leash	Phone	Attained - Case Closed	4/4/24 6:34 PM	4/5/24 10:20 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001412866	Fees and fines	Phone	Attained - Case Closed	4/18/24 12:57 PM	4/18/24 1:11 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001448910	Other	Phone	Attained - Case Closed	4/27/24 9:00 AM	4/27/24 10:45 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001130398	Dog ownership	Phone	Attained - Case Closed	1/6/24 1:40 PM	1/6/24 1:52 PM	DBL_Animal Services Administration
Animal Concern Case	201001736624	Dog Dog waste not picked up	Phone	Attained - Case Closed	8/28/24 2:10 PM	8/28/24 2:17 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001790136	Ticket	Phone	Attained - Case Closed	9/5/24 3:27 PM	9/5/24 3:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001684865	Dog Dog waste not picked up	Phone	Attained - Case Closed	7/31/24 2:52 PM	7/31/24 3:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001858234	Dog Dog barking	Phone	Attained - Case Closed	9/27/24 9:03 AM	9/27/24 1:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001968116	Dog Dog barking	Phone	Attained - Case Closed	11/19/24 8:18 AM	11/19/24 11:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001448689	Dog Stray dog at large	WEB	Attained - Case Closed	4/26/24 6:47 PM	4/27/24 10:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001424510	Dog Holding stray	Phone	Attained - Case Closed	4/24/24 5:20 PM	4/24/24 5:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001583936	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/23/24 6:28 PM	6/24/24 10:06 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001583960	Dog Attack in progress**	Phone	Attained - Case Closed	6/23/24 7:04 PM	6/24/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001512192	Dog Stray dog at large	Phone	Attained - Case Closed	5/29/24 5:30 PM	5/29/24 5:44 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001552742	Dog Dog barking	Phone	Attained - Case Closed	6/8/24 9:31 AM	6/8/24 9:39 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001258066		Mobile App	Attained - Case Closed	2/25/24 1:23 PM	2/25/24 1:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001160935	Dog Stray dog at large	Phone	Attained - Case Closed	1/20/24 5:00 PM	1/20/24 5:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001809921	Dog Dog barking	Phone	Attained - Case Closed	9/16/24 9:14 PM	9/17/24 10:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001735200	Dog Stray dog at large	WEB	Attained - Case Closed	8/27/24 9:27 PM	8/28/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001965071	Dog Dog attacked by dog	Phone	Attained - Case Closed	11/17/24 6:28 PM	11/18/24 10:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001298209	Dog Dog barking	Phone	Attained - Case Closed	3/6/24 7:23 PM	3/7/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001296193	Dog Human attacked by dog	WEB	Attained - Case Closed	3/5/24 11:03 PM	3/6/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001298077	Dog Dog off leash	WEB	Attained - Case Closed	3/6/24 5:27 PM	3/6/24 5:44 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001352131	By-laws	Phone	Attained - Case Closed	3/26/24 3:07 PM	3/26/24 3:12 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001146063	Wildlife	WEB	Attained - Case Closed	1/15/24 4:52 AM	1/15/24 11:05 AM	DBL_Animal Services Administration
Lost Pets Case	201002070671	cat	WEB	Attained - Case Closed	12/26/24 9:29 PM	12/28/24 10:30 AM	DBL_Animal Services Administration
Animal Concern Case	201001677548	Dog Human attacked by dog	Phone	Attained - Case Closed	7/28/24 2:35 PM	7/28/24 2:51 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001963268	By-laws	Mobile App	Attained - Case Closed	11/15/24 5:15 PM	11/17/24 10:33 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001219104	Dog ownership	WEB	Attained - Case Closed	2/5/24 7:31 AM	2/5/24 8:13 AM	DBL_Animal Services Administration
Animal Concern Case	201001856403	Dog Dog off leash	Phone	Attained - Case Closed	9/26/24 9:34 AM	9/26/24 9:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001818566	Dog Human attacked by dog	Phone	Attained - Case Closed	9/21/24 11:05 AM	9/21/24 11:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002062918	Dog Holding stray	Phone	Attained - Case Closed	12/20/24 9:44 AM	12/20/24 10:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001219109	Dog Dog off leash	WEB	Attained - Case Closed	2/5/24 7:33 AM	2/5/24 8:25 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001219110	Dog Human attacked by dog	WEB	Attained - Case Closed	2/5/24 7:35 AM	2/5/24 8:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001485374	Dog Dog off leash	WEB	Attained - Case Closed	5/16/24 10:20 AM	5/16/24 11:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001700316	Dog Dog off leash	Phone	Attained - Case Closed	8/8/24 6:19 PM	8/8/24 6:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001872096	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	10/5/24 7:38 PM	10/6/24 10:29 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002012972	Dog Dog off leash	WEB	Attained - Case Closed	11/29/24 7:52 PM	11/30/24 11:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001861215	Dog Aggressive dog poorly contained	Phone	Missed - Case Closed	9/29/24 6:45 PM	10/1/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001290957	Dog Dog off leash	Mobile App	Attained - Case Closed	3/2/24 4:33 PM	3/2/24 4:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001346258	Dog Stray dog at large	Mobile App	Attained - Case Closed	3/22/24 2:02 PM	3/22/24 2:36 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001623822	Dog Dog off leash	Mobile App	Attained - Case Closed	7/7/24 3:46 PM	7/7/24 4:24 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001735184	Dog Dog off leash	Mobile App	Attained - Case Closed	8/27/24 8:51 PM	8/28/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001560226	Dog Dog off leash	Mobile App	Attained - Case Closed	6/11/24 9:51 PM	6/12/24 10:20 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001874945	Dog Dog barking	WEB	Attained - Case Closed	10/7/24 5:09 PM	10/7/24 5:28 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001680210	Dog Dog off leash	Mobile App	Attained - Case Closed	7/29/24 4:40 PM	7/29/24 4:55 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001504336	Dog Dog off leash	Mobile App	Attained - Case Closed	5/26/24 8:12 PM	5/27/24 9:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001973025	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/20/24 3:17 PM	11/20/24 5:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001690039	Dog Dog barking	WEB	Attained - Case Closed	8/3/24 10:04 AM	8/3/24 5:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609783	Dog Dog off leash	Mobile App	Missed - Case Closed	7/1/24 11:07 AM	7/3/24 8:31 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001707264	Dog Dog off leash	Mobile App	Attained - Case Closed	8/12/24 8:50 PM	8/13/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002031296	Dog Dog barking	WEB	Attained - Case Closed	12/9/24 4:13 PM	12/9/24 5:05 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001475817	Dog Dog barking	Mobile App	Attained - Case Closed	5/10/24 9:51 PM	5/11/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001690564	Dog Dog off leash	Mobile App	Attained - Case Closed	8/3/24 3:18 PM	8/3/24 6:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001572073	Dog Dog off leash	Mobile App	Attained - Case Closed	6/17/24 6:34 PM	6/18/24 9:07 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001572080	Dog Dog barking	Mobile App	Attained - Case Closed	6/17/24 6:38 PM	6/18/24 9:16 AM	DBL_Animal Services Administration
Animal Concern Case	201001574270	Dog Dog off leash	Mobile App	Attained - Case Closed	6/18/24 3:56 PM	6/18/24 5:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001732783	Dog Dog off leash	Mobile App	Attained - Case Closed	8/26/24 6:18 PM	8/27/24 10:22 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001864533	Dog Dog off leash	WEB	Attained - Case Closed	10/1/24 6:24 PM	10/2/24 9:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001579758	Dog Dog off leash	Mobile App	Attained - Case Closed	6/20/24 8:22 PM	6/21/24 8:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002073663	Dog Dog off leash	Mobile App	Attained - Case Closed	12/30/24 12:14 AM	12/30/24 8:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619627	Dog Dog off leash	Mobile App	Attained - Case Closed	7/4/24 10:07 PM	7/5/24 8:53 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001824128	Dog Dog off leash	Mobile App	Attained - Case Closed	9/24/24 10:05 PM	9/25/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001613887	Dog Dog off leash	Mobile App	Attained - Case Closed	7/2/24 10:46 PM	7/3/24 12:26 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001537549	Dog ownership	Phone	Attained - Case Closed	6/1/24 12:09 PM	6/1/24 12:14 PM	DBL_Animal Services Administration
Animal Concern Case	201001685361	Dog Dog barking	Mobile App	Attained - Case Closed	7/31/24 6:11 PM	7/31/24 6:32 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001785721	Dog Dog off leash	Mobile App	Attained - Case Closed	9/3/24 3:47 PM	9/3/24 3:56 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001860557	Dog Dog off leash	Mobile App	Attained - Case Closed	9/28/24 7:03 PM	9/28/24 7:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001861552	Dog Aggressive dog poorly contained	WEB	Missed - Case Closed	9/30/24 10:13 AM	10/1/24 11:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002022437	Dog Human attacked by dog	Phone	Attained - Case Closed	12/4/24 8:23 PM	12/5/24 11:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002073243	Dog Dog barking	Phone	Attained - Case Closed	12/29/24 11:07 AM	12/29/24 11:32 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001579794	Dog Dog off leash	Mobile App	Attained - Case Closed	6/20/24 8:49 PM	6/21/24 9:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001983287	Dog Dog off leash	Mobile App	Attained - Case Closed	11/26/24 12:24 AM	11/26/24 11:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001475823	Dog Dog off leash	Mobile App	Attained - Case Closed	5/10/24 9:59 PM	5/11/24 10:19 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002012988	Dog Dog off leash	Mobile App	Attained - Case Closed	11/29/24 8:22 PM	11/30/24 11:16 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001709840	Dog Dog attacked by dog	Phone	Attained - Case Closed	8/13/24 10:02 PM	8/14/24 10:36 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001146065	Dog ownership	WEB	Attained - Case Closed	1/15/24 4:55 AM	1/15/24 11:16 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001550564	Dog Dog off leash	Phone	Attained - Case Closed	6/7/24 9:44 AM	6/7/24 2:08 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001783536	Dog Dog off leash	Phone	Missed - Case Closed	9/2/24 2:21 PM	9/3/24 10:39 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001806385	Dog ownership	Phone	Attained - Case Closed	9/14/24 12:50 PM	9/14/24 1:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001250066	Dog Dog off leash	WEB	Attained - Case Closed	2/20/24 7:18 PM	2/21/24 8:30 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001231880		Phone	Attained - Case Closed	2/10/24 9:56 AM	2/10/24 10:12 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001234884		Phone	Attained - Case Closed	2/12/24 2:49 PM	2/12/24 3:09 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001236130	Licence cancellation	WEB	Attained - Case Closed	2/13/24 9:30 AM	2/13/24 10:06 AM	DBL_Animal Services Administration
Animal Concern Case	201001261153	Dog Dog waste not picked up	WEB	Attained - Case Closed	2/27/24 7:02 AM	2/27/24 12:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001583601	Dog Dog waste not picked up	WEB	Attained - Case Closed	6/23/24 12:38 PM	6/23/24 12:58 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001583620	Fees and fines	WEB	Attained - Case Closed	6/23/24 12:50 PM	6/23/24 12:54 PM	DBL_Animal Services Administration
Animal Concern Case	201001496696	Dog Dog barking	Phone	Attained - Case Closed	5/22/24 2:10 PM	5/22/24 2:25 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001303513	Licence cancellation	Phone	Attained - Case Closed	3/10/24 11:48 AM	3/10/24 11:56 AM	DBL_Animal Services Administration
Animal Concern Case	201001475861	Other Other	WEB	Missed - Case Closed	5/11/24 3:45 AM	5/14/24 7:42 AM	DBL_Property Use Inspections - Feedback
Animal Concern Case	201001130871	Dog Dog off leash	Mobile App	Attained - Case Closed	1/7/24 9:34 AM	1/7/24 10:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001311003	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	3/14/24 9:19 AM	3/14/24 10:33 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001405082	Dog Dog off leash	Mobile App	Attained - Case Closed	4/15/24 9:30 AM	4/15/24 9:44 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001610349	Dog Dog off leash	WEB	Attained - Case Closed	7/1/24 4:52 PM	7/2/24 11:46 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001640155	Dog Dog off leash	Phone	Attained - Case Closed	7/15/24 3:07 PM	7/15/24 3:21 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001821519	Dog	Phone	Attained - Case Closed	9/23/24 3:15 PM	9/23/24 3:19 PM	DBL_Animal Services Administration
Animal Concern Case	201001965041	Dog Attack in progress**	Phone	Attained - Case Closed	11/17/24 5:56 PM	11/18/24 10:14 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002028164	Dog Human attacked by dog	Phone	Attained - Case Closed	12/7/24 5:08 PM	12/7/24 6:07 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001301951	By-laws	Mobile App	Attained - Case Closed	3/8/24 2:45 PM	3/8/24 3:11 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001080176	Other	Mobile App	Attained - Case Closed	1/2/24 9:06 AM	1/2/24 11:02 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001640607	Wildlife	WEB	Attained - Case Closed	7/15/24 5:39 PM	7/16/24 1:19 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001676722	Dog Dog barking	Phone	Attained - Case Closed	7/27/24 3:24 PM	7/27/24 4:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001144099	Dog Stray dog at large	Phone	Attained - Case Closed	1/12/24 4:25 PM	1/12/24 4:38 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001553935	Other	Phone	Attained - Case Closed	6/9/24 12:41 PM	6/9/24 12:48 PM	DBL_Animal Services Administration
Animal Concern Case	201001376330	Dog Holding stray	Phone	Attained - Case Closed	3/28/24 3:19 PM	3/28/24 3:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001687908	Dog Holding stray	WEB	Attained - Case Closed	8/2/24 7:16 AM	8/2/24 9:22 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001689693	Dog Human attacked by dog	Phone	Attained - Case Closed	8/2/24 6:35 PM	8/3/24 11:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001249194	Dog Badly injured stray dog or chicken**	Phone	Attained - Case Closed	2/20/24 1:55 PM	2/20/24 2:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001820677	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 11:42 AM	9/23/24 12:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001250192	Dog Stray dog at large	Phone	Attained - Case Closed	2/21/24 7:23 AM	2/21/24 8:15 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001218631	Dog	Phone	Attained - Case Closed	2/4/24 1:49 PM	2/4/24 2:01 PM	DBL_Animal Services Administration
Animal Concern Case	201001864580	Dog Stray dog at large	WEB	Attained - Case Closed	10/1/24 7:09 PM	10/2/24 9:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884252	Dog Stray dog at large	Phone	Attained - Case Closed	10/13/24 9:48 AM	10/13/24 9:52 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001214728	Replacement tag	Phone	Attained - Case Closed	2/2/24 9:48 AM	2/2/24 10:08 AM	DBL_Animal Services Administration
Animal Concern Case	201001253064	Dog Dog barking	Phone	Attained - Case Closed	2/22/24 10:55 AM	2/22/24 11:03 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001254737	Other	Phone	Attained - Case Closed	2/22/24 7:22 PM	2/23/24 10:13 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001446847	Other	Phone	Attained - Case Closed	4/26/24 8:08 AM	4/26/24 10:16 AM	DBL_Animal Services Administration
Animal Concern Case	201001558332	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/11/24 11:29 AM	6/11/24 11:48 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001413988	Dog	WEB	Attained - Case Closed	4/19/24 12:09 AM	4/19/24 10:29 AM	DBL_Animal Services Administration
Animal Concern Case	201001079398	Dog Dog off leash	Phone	Missed - Case Closed	1/1/24 9:36 AM	1/2/24 1:57 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001144260	Dog	WEB	Attained - Case Closed	1/12/24 6:06 PM	1/13/24 9:57 AM	DBL_Animal Services Administration
Animal Concern Case	201001676713	Dog Dog barking	Mobile App	Attained - Case Closed	7/27/24 3:17 PM	7/27/24 3:49 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001607861	Dog Dog barking	WEB	Attained - Case Closed	6/29/24 10:16 AM	6/29/24 11:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001568287	Dog Stray dog at large	Phone	Attained - Case Closed	6/15/24 11:39 AM	6/15/24 11:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001689821	Dog Dog barking	WEB	Attained - Case Closed	8/2/24 9:16 PM	8/3/24 9:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637036	Dog Dog barking	Mobile App	Attained - Case Closed	7/13/24 1:02 PM	7/13/24 4:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001609255	Dog Holding stray	Phone	Attained - Case Closed	6/30/24 5:08 PM	6/30/24 5:14 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001609942	Other	Phone	Attained - Case Closed	7/1/24 12:24 PM	7/2/24 11:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001884662	Dog Other	Phone	Attained - Case Closed	10/13/24 4:51 PM	10/13/24 5:18 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001354319	Licence cancellation	Mobile App	Attained - Case Closed	3/27/24 3:24 PM	3/27/24 3:26 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001313022	Other	Mobile App	Attained - Case Closed	3/14/24 9:16 PM	3/15/24 9:01 AM	DBL_Animal Services Administration
Lost Pets Case	201001405117	cat	WEB	Attained - Case Closed	4/15/24 9:37 AM	4/15/24 10:56 AM	DBL_Animal Services Administration
Lost Pets Case	201001377745	cat	WEB	Attained - Case Closed	3/29/24 7:12 PM	3/30/24 12:18 PM	DBL_Animal Services Administration
Animal Concern Case	201001206933	Dog Human attacked by dog	WEB	Attained - Case Closed	1/30/24 3:14 PM	1/30/24 3:36 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001782143	cat	WEB	Attained - Case Closed	8/31/24 6:45 PM	9/1/24 11:20 AM	DBL_Animal Services Administration
Animal Concern Case	201001719841	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	8/19/24 1:39 PM	8/19/24 1:57 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001455086	Dog	WEB	Attained - Case Closed	4/30/24 6:33 PM	5/1/24 8:16 AM	DBL_Animal Services Administration
Lost Pets Case	201001866090	cat	WEB	Attained - Case Closed	10/2/24 2:01 PM	10/2/24 2:29 PM	DBL_Animal Services Administration
Lost Pets Case	201001651204	cat	WEB	Attained - Case Closed	7/20/24 9:54 AM	7/20/24 10:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001935983	Dog Stray dog at large	Phone	Attained - Case Closed	11/1/24 7:48 AM	11/1/24 10:08 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001819866	Dog	WEB	Attained - Case Closed	9/23/24 7:13 AM	9/23/24 10:34 AM	DBL_Animal Services Administration
Lost Pets Case	201001462918	Dog	WEB	Attained - Case Closed	5/4/24 7:47 PM	5/5/24 9:38 AM	DBL_Animal Services Administration
Animal Concern Case	201001973274	Dog Holding stray	Phone	Attained - Case Closed	11/20/24 4:33 PM	11/20/24 5:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001504063	Dog Holding stray	WEB	Attained - Case Closed	5/26/24 2:03 PM	5/26/24 2:09 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001644020	Dog Dog barking	Phone	Attained - Case Closed	7/17/24 10:13 AM	7/17/24 10:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001251178	Dog Dog barking	Mobile App	Attained - Case Closed	2/21/24 12:35 PM	2/21/24 12:55 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001081418	Licence cancellation	Phone	Attained - Case Closed	1/2/24 1:11 PM	1/2/24 1:20 PM	DBL_Animal Services Administration
Animal Concern Case	201001676866	Dog Dog barking	WEB	Attained - Case Closed	7/27/24 5:32 PM	7/28/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001257817	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	2/25/24 9:50 AM	2/25/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001638067	Pet bird Holding stray	Phone	Attained - Case Closed	7/14/24 3:23 PM	7/14/24 3:58 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001226278	Licence update	WEB	Attained - Case Closed	2/7/24 2:21 PM	2/7/24 2:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001347127	Dog Stray dog at large	Mobile App	Attained - Case Closed	3/23/24 10:20 AM	3/23/24 10:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001311895	Dog Dog off leash	Phone	Attained - Case Closed	3/14/24 12:47 PM	3/14/24 1:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001555358	Dog Dog off leash	Phone	Attained - Case Closed	6/10/24 11:02 AM	6/10/24 11:50 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001287642	Licence cancellation	WEB	Attained - Case Closed	2/29/24 2:59 PM	2/29/24 3:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001231315	Licence cancellation	Phone	Attained - Case Closed	2/9/24 4:09 PM	2/9/24 4:16 PM	DBL_Animal Services Administration
Lost Pets Case	201001260957	Dog	Phone	Attained - Case Closed	2/26/24 6:14 PM	2/27/24 11:05 AM	DBL_Animal Services Administration
Animal Concern Case	201001168613	Dog Other	WEB	Attained - Case Closed	1/23/24 2:13 PM	1/23/24 3:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001660004	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	7/24/24 1:34 PM	7/24/24 2:17 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001659260	Dog Dog off leash	WEB	Attained - Case Closed	7/24/24 10:50 AM	7/24/24 11:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001610539	Pet bird Other	Phone	Attained - Case Closed	7/1/24 8:45 PM	7/2/24 8:56 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001609683	Dog	Phone	Missed - Case Closed	7/1/24 10:15 AM	7/3/24 8:01 AM	DBL_Animal Services Administration
Animal Concern Case	201001634567	Pet bird Other	Phone	Attained - Case Closed	7/12/24 8:26 AM	7/12/24 9:56 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001210640	Licence cancellation	WEB	Attained - Case Closed	1/31/24 4:33 PM	1/31/24 4:35 PM	DBL_Animal Services Administration
Animal Concern Case	201001946249	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	11/6/24 8:49 PM	11/7/24 8:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001781254	Dog Dog barking	WEB	Attained - Case Closed	8/30/24 7:45 PM	8/31/24 11:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001891998	Dog Stray dog at large	Phone	Attained - Case Closed	10/18/24 7:43 AM	10/18/24 10:04 AM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001136897	Dog	WEB	Attained - Case Closed	1/9/24 6:25 PM	1/10/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001200798	Dog barking	Phone	Attained - Case Closed	1/28/24 5:48 PM	1/28/24 6:01 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001782258	Dog Other cat	WEB	Attained - Case Closed	8/31/24 10:26 PM	9/1/24 11:43 AM	DBL_Animal Services Administration
Animal Concern Case	201002051739	Dog Badly injured stray dog or chicken**	Phone	Attained - Case Closed	12/14/24 9:37 AM	12/14/24 9:47 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001348391	Dog Dog barking	WEB	Attained - Case Closed	3/24/24 6:05 PM	3/24/24 6:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001546584	Dog Dog off leash	Phone	Attained - Case Closed	6/5/24 2:22 PM	6/5/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001626030	Dog Stray dog at large	WEB	Attained - Case Closed	7/8/24 3:44 PM	7/8/24 3:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001156519	Dog Human attacked by dog	Phone	Attained - Case Closed	1/18/24 3:51 PM	1/18/24 4:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001652040	Dog Dog waste not picked up	Phone	Attained - Case Closed	7/20/24 9:10 PM	7/21/24 11:38 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001876707	Dog ownership	Phone	Attained - Case Closed	10/8/24 2:22 PM	10/8/24 2:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001207517	Dog Holding stray	Phone	Attained - Case Closed	1/30/24 5:14 PM	1/30/24 5:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001219770	Dog Stray dog at large	WEB	Attained - Case Closed	2/5/24 10:30 AM	2/5/24 10:55 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001462420	Dog Holding stray	Phone	Attained - Case Closed	5/4/24 12:32 PM	5/4/24 12:46 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001462685	Dog	Phone	Attained - Case Closed	5/4/24 3:15 PM	5/4/24 4:29 PM	DBL_Animal Services Administration
Animal Concern Case	201001468292	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	5/7/24 4:40 PM	5/7/24 4:50 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001343904	Wildlife	WEB	Attained - Case Closed	3/21/24 12:14 PM	3/21/24 12:41 PM	DBL_Animal Services Administration
Animal Concern Case	201001258144	Dog Stray dog at large	Phone	Attained - Case Closed	2/25/24 2:34 PM	2/25/24 2:42 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001412484	Dog	Phone	Attained - Case Closed	4/18/24 11:12 AM	4/18/24 11:50 AM	DBL_Animal Services Administration
Animal Concern Case	201001660491	Dog Holding stray	Phone	Attained - Case Closed	7/24/24 3:32 PM	7/24/24 3:52 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001510843	Dog ownership	Phone	Attained - Case Closed	5/29/24 11:51 AM	5/29/24 12:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001822071	Dog Unlicensed dog	WEB	Attained - Case Closed	9/24/24 1:32 AM	9/24/24 9:54 AM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001633592		Phone	Attained - Case Closed	7/11/24 2:07 PM	7/11/24 2:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001348386	Dog Dog barking	WEB	Attained - Case Closed	3/24/24 5:58 PM	3/24/24 6:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378386	Dog Dog barking	Mobile App	Attained - Case Closed	3/30/24 3:29 PM	3/30/24 3:54 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001677505	Dog	Phone	Attained - Case Closed	7/28/24 1:56 PM	7/28/24 2:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001160654	Dog Dog attacked by dog	WEB	Attained - Case Closed	1/20/24 1:57 PM	1/20/24 2:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819946	Dog Stray dog at large	Phone	Attained - Case Closed	9/23/24 8:25 AM	9/23/24 10:11 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001402078	Dog Holding stray	Phone	Attained - Case Closed	4/12/24 1:59 PM	4/12/24 2:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001635288	Dog Stray dog at large	Phone	Attained - Case Closed	7/12/24 11:55 AM	7/12/24 12:11 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001644992	Dog Stray dog at large	Phone	Attained - Case Closed	7/17/24 2:01 PM	7/17/24 2:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001462917	Dog Stray dog at large	Phone	Attained - Case Closed	5/4/24 7:47 PM	5/5/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001622788	Dog Human attacked by dog	Phone	Attained - Case Closed	7/6/24 3:16 PM	7/6/24 3:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001759138	Dog Stray dog at large	Phone	Attained - Case Closed	8/29/24 4:50 PM	8/29/24 4:55 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001448519	Dog	Mobile App	Attained - Case Closed	4/26/24 4:32 PM	4/26/24 4:44 PM	DBL_Animal Services Administration
Animal Concern Case	201001586741	Dog Human attacked by dog	WEB	Attained - Case Closed	6/24/24 7:49 PM	6/25/24 11:05 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001813577	Dog Holding stray	Phone	Attained - Case Closed	9/18/24 2:51 PM	9/18/24 3:17 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001546037	Dog	Mobile App	Attained - Case Closed	6/5/24 12:28 PM	6/5/24 12:31 PM	DBL_Animal Services Administration
Animal Concern Case	201001791402	Dog Dog barking	Phone	Attained - Case Closed	9/6/24 10:51 AM	9/6/24 12:02 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001103803	Dog Dog off leash	Phone	Attained - Case Closed	1/3/24 12:38 PM	1/3/24 12:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001212105	Dog Dog off leash	Phone	Attained - Case Closed	2/1/24 11:31 AM	2/1/24 11:40 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001258187	Dog	Phone	Attained - Case Closed	2/25/24 3:05 PM	2/25/24 3:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001378290	Dog Dog off leash	Phone	Attained - Case Closed	3/30/24 2:20 PM	3/30/24 2:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001408311	Dog Human attacked by dog	Phone	Attained - Case Closed	4/16/24 12:57 PM	4/16/24 1:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001504318	Dog Human attacked by dog	WEB	Attained - Case Closed	5/26/24 7:12 PM	5/27/24 9:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001660513	Dog Dog off leash	WEB	Attained - Case Closed	7/24/24 3:36 PM	7/24/24 3:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001689072	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	8/2/24 2:00 PM	8/2/24 3:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001884121	Dog Dog off leash	WEB	Attained - Case Closed	10/12/24 9:17 PM	10/13/24 10:39 AM	DBL_Animal Services Dispatch
Lost Pets Case	201002019374	Dog	Phone	Attained - Case Closed	12/3/24 3:26 PM	12/3/24 3:37 PM	DBL_Animal Services Administration
Animal Concern Case	201001448645	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	4/26/24 6:07 PM	4/26/24 6:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001459217	Dog Dog off leash	Phone	Attained - Case Closed	5/2/24 2:49 PM	5/2/24 3:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001492911	Dog Holding stray	Phone	Attained - Case Closed	5/21/24 11:32 AM	5/21/24 11:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001546433	Dog Dog attacked by dog	Phone	Attained - Case Closed	6/5/24 1:43 PM	6/5/24 1:47 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001987950	Dog Dog attacked by dog	WEB	Attained - Case Closed	11/27/24 3:58 PM	11/27/24 5:07 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001793358	cat	WEB	Attained - Case Closed	9/7/24 11:11 AM	9/7/24 12:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001243414	Licence cancellation	Phone	Attained - Case Closed	2/16/24 8:53 AM	2/16/24 9:51 AM	DBL_Animal Services Administration
Animal Concern Case	201001341999	Dog Dog barking	Phone	Attained - Case Closed	3/20/24 12:46 PM	3/20/24 1:02 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001136426	Licence update	WEB	Attained - Case Closed	1/9/24 3:35 PM	1/9/24 3:47 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001564318	Other	Phone	Attained - Case Closed	6/13/24 1:58 PM	6/13/24 2:00 PM	DBL_Animal Services Administration
Animal Concern Case	201001821950	Dog Other	WEB	Attained - Case Closed	9/23/24 7:15 PM	9/24/24 10:20 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001641109	Other	WEB	Attained - Case Closed	7/16/24 8:36 AM	7/16/24 1:31 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001546048	Dog Stray dog at large	Phone	Attained - Case Closed	6/5/24 12:31 PM	6/5/24 12:33 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201002025426	Dog	Mobile App	Attained - Case Closed	12/6/24 9:12 AM	12/6/24 10:45 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001736470	Stray dog at large Other	Phone	Attained - Case Closed	8/28/24 1:21 PM	8/28/24 1:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001140752	Licence update	Chat	Attained - Case Closed	1/11/24 12:57 PM	1/11/24 12:59 PM	DBL_Animal Services Administration
Animal Concern Case	201001937132	Dog	Phone	Attained - Case Closed	11/1/24 2:13 PM	11/1/24 2:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001859760	Holding stray	Phone	Attained - Case Closed	9/27/24 6:53 PM	9/28/24 11:03 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001385693	Dog Other	Mobile App	Attained - Case Closed	4/3/24 7:53 PM	4/4/24 12:00 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001562852	Other Other	Mobile App	Attained - Case Closed	6/13/24 6:59 AM	6/13/24 10:04 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001539472	Dog Stray dog at large Dog ownership	Phone	Attained - Case Closed	6/3/24 10:05 AM	6/3/24 10:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001505265	Dog	Phone	Attained - Case Closed	5/27/24 11:10 AM	5/27/24 11:39 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001678526	Dog off leash Other	Phone	Attained - Case Closed	7/29/24 10:42 AM	7/29/24 10:59 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001700547	Other Wildlife	WEB	Attained - Case Closed	8/8/24 10:58 PM	8/10/24 4:36 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001302786	Dog	Mobile App	Attained - Case Closed	3/9/24 11:31 AM	3/9/24 11:43 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001809183	Stray dog at large Dog	WEB	Attained - Case Closed	9/16/24 2:35 PM	9/16/24 3:53 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001288763	Holding stray Licence cancellation	Phone	Attained - Case Closed	3/1/24 10:32 AM	3/1/24 11:18 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001685563	Wildlife	WEB	Attained - Case Closed	7/31/24 9:58 PM	8/1/24 2:51 PM	DBL_Property Use Inspections - Feedback
Lost Pets Case	201001127592	Dog	WEB	Attained - Case Closed	1/4/24 9:09 PM	1/5/24 10:40 AM	DBL_Animal Services Administration
Animal Concern Case	201001568613	Dog	WEB	Attained - Case Closed	6/15/24 3:03 PM	6/15/24 3:25 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001230118	Human attacked by dog Licence update	WEB	Attained - Case Closed	2/9/24 11:06 AM	2/9/24 11:30 AM	DBL_Animal Services Administration
Lost Pets Case	201001809532	Dog	WEB	Attained - Case Closed	9/16/24 4:16 PM	9/16/24 5:37 PM	DBL_Animal Services Administration
Lost Pets Case	201001809342	Dog	Phone	Attained - Case Closed	9/16/24 3:14 PM	9/16/24 4:08 PM	DBL_Animal Services Administration
Feeding Wildlife Case	201001351808		Phone	Attained - Case Closed	3/26/24 1:26 PM	3/26/24 2:20 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001809481	Dog	Phone	Attained - Case Closed	9/16/24 4:00 PM	9/16/24 4:19 PM	DBL_Animal Services Administration
Lost Pets Case	201001336807	Dog	WEB	Attained - Case Closed	3/18/24 9:49 AM	3/18/24 10:01 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001716603		WEB	Attained - Case Closed	8/16/24 6:46 PM	8/17/24 12:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001584007	Dog	WEB	Attained - Case Closed	6/23/24 8:44 PM	6/24/24 10:30 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001232250	Other Dog	Phone	Attained - Case Closed	2/10/24 2:26 PM	2/12/24 1:13 PM	311_Contact Centre
Animal Services Inquiry Case	201001535240	Dog off leash Fees and fines	Mobile App	Attained - Case Closed	5/31/24 9:41 AM	5/31/24 10:04 AM	DBL_Animal Services Administration
Animal Concern Case	201001245467	Dog	Mobile App	Attained - Case Closed	2/17/24 7:39 AM	2/17/24 8:34 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001623591	Stray dog at large Wildlife	Mobile App	Attained - Case Closed	7/7/24 12:42 PM	7/7/24 1:50 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001590211	Dog	Mobile App	Attained - Case Closed	6/26/24 10:06 AM	6/26/24 10:21 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001874048	Stray dog at large Pet rabbit	Phone	Attained - Case Closed	10/7/24 12:49 PM	10/7/24 1:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001079980	Other	WEB	Attained - Case Closed	1/2/24 7:06 AM	1/2/24 12:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001546303	Dog Dog barking	WEB	Attained - Case Closed	6/5/24 1:19 PM	6/5/24 1:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001301222	Stray dog at large Dog	Phone	Attained - Case Closed	3/8/24 11:39 AM	3/8/24 11:50 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001260949	Stray dog at large Dog	Phone	Attained - Case Closed	2/26/24 6:09 PM	2/26/24 6:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001469730	Stray dog at large Dog	WEB	Attained - Case Closed	5/8/24 12:31 PM	5/8/24 12:33 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001195692	Dog off leash Dog	WEB	Attained - Case Closed	1/25/24 5:12 PM	1/25/24 5:29 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001199605	Dog barking Other	Phone	Attained - Case Closed	1/27/24 2:15 PM	1/29/24 12:47 PM	311_Contact Centre
Animal Services Inquiry Case	201001415991	Other	Phone	Attained - Case Closed	4/19/24 9:07 PM	4/20/24 10:14 AM	DBL_Animal Services Administration
Animal Concern Case	201001130024	Dog	Mobile App	Attained - Case Closed	1/6/24 9:38 AM	1/6/24 9:51 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001818375	Holding stray Dog	Mobile App	Attained - Case Closed	9/21/24 8:07 AM	9/21/24 8:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001619751	Stray dog at large Dog	WEB	Attained - Case Closed	7/5/24 7:51 AM	7/5/24 9:10 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001608223	Dog barking Dog	Mobile App	Attained - Case Closed	6/29/24 1:58 PM	6/29/24 2:23 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001782524	Dog attacked by dog Dog	WEB	Attained - Case Closed	9/1/24 11:57 AM	9/2/24 6:51 AM	311_Contact Centre
Animal Concern Case	201001803373	Other Dog	Phone	Attained - Case Closed	9/12/24 2:57 PM	9/12/24 3:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001817198	Dog off leash Dog	WEB	Attained - Case Closed	9/20/24 11:57 AM	9/20/24 12:29 PM	DBL_Animal Services Dispatch
Lost Pets Case	201002056718	Dog attacked by dog Dog	Phone	Attained - Case Closed	12/17/24 12:28 PM	12/17/24 12:43 PM	DBL_Animal Services Administration
Animal Concern Case	201001682436	Dog	Phone	Attained - Case Closed	7/30/24 2:53 PM	7/30/24 3:06 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001393453	Dog attacked by dog Dog	Phone	Attained - Case Closed	4/8/24 2:49 PM	4/8/24 3:15 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001404169	Stray dog at large Dog	Phone	Attained - Case Closed	4/14/24 10:12 AM	4/14/24 10:23 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001792159	Stray dog at large Dog	WEB	Attained - Case Closed	9/6/24 2:02 PM	9/6/24 2:22 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001452366	Aggressive dog poorly contained Dog	Phone	Attained - Case Closed	4/29/24 4:14 PM	4/29/24 4:30 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001640966	Other Dog	Mobile App	Attained - Case Closed	7/16/24 4:08 AM	7/16/24 8:29 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001213978	Dog barking Wildlife	Mobile App	Attained - Case Closed	2/1/24 6:33 PM	2/2/24 10:34 AM	311_Contact Centre
Animal Concern Case	201001491539	Chicken Other	WEB	Missed - Case Closed	5/20/24 12:24 PM	5/21/24 2:31 PM	311_Contact Centre - General Feedback
Animal Concern Case	201001223726	Dog	Mobile App	Attained - Case Closed	2/6/24 2:06 PM	2/6/24 2:13 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001126220	Dog barking Dog	WEB	Attained - Case Closed	1/4/24 12:17 PM	1/4/24 12:27 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001203089	Human attacked by dog Licence cancellation	WEB	Attained - Case Closed	1/29/24 2:12 PM	1/29/24 2:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001203199	Licence update	WEB	Attained - Case Closed	1/29/24 2:27 PM	1/29/24 2:54 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001546121	Other	Phone	Attained - Case Closed	6/5/24 12:45 PM	6/5/24 12:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001239668	Replacement tag	Phone	Attained - Case Closed	2/14/24 1:01 PM	2/14/24 1:14 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001335976	cat	WEB	Attained - Case Closed	3/17/24 11:06 AM	3/17/24 11:53 AM	DBL_Animal Services Administration
Feeding Wildlife Case	201001252701		WEB	Attained - Case Closed	2/22/24 9:30 AM	2/22/24 9:41 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001245558	Other	Phone	Attained - Case Closed	2/17/24 10:06 AM	2/17/24 10:28 AM	DBL_Animal Services Administration
Animal Concern Case	201001160073	Dog Holding stray	WEB	Attained - Case Closed	1/20/24 9:07 AM	1/20/24 10:26 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001207372	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	1/30/24 4:27 PM	1/30/24 5:41 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001819033	Dog Dog waste not picked up	Phone	Attained - Case Closed	9/21/24 4:56 PM	9/21/24 5:43 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001224694	Dog Dog attacked by dog	Phone	Attained - Case Closed	2/6/24 9:00 PM	2/7/24 9:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001704756	Dog Dog attacked by dog	WEB	Attained - Case Closed	8/12/24 2:37 AM	8/12/24 10:28 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001342440	Dog Stray dog at large	Mobile App	Attained - Case Closed	3/20/24 2:44 PM	3/20/24 3:01 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001798525	Dog Aggressive dog poorly contained	Mobile App	Attained - Case Closed	9/10/24 1:10 PM	9/10/24 2:14 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001245930	Dog Dog barking	Phone	Attained - Case Closed	2/17/24 2:50 PM	2/17/24 3:50 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001262695	Licence cancellation	Phone	Attained - Case Closed	2/27/24 2:09 PM	2/27/24 2:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001290305	Licence cancellation	WEB	Attained - Case Closed	3/1/24 10:14 PM	3/2/24 9:54 AM	DBL_Animal Services Administration
Animal Concern Case	201001127822	Dog Stray dog at large	Mobile App	Attained - Case Closed	1/5/24 9:10 AM	1/5/24 10:00 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001207422	Dog Other	Phone	Attained - Case Closed	1/30/24 4:38 PM	1/30/24 5:29 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001585884	Dog Holding stray	Phone	Attained - Case Closed	6/24/24 2:10 PM	6/24/24 2:20 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001380037	Dog Aggressive dog poorly contained	WEB	Attained - Case Closed	4/1/24 12:20 PM	4/1/24 2:39 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001224219	Licence update	Phone	Attained - Case Closed	2/6/24 3:57 PM	2/6/24 4:13 PM	DBL_Animal Services Administration
Animal Concern Case	201001882335	Dog Stray dog at large	Phone	Attained - Case Closed	10/11/24 12:08 PM	10/11/24 12:21 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001809950	Dog Human attacked by dog	WEB	Attained - Case Closed	9/16/24 10:33 PM	9/17/24 10:13 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001344378	Dog Dog barking	Phone	Attained - Case Closed	3/21/24 2:33 PM	3/21/24 2:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001926075	Dog Dog attacked by dog	WEB	Attained - Case Closed	10/25/24 10:09 PM	10/26/24 10:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001592349	Dog Dog off leash	Phone	Attained - Case Closed	6/26/24 8:05 PM	6/27/24 10:24 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001883441	Dog Stray dog at large	Mobile App	Attained - Case Closed	10/12/24 8:10 AM	10/12/24 9:59 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001627480	cat	WEB	Attained - Case Closed	7/9/24 10:38 AM	7/9/24 10:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001247549	Licence update	WEB	Attained - Case Closed	2/19/24 5:33 PM	2/20/24 10:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001489714	Dog Holding stray	Phone	Attained - Case Closed	5/18/24 11:33 AM	5/18/24 11:37 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001303760	Dog Human attacked by dog	Phone	Attained - Case Closed	3/10/24 4:08 PM	3/10/24 4:23 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201002046372	Other	Phone	Attained - Case Closed	12/11/24 2:11 PM	12/11/24 3:02 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001696465	Dog ownership	Phone	Attained - Case Closed	8/7/24 11:51 AM	8/7/24 12:02 PM	DBL_Animal Services Administration
Animal Concern Case	201001294759	Dog Dog attacked by dog	WEB	Attained - Case Closed	3/5/24 11:30 AM	3/5/24 12:26 PM	DBL_Animal Services Dispatch
Feeding Wildlife Case	201001987782		WEB	Attained - Case Closed	11/27/24 3:19 PM	11/27/24 3:36 PM	311_Contact Centre
Dog Licence Case	201001247653	Licence cancellation	WEB	Attained - Case Closed	2/19/24 10:21 PM	2/20/24 10:32 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001311195	Other	Phone	Attained - Case Closed	3/14/24 10:09 AM	3/14/24 10:58 AM	DBL_Animal Services Administration
Animal Concern Case	201001988213	Dog Holding stray	Phone	Attained - Case Closed	11/27/24 5:28 PM	11/27/24 5:45 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002054788	Dog Human attacked by dog	WEB	Attained - Case Closed	12/16/24 1:42 PM	12/16/24 5:54 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001492080	Dog Dog off leash	WEB	Attained - Case Closed	5/20/24 9:12 PM	5/21/24 8:49 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001349025	By-laws	WEB	Attained - Case Closed	3/25/24 10:43 AM	3/25/24 11:21 AM	DBL_Animal Services Administration
Animal Concern Case	201001399098	Dog Dog waste not picked up	WEB	Attained - Case Closed	4/11/24 9:44 AM	4/11/24 10:38 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001689987	Dog Holding stray	Phone	Attained - Case Closed	8/3/24 9:23 AM	8/3/24 9:35 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001734075	Pet rabbit Other	Phone	Attained - Case Closed	8/27/24 12:57 PM	8/27/24 2:28 PM	311_Contact Centre
Animal Concern Case	201001956487	Dog Dog off leash	Mobile App	Attained - Case Closed	11/13/24 9:42 AM	11/13/24 11:00 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001079531	Licence update	WEB	Attained - Case Closed	1/1/24 12:15 PM	1/2/24 9:56 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001565619	Other	Phone	Attained - Case Closed	6/14/24 9:00 AM	6/14/24 9:55 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001872334	Other	Phone	Attained - Case Closed	10/6/24 10:50 AM	10/6/24 12:03 PM	DBL_Animal Services Administration
Animal Concern Case	201001938558	Dog Dog barking	Phone	Attained - Case Closed	11/2/24 5:21 PM	11/2/24 5:52 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002029041	Dog Dog off leash	Phone	Attained - Case Closed	12/8/24 7:15 PM	12/9/24 3:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001686032	Dog Dog off leash	Phone	Attained - Case Closed	8/1/24 9:58 AM	8/1/24 12:07 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001737233	Dog Dog off leash	WEB	Attained - Case Closed	8/28/24 6:19 PM	8/29/24 10:35 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001496090	Other	Phone	Attained - Case Closed	5/22/24 12:12 PM	5/22/24 12:15 PM	DBL_Animal Services Administration
Animal Concern Case	201001538820	Dog Dog barking	Mobile App	Attained - Case Closed	6/2/24 7:37 PM	6/3/24 10:35 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001161121	Licence cancellation	WEB	Attained - Case Closed	1/21/24 8:02 AM	1/21/24 10:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001249832	Licence cancellation	Phone	Attained - Case Closed	2/20/24 4:28 PM	2/20/24 4:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001352602	Licence update	Phone	Attained - Case Closed	3/26/24 6:38 PM	3/27/24 8:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001377842	Licence cancellation	WEB	Attained - Case Closed	3/30/24 6:46 AM	3/30/24 10:10 AM	DBL_Animal Services Administration
Lost Pets Case	201001455200	Dog	WEB	Attained - Case Closed	4/30/24 9:36 PM	5/1/24 10:59 AM	DBL_Animal Services Administration
Animal Concern Case	201001538121	Dog Human attacked by dog	WEB	Attained - Case Closed	6/1/24 9:28 PM	6/2/24 10:27 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001884819	Dog Dog barking	WEB	Missed - Case Closed	10/14/24 8:23 AM	10/15/24 10:29 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001965808	Other	Phone	Attained - Case Closed	11/18/24 10:36 AM	11/19/24 10:19 AM	DBL_Animal Services Administration
Animal Concern Case	201001300930	Dog Stray dog at large	WEB	Attained - Case Closed	3/8/24 10:28 AM	3/8/24 10:48 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002043029	Dog Dog off leash	Phone	Attained - Case Closed	12/10/24 12:12 PM	12/10/24 3:04 PM	DBL_Animal Services Dispatch

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Concern Case	201001254555	Dog	WEB	Attained - Case Closed	2/22/24 4:56 PM	2/22/24 5:10 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001261026	Dog barking	WEB	Attained - Case Closed	2/26/24 7:22 PM	2/27/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001305655	Dog barking	WEB	Attained - Case Closed	3/11/24 3:36 PM	3/11/24 4:03 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001723442	Dog	WEB	Attained - Case Closed	8/21/24 9:45 AM	8/21/24 9:57 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002046657	Dog off leash	WEB	Attained - Case Closed	12/11/24 3:14 PM	12/11/24 4:58 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002054735	Dog attacked by dog	Phone	Attained - Case Closed	12/16/24 1:31 PM	12/16/24 1:40 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001811996	Aggressive dog poorly contained	WEB	Attained - Case Closed	9/17/24 8:31 PM	9/18/24 9:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001637548	Dog off leash	WEB	Attained - Case Closed	7/13/24 11:07 PM	7/14/24 11:56 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001655871	Attack in progress**	Phone	Attained - Case Closed	7/23/24 7:52 AM	7/23/24 10:20 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001985823	Dog Other cat	WEB	Attained - Case Closed	11/26/24 7:30 PM	11/27/24 4:27 PM	DBL_Animal Services Administration
Animal Concern Case	201001635208	Pet bird	Phone	Attained - Case Closed	7/12/24 11:33 AM	7/12/24 11:58 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001137326	Other	Mobile App	Attained - Case Closed	1/10/24 9:22 AM	1/10/24 10:08 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001250603	Dog Dog off leash	Mobile App	Attained - Case Closed	2/21/24 10:18 AM	2/21/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001608401	Dog Dog off leash	Phone	Attained - Case Closed	6/29/24 4:12 PM	6/29/24 5:36 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001793330	By-laws	Phone	Attained - Case Closed	9/7/24 10:51 AM	9/7/24 11:10 AM	DBL_Animal Services Administration
Animal Concern Case	201001860774	Dog Dog off leash	Phone	Attained - Case Closed	9/29/24 10:16 AM	9/29/24 11:45 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002054776	Dog Dog off leash	Phone	Attained - Case Closed	12/16/24 1:40 PM	12/16/24 2:15 PM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001811862	Other	Mobile App	Attained - Case Closed	9/17/24 5:59 PM	9/17/24 6:24 PM	DBL_Animal Services Administration
Lost Pets Case	201001987182	cat	WEB	Attained - Case Closed	11/27/24 1:02 PM	11/27/24 5:49 PM	DBL_Animal Services Administration
Animal Concern Case	201001547880	Dog	Phone	Attained - Case Closed	6/6/24 9:28 AM	6/6/24 10:15 AM	DBL_Animal Services Dispatch
Animal Services Inquiry Case	201001811853	Aggressive dog poorly contained Other	Mobile App	Attained - Case Closed	9/17/24 5:50 PM	9/17/24 6:24 PM	DBL_Animal Services Administration
Animal Concern Case	201001871370	Dog	Phone	Attained - Case Closed	10/5/24 9:33 AM	10/5/24 11:18 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001890357	Aggressive dog poorly contained cat	Phone	Attained - Case Closed	10/17/24 10:24 AM	10/17/24 11:18 AM	DBL_Animal Services Administration
Animal Concern Case	201001733633	Dog Dog off leash	WEB	Attained - Case Closed	8/27/24 11:04 AM	8/27/24 11:44 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001210035	Licence update	WEB	Attained - Case Closed	1/31/24 2:27 PM	1/31/24 3:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001218588	Licence update	WEB	Attained - Case Closed	2/4/24 12:53 PM	2/4/24 1:05 PM	DBL_Animal Services Administration
Animal Concern Case	201001811870	Dog Dog off leash	Mobile App	Attained - Case Closed	9/17/24 6:07 PM	9/17/24 6:46 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001504015	Dog Dog off leash	Mobile App	Attained - Case Closed	5/26/24 1:14 PM	5/26/24 1:27 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001210137	Licence cancellation	Phone	Attained - Case Closed	1/31/24 2:46 PM	1/31/24 2:49 PM	DBL_Animal Services Administration
Animal Concern Case	201001583303	Dog	WEB	Attained - Case Closed	6/23/24 12:15 AM	6/23/24 11:41 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001876989	Human attacked by dog Dog Other	WEB	Attained - Case Closed	10/8/24 4:01 PM	10/9/24 8:26 AM	311_Contact Centre - General Feedback
Animal Concern Case	201001807251	Dog Other	WEB	Attained - Case Closed	9/15/24 1:40 PM	9/15/24 1:44 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001709027	cat	Phone	Attained - Case Closed	8/13/24 2:44 PM	8/13/24 3:22 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001811848	Other	Mobile App	Attained - Case Closed	9/17/24 5:47 PM	9/17/24 6:25 PM	DBL_Animal Services Administration
Lost Pets Case	201001133589	cat	Phone	Attained - Case Closed	1/8/24 3:16 PM	1/8/24 4:16 PM	DBL_Animal Services Administration
Animal Concern Case	201001862103	Dog Dog off leash	Mobile App	Attained - Case Closed	9/30/24 4:36 PM	10/1/24 10:42 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002059617	Dog Dog off leash	Mobile App	Attained - Case Closed	12/18/24 2:22 PM	12/18/24 5:39 PM	DBL_Animal Services Dispatch
Lost Pets Case	201001988156	Dog	Phone	Attained - Case Closed	11/27/24 5:00 PM	11/27/24 5:45 PM	DBL_Animal Services Administration
Animal Concern Case	201001893157	Dog Dog attacked by dog	WEB	Attained - Case Closed	10/18/24 1:53 PM	10/18/24 2:57 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001733660	Dog Dog off leash	WEB	Attained - Case Closed	8/27/24 11:11 AM	8/27/24 11:41 AM	DBL_Animal Services Dispatch
Dog Licence Case	201001152473	Licence update	WEB	Attained - Case Closed	1/17/24 10:25 AM	1/17/24 10:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001152483	Licence update	WEB	Attained - Case Closed	1/17/24 10:27 AM	1/17/24 10:59 AM	DBL_Animal Services Administration
Animal Concern Case	201001962494	Dog	WEB	Attained - Case Closed	11/15/24 1:29 PM	11/15/24 2:59 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001479203	Dog barking Pet bird Holding stray	Phone	Attained - Case Closed	5/13/24 2:45 PM	5/13/24 2:48 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001492083	Dog Dog off leash	WEB	Attained - Case Closed	5/20/24 9:20 PM	5/21/24 8:54 AM	DBL_Animal Services Dispatch
Animal Concern Case	201002072304	Dog Stray dog at large	Mobile App	Attained - Case Closed	12/28/24 8:06 AM	12/28/24 11:12 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001503821	Dog Dog off leash	WEB	Attained - Case Closed	5/26/24 10:08 AM	5/26/24 10:38 AM	DBL_Animal Services Dispatch
Lost Pets Case	201001569570	Dog	WEB	Attained - Case Closed	6/17/24 6:50 AM	6/17/24 10:32 AM	DBL_Animal Services Administration
Animal Concern Case	201001546347	Dog Dog off leash	WEB	Attained - Case Closed	6/5/24 1:27 PM	6/5/24 1:50 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001254320	Dog Stray dog at large	Phone	Attained - Case Closed	2/22/24 3:42 PM	2/22/24 3:53 PM	DBL_Animal Services Dispatch
Animal Concern Case	201002008568	Dog Stray dog at large	Mobile App	Attained - Case Closed	11/28/24 6:54 AM	11/28/24 8:59 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001646298	Dog Dog off leash	WEB	Attained - Case Closed	7/18/24 9:16 AM	7/18/24 11:18 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001863698	Dog Dog off leash	WEB	Attained - Case Closed	10/1/24 1:34 PM	10/1/24 1:42 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001553094	Dog Stray dog at large	Mobile App	Attained - Case Closed	6/8/24 1:11 PM	6/8/24 1:25 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001378116	Dog Dog off leash	Mobile App	Attained - Case Closed	3/30/24 11:50 AM	3/30/24 3:12 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001484732	Dog Dog off leash	WEB	Attained - Case Closed	5/15/24 6:45 PM	5/16/24 10:04 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001891728	Dog Dog off leash	Mobile App	Attained - Case Closed	10/17/24 4:57 PM	10/17/24 5:31 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001868259	Dog Dog off leash	Mobile App	Attained - Case Closed	10/3/24 1:18 PM	10/3/24 2:34 PM	DBL_Animal Services Dispatch
Animal Concern Case	201001416076	Dog Stray dog at large	Phone	Attained - Case Closed	4/20/24 8:01 AM	4/20/24 8:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001792748	Dog Aggressive dog poorly contained	Phone	Attained - Case Closed	9/6/24 5:28 PM	9/7/24 11:36 AM	DBL_Animal Services Dispatch
Animal Concern Case	201001506114	Dog Dog off leash	WEB	Attained - Case Closed	5/27/24 2:01 PM	5/27/24 2:14 PM	DBL_Animal Services Dispatch



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Lost Pets Case	201001677412	Dog	WEB	Attained - Case Closed	7/28/24 12:31 PM	7/28/24 1:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001079976	Licence cancellation	WEB	Attained - Case Closed	1/2/24 6:45 AM	1/2/24 9:36 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001080506	Other	Chat	Attained - Case Closed	1/2/24 10:20 AM	1/2/24 11:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001080537	Other	Phone	Attained - Case Closed	1/2/24 10:26 AM	1/2/24 2:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001081177	Licence cancellation	WEB	Attained - Case Closed	1/2/24 12:25 PM	1/2/24 12:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001081458	Licence cancellation	WEB	Attained - Case Closed	1/2/24 1:19 PM	1/2/24 1:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001082586	Licence cancellation	WEB	Attained - Case Closed	1/2/24 8:36 PM	1/3/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001082588	Licence cancellation	WEB	Attained - Case Closed	1/2/24 8:38 PM	1/3/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001082648	Licence cancellation	Mobile App	Attained - Case Closed	1/3/24 4:04 AM	1/3/24 10:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001104263	Other	Phone	Attained - Case Closed	1/3/24 2:16 PM	1/3/24 2:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001125329	Licence cancellation	Phone	Attained - Case Closed	1/4/24 8:37 AM	1/4/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001125510	Licence cancellation	Mobile App	Attained - Case Closed	1/4/24 9:44 AM	1/4/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001126313	Refund	Phone	Attained - Case Closed	1/4/24 12:38 PM	1/4/24 12:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001126473	Refund	WEB	Attained - Case Closed	1/4/24 1:14 PM	1/4/24 1:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001126891	Licence update	WEB	Attained - Case Closed	1/4/24 2:54 PM	1/4/24 3:13 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001127226	Other	WEB	Attained - Case Closed	1/4/24 4:06 PM	1/5/24 7:43 AM	311_Contact Centre
Dog Licence Case	201001127681	Licence cancellation	WEB	Attained - Case Closed	1/5/24 7:35 AM	1/5/24 10:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001127802	Licence update	Phone	Attained - Case Closed	1/5/24 9:03 AM	1/5/24 10:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001128196	Licence cancellation	Phone	Attained - Case Closed	1/5/24 10:40 AM	1/5/24 10:41 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001130922	Adoption	Phone	Attained - Case Closed	1/7/24 10:49 AM	1/7/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001132025	Licence cancellation	WEB	Attained - Case Closed	1/8/24 10:19 AM	1/8/24 10:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001132231	Licence cancellation	Phone	Attained - Case Closed	1/8/24 10:58 AM	1/8/24 11:03 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001132847	Other	Phone	Attained - Case Closed	1/8/24 12:52 PM	1/8/24 1:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001135120	Other	WEB	Attained - Case Closed	1/9/24 11:11 AM	1/9/24 11:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001138592	Licence cancellation	WEB	Attained - Case Closed	1/10/24 2:05 PM	1/10/24 2:13 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001142180	Dog ownership	Phone	Attained - Case Closed	1/12/24 7:55 AM	1/12/24 10:37 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001144963	Adoption	Phone	Attained - Case Closed	1/13/24 3:05 PM	1/13/24 3:14 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001150430	Fees and fines	Phone	Attained - Case Closed	1/16/24 1:19 PM	1/16/24 2:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001151904	Licence cancellation	WEB	Attained - Case Closed	1/17/24 6:35 AM	1/17/24 9:53 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001153065	Adoption	Phone	Attained - Case Closed	1/17/24 12:41 PM	1/17/24 12:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001155045	Licence cancellation	Mobile App	Attained - Case Closed	1/18/24 10:45 AM	1/18/24 10:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001161398	Licence cancellation	Phone	Attained - Case Closed	1/21/24 10:40 AM	1/21/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001163281	Other	Phone	Attained - Case Closed	1/22/24 11:20 AM	1/22/24 11:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001165123	Licence cancellation	WEB	Attained - Case Closed	1/22/24 3:30 PM	1/22/24 3:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001165187	Licence cancellation	WEB	Attained - Case Closed	1/22/24 3:40 PM	1/22/24 3:44 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001168872	Other	Phone	Attained - Case Closed	1/23/24 3:00 PM	1/23/24 3:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001193858	Other	Phone	Attained - Case Closed	1/25/24 10:52 AM	1/25/24 10:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001194594	Licence update	Phone	Attained - Case Closed	1/25/24 1:05 PM	1/25/24 1:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001196018	Licence cancellation	WEB	Attained - Case Closed	1/26/24 5:46 AM	1/26/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001199225	Licence update	WEB	Attained - Case Closed	1/27/24 11:01 AM	1/27/24 11:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001199710	Licence cancellation	WEB	Attained - Case Closed	1/27/24 3:19 PM	1/27/24 3:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001204817	Licence cancellation	WEB	Attained - Case Closed	1/30/24 9:05 AM	1/30/24 9:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001205051	Licence cancellation	WEB	Attained - Case Closed	1/30/24 9:54 AM	1/30/24 9:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001205379	Licence update	Phone	Attained - Case Closed	1/30/24 10:54 AM	1/30/24 11:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001208623	Licence update	Phone	Attained - Case Closed	1/31/24 10:29 AM	1/31/24 11:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001208798	Licence update	Phone	Attained - Case Closed	1/31/24 11:01 AM	1/31/24 11:10 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001211139	Other	Phone	Attained - Case Closed	1/31/24 10:00 PM	2/1/24 9:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001212074	Replacement tag	Phone	Attained - Case Closed	2/1/24 11:26 AM	2/1/24 11:44 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001213609	By-laws	Phone	Attained - Case Closed	2/1/24 4:06 PM	2/1/24 4:32 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001214591	Other	Phone	Attained - Case Closed	2/2/24 9:23 AM	2/2/24 10:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001215344	Licence cancellation	Phone	Attained - Case Closed	2/2/24 11:31 AM	2/2/24 11:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001215987	Licence update	Phone	Attained - Case Closed	2/2/24 1:37 PM	2/2/24 1:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001222089	Licence cancellation	WEB	Attained - Case Closed	2/6/24 8:18 AM	2/6/24 8:29 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001227458	Volunteering	WEB	Attained - Case Closed	2/8/24 9:34 AM	2/8/24 9:39 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001227533	Volunteering	WEB	Attained - Case Closed	2/8/24 9:50 AM	2/8/24 9:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001228697	Licence update	Phone	Attained - Case Closed	2/8/24 2:29 PM	2/8/24 2:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001229275	Licence cancellation	WEB	Attained - Case Closed	2/8/24 6:03 PM	2/8/24 6:09 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001230105	Dog ownership	Phone	Attained - Case Closed	2/9/24 11:04 AM	2/9/24 11:09 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001230887	By-laws	Phone	Attained - Case Closed	2/9/24 2:15 PM	2/10/24 10:35 AM	311_Contact Centre
Dog Licence Case	201001232341	Licence cancellation	WEB	Attained - Case Closed	2/10/24 3:30 PM	2/10/24 3:48 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001236050	Other	Mobile App	Attained - Case Closed	2/13/24 9:11 AM	2/13/24 11:33 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001236734	Licence update	WEB	Attained - Case Closed	2/13/24 11:48 AM	2/13/24 12:41 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001237968	Adoption	Phone	Attained - Case Closed	2/13/24 4:19 PM	2/13/24 6:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001242367	Licence cancellation	Mobile App	Attained - Case Closed	2/15/24 2:28 PM	2/15/24 2:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001243073	Licence update	WEB	Attained - Case Closed	2/15/24 6:11 PM	2/15/24 6:18 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001245903	Dog ownership	Phone	Attained - Case Closed	2/17/24 2:19 PM	2/17/24 3:08 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001247191	Volunteering	WEB	Attained - Case Closed	2/19/24 12:46 PM	2/20/24 10:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001247722	Licence cancellation	WEB	Attained - Case Closed	2/20/24 7:57 AM	2/20/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001248506	Licence update	Phone	Attained - Case Closed	2/20/24 11:22 AM	2/20/24 11:32 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001248908	Dog ownership	Phone	Attained - Case Closed	2/20/24 12:52 PM	2/20/24 1:16 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001250527	Volunteering	WEB	Attained - Case Closed	2/21/24 10:00 AM	2/21/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001252376	Licence update	WEB	Attained - Case Closed	2/21/24 9:37 PM	2/22/24 8:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001254546	New licence	Phone	Attained - Case Closed	2/22/24 4:53 PM	2/23/24 9:54 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001257797	By-laws	Mobile App	Attained - Case Closed	2/25/24 9:16 AM	2/25/24 9:25 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001258609	Dog ownership	Phone	Attained - Case Closed	2/26/24 8:42 AM	2/26/24 9:41 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001259408	Dog ownership	WEB	Attained - Case Closed	2/26/24 11:40 AM	2/26/24 11:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001263654	Licence cancellation	WEB	Attained - Case Closed	2/28/24 6:23 AM	2/28/24 8:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001264068	Licence update	WEB	Attained - Case Closed	2/28/24 9:56 AM	2/28/24 11:16 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001264592	Other	WEB	Attained - Case Closed	2/28/24 11:47 AM	2/28/24 11:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001287065	Licence cancellation	WEB	Attained - Case Closed	2/29/24 12:39 PM	2/29/24 12:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001291265	Licence cancellation	WEB	Attained - Case Closed	3/3/24 11:34 AM	3/3/24 11:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001292404	Licence cancellation	Phone	Attained - Case Closed	3/4/24 11:21 AM	3/4/24 11:36 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001292485	Other	Phone	Attained - Case Closed	3/4/24 11:35 AM	3/4/24 11:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001294027	Licence cancellation	WEB	Attained - Case Closed	3/5/24 7:38 AM	3/5/24 9:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001294791	Licence update	Phone	Attained - Case Closed	3/5/24 11:37 AM	3/5/24 12:10 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001297522	Other	Phone	Attained - Case Closed	3/6/24 2:06 PM	3/6/24 2:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001305422	Licence update	WEB	Attained - Case Closed	3/11/24 2:39 PM	3/11/24 2:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001305662	Licence update	WEB	Attained - Case Closed	3/11/24 3:38 PM	3/11/24 3:40 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001306082	By-laws	Phone	Attained - Case Closed	3/11/24 6:07 PM	3/11/24 6:30 PM	DBL_Animal Services Administration
Dog Licence Case	201001307607	Licence update	WEB	Attained - Case Closed	3/12/24 1:50 PM	3/12/24 1:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001308842	Licence cancellation	WEB	Attained - Case Closed	3/13/24 9:20 AM	3/13/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001310563	Licence cancellation	WEB	Attained - Case Closed	3/13/24 6:33 PM	3/14/24 9:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001314564	New licence	Phone	Attained - Case Closed	3/15/24 3:26 PM	3/15/24 3:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001335799	Licence cancellation	Mobile App	Attained - Case Closed	3/17/24 6:34 AM	3/17/24 9:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001338764	Licence cancellation	WEB	Attained - Case Closed	3/19/24 6:37 AM	3/19/24 9:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001340950	Licence cancellation	WEB	Attained - Case Closed	3/20/24 2:18 AM	3/20/24 9:32 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001344310	Other	Phone	Attained - Case Closed	3/21/24 2:03 PM	3/21/24 2:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001347323	Licence update	Phone	Attained - Case Closed	3/23/24 12:28 PM	3/23/24 1:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001347381	Licence cancellation	WEB	Attained - Case Closed	3/23/24 1:10 PM	3/23/24 1:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001347604	Licence cancellation	WEB	Attained - Case Closed	3/23/24 4:47 PM	3/23/24 4:50 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001348755	Adoption	Phone	Attained - Case Closed	3/25/24 9:26 AM	3/25/24 9:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001349298	Licence update	Phone	Attained - Case Closed	3/25/24 11:54 AM	3/25/24 11:56 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001352729	Volunteering	WEB	Attained - Case Closed	3/26/24 9:29 PM	3/27/24 9:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001352844	Licence cancellation	WEB	Attained - Case Closed	3/27/24 8:27 AM	3/27/24 8:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001353113	Licence update	Phone	Attained - Case Closed	3/27/24 10:05 AM	3/27/24 11:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001353928	Licence cancellation	WEB	Attained - Case Closed	3/27/24 1:43 PM	3/27/24 1:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001376767	Licence update	WEB	Attained - Case Closed	3/28/24 8:35 PM	3/30/24 10:27 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001377540	Other	Phone	Attained - Case Closed	3/29/24 3:31 PM	3/30/24 11:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001378128	Licence cancellation	Phone	Attained - Case Closed	3/30/24 12:02 PM	3/30/24 12:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001378586	Licence cancellation	WEB	Attained - Case Closed	3/30/24 7:58 PM	3/31/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001378751	Other	WEB	Attained - Case Closed	3/31/24 9:43 AM	3/31/24 11:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001379027	Licence cancellation	WEB	Attained - Case Closed	3/31/24 1:09 PM	3/31/24 1:12 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001379606	Dog ownership	WEB	Attained - Case Closed	4/1/24 9:32 AM	4/1/24 2:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001380940	Licence cancellation	Phone	Attained - Case Closed	4/2/24 8:20 AM	4/2/24 9:48 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001381234	Ticket	WEB	Attained - Case Closed	4/2/24 9:41 AM	4/2/24 11:06 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001381713	Dog ownership	Phone	Attained - Case Closed	4/2/24 11:26 AM	4/2/24 11:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001386256	Other	WEB	Attained - Case Closed	4/4/24 10:00 AM	4/4/24 10:55 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001386567	Other	Phone	Attained - Case Closed	4/4/24 11:16 AM	4/4/24 12:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001388179	Licence cancellation	Phone	Attained - Case Closed	4/5/24 7:57 AM	4/5/24 10:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001388285	Licence update	Phone	Attained - Case Closed	4/5/24 8:49 AM	4/5/24 11:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001388298	Licence update	Phone	Attained - Case Closed	4/5/24 8:54 AM	4/5/24 11:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001388634	Licence update	Phone	Attained - Case Closed	4/5/24 10:25 AM	4/5/24 11:05 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001389288	Licence update	WEB	Attained - Case Closed	4/5/24 1:04 PM	4/5/24 1:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001389393	Licence cancellation	Phone	Attained - Case Closed	4/5/24 1:34 PM	4/5/24 1:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001389910	Replacement tag	Phone	Attained - Case Closed	4/5/24 4:02 PM	4/5/24 4:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001389994	Licence update	WEB	Attained - Case Closed	4/5/24 4:35 PM	4/5/24 4:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001390075	Licence cancellation	Phone	Attained - Case Closed	4/5/24 5:09 PM	4/5/24 5:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001390096	Licence cancellation	WEB	Attained - Case Closed	4/5/24 5:20 PM	4/5/24 5:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001390208	Licence update	Mobile App	Attained - Case Closed	4/5/24 7:37 PM	4/6/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001390303	Licence update	WEB	Attained - Case Closed	4/5/24 9:38 PM	4/6/24 10:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001390363	Licence update	Phone	Attained - Case Closed	4/6/24 7:44 AM	4/6/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001390414	Licence update	WEB	Attained - Case Closed	4/6/24 9:04 AM	4/6/24 10:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001390415	Licence cancellation	WEB	Attained - Case Closed	4/6/24 9:04 AM	4/6/24 10:20 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001390702	Dog ownership	Phone	Attained - Case Closed	4/6/24 12:55 PM	4/6/24 1:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001390887	Licence update	Phone	Attained - Case Closed	4/6/24 3:01 PM	4/6/24 3:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001391144	Licence update	WEB	Attained - Case Closed	4/6/24 8:48 PM	4/7/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001391584	Licence update	Phone	Attained - Case Closed	4/7/24 2:20 PM	4/7/24 2:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001391753	Licence cancellation	Phone	Attained - Case Closed	4/7/24 6:20 PM	4/8/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001391858	Licence cancellation	WEB	Attained - Case Closed	4/7/24 9:34 PM	4/8/24 9:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001391899	Licence cancellation	Mobile App	Attained - Case Closed	4/8/24 6:18 AM	4/8/24 9:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001393354	Licence update	Phone	Attained - Case Closed	4/8/24 2:19 PM	4/8/24 2:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001393689	New licence	Phone	Attained - Case Closed	4/8/24 3:59 PM	4/8/24 4:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001393763	Licence cancellation	WEB	Attained - Case Closed	4/8/24 4:21 PM	4/8/24 4:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001393784	Licence update	WEB	Attained - Case Closed	4/8/24 4:26 PM	4/8/24 4:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001393796	Licence update	WEB	Attained - Case Closed	4/8/24 4:30 PM	4/8/24 4:36 PM	DBL_Animal Services Administration
Dog Licence Case	201001393847	Licence update	Mobile App	Attained - Case Closed	4/8/24 4:52 PM	4/8/24 4:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001394181	Licence cancellation	WEB	Attained - Case Closed	4/9/24 4:08 AM	4/9/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001394249	Licence update	WEB	Attained - Case Closed	4/9/24 7:55 AM	4/9/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001394333	Licence cancellation	WEB	Attained - Case Closed	4/9/24 8:34 AM	4/9/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001394651	Licence update	WEB	Attained - Case Closed	4/9/24 10:14 AM	4/9/24 10:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001395229	Licence cancellation	Phone	Attained - Case Closed	4/9/24 12:44 PM	4/9/24 1:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001395806	Other	WEB	Attained - Case Closed	4/9/24 3:04 PM	4/9/24 3:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001395854	Licence update	WEB	Attained - Case Closed	4/9/24 3:19 PM	4/9/24 3:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001395855	Licence update	WEB	Attained - Case Closed	4/9/24 3:20 PM	4/9/24 3:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001395885	Licence update	WEB	Attained - Case Closed	4/9/24 3:28 PM	4/9/24 3:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001396103	Licence cancellation	Phone	Attained - Case Closed	4/9/24 4:27 PM	4/9/24 4:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001396304	Licence cancellation	WEB	Attained - Case Closed	4/9/24 6:09 PM	4/10/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001396318	Licence cancellation	WEB	Attained - Case Closed	4/9/24 6:21 PM	4/10/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001396523	Licence cancellation	WEB	Attained - Case Closed	4/9/24 11:13 PM	4/10/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001396704	Licence update	Phone	Attained - Case Closed	4/10/24 8:53 AM	4/10/24 9:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001396998	Licence update	Mobile App	Attained - Case Closed	4/10/24 10:24 AM	4/10/24 10:31 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001397180	Other	Phone	Attained - Case Closed	4/10/24 11:08 AM	4/10/24 11:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001397861	Aggressive dog licence enquiry	Phone	Attained - Case Closed	4/10/24 2:00 PM	4/10/24 2:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001398524	Licence cancellation	WEB	Attained - Case Closed	4/10/24 6:14 PM	4/11/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001398646	Licence update	WEB	Attained - Case Closed	4/10/24 8:16 PM	4/11/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001398870	Licence cancellation	Phone	Attained - Case Closed	4/11/24 8:37 AM	4/11/24 9:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001399097	Licence update	Phone	Attained - Case Closed	4/11/24 9:44 AM	4/11/24 10:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001399208	Licence cancellation	WEB	Attained - Case Closed	4/11/24 10:14 AM	4/11/24 10:16 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001399837	Other	Phone	Attained - Case Closed	4/11/24 1:02 PM	4/11/24 1:14 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001400424	Other	Phone	Attained - Case Closed	4/11/24 3:52 PM	4/11/24 4:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001400725	Other	Phone	Attained - Case Closed	4/11/24 6:41 PM	4/12/24 11:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001400843	Licence update	WEB	Attained - Case Closed	4/11/24 10:04 PM	4/12/24 10:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001400857	Licence update	WEB	Attained - Case Closed	4/11/24 11:25 PM	4/12/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001400923	Licence update	Phone	Attained - Case Closed	4/12/24 8:07 AM	4/12/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001401021	Licence cancellation	Phone	Attained - Case Closed	4/12/24 8:57 AM	4/12/24 10:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001401793	Licence cancellation	WEB	Attained - Case Closed	4/12/24 12:43 PM	4/12/24 12:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001401823	Other	Phone	Attained - Case Closed	4/12/24 12:50 PM	4/12/24 1:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001401871	Other	Phone	Attained - Case Closed	4/12/24 1:00 PM	4/12/24 1:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001402169	Other	Phone	Attained - Case Closed	4/12/24 2:25 PM	4/12/24 3:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001402249	Licence update	WEB	Attained - Case Closed	4/12/24 2:44 PM	4/12/24 3:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001402613	Licence update	Mobile App	Attained - Case Closed	4/12/24 4:20 PM	4/12/24 4:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001402706	Licence cancellation	Phone	Attained - Case Closed	4/12/24 5:14 PM	4/12/24 5:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001403112	Licence cancellation	WEB	Attained - Case Closed	4/13/24 9:16 AM	4/13/24 10:28 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001403550	Licence update	WEB	Attained - Case Closed	4/13/24 1:59 PM	4/13/24 2:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001403838	Other	Phone	Attained - Case Closed	4/13/24 5:15 PM	4/13/24 5:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001403841	Licence update	WEB	Attained - Case Closed	4/13/24 5:19 PM	4/13/24 5:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001404004	Licence cancellation	WEB	Attained - Case Closed	4/13/24 10:23 PM	4/14/24 10:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001404013	Licence update	WEB	Attained - Case Closed	4/13/24 11:09 PM	4/14/24 10:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001404208	Licence update	Phone	Attained - Case Closed	4/14/24 10:55 AM	4/14/24 11:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001404561	Licence cancellation	WEB	Attained - Case Closed	4/14/24 5:02 PM	4/14/24 5:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001404943	Licence cancellation	Mobile App	Attained - Case Closed	4/15/24 8:46 AM	4/15/24 9:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001405081	Licence cancellation	Phone	Attained - Case Closed	4/15/24 9:29 AM	4/15/24 9:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001405167	Replacement tag	Chat	Attained - Case Closed	4/15/24 9:50 AM	4/15/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001405436	Licence cancellation	WEB	Attained - Case Closed	4/15/24 10:56 AM	4/15/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001406121	Licence update	Phone	Attained - Case Closed	4/15/24 1:40 PM	4/15/24 1:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001406384	Licence update	WEB	Attained - Case Closed	4/15/24 2:42 PM	4/15/24 2:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001406392	Licence update	WEB	Attained - Case Closed	4/15/24 2:45 PM	4/15/24 2:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001406523	Licence update	WEB	Attained - Case Closed	4/15/24 3:18 PM	4/15/24 3:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001406740	Licence cancellation	Phone	Attained - Case Closed	4/15/24 4:06 PM	4/15/24 4:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001406834	Licence cancellation	WEB	Attained - Case Closed	4/15/24 4:40 PM	4/15/24 4:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001407391	Other	WEB	Attained - Case Closed	4/16/24 8:49 AM	4/16/24 10:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001407393	Licence cancellation	WEB	Attained - Case Closed	4/16/24 8:50 AM	4/16/24 10:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001407396	Licence cancellation	WEB	Attained - Case Closed	4/16/24 8:51 AM	4/16/24 10:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001407398	Licence cancellation	WEB	Attained - Case Closed	4/16/24 8:52 AM	4/16/24 10:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001407506	Licence update	WEB	Attained - Case Closed	4/16/24 9:23 AM	4/16/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001407635	Licence update	Phone	Attained - Case Closed	4/16/24 9:57 AM	4/16/24 10:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001407869	Other	Phone	Attained - Case Closed	4/16/24 11:02 AM	4/16/24 11:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001407955	Aggressive dog licence enquiry	Phone	Attained - Case Closed	4/16/24 11:20 AM	4/16/24 11:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001409282	Licence update	Phone	Attained - Case Closed	4/16/24 6:12 PM	4/17/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001409464	Licence update	Phone	Attained - Case Closed	4/16/24 10:03 PM	4/17/24 10:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001409511	Licence cancellation	WEB	Attained - Case Closed	4/17/24 6:23 AM	4/17/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001409513	Licence cancellation	WEB	Attained - Case Closed	4/17/24 6:24 AM	4/17/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001409654	Licence update	WEB	Attained - Case Closed	4/17/24 8:33 AM	4/17/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001410194	Licence cancellation	WEB	Attained - Case Closed	4/17/24 10:58 AM	4/17/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001410836	Licence update	Phone	Attained - Case Closed	4/17/24 1:36 PM	4/17/24 3:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001411352	New licence	Phone	Attained - Case Closed	4/17/24 3:51 PM	4/17/24 3:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001411498	Licence update	Phone	Attained - Case Closed	4/17/24 4:44 PM	4/17/24 4:52 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001411533	Other	Phone	Attained - Case Closed	4/17/24 4:54 PM	4/17/24 4:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001411666	Licence cancellation	Phone	Attained - Case Closed	4/17/24 6:32 PM	4/17/24 6:39 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001411750	Other	Phone	Attained - Case Closed	4/17/24 8:02 PM	4/18/24 11:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001412235	Licence cancellation	WEB	Attained - Case Closed	4/18/24 10:02 AM	4/18/24 11:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001412309	Licence cancellation	WEB	Attained - Case Closed	4/18/24 10:23 AM	4/18/24 11:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001412733	Licence update	Phone	Attained - Case Closed	4/18/24 12:19 PM	4/18/24 12:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001413305	Licence update	Phone	Attained - Case Closed	4/18/24 2:58 PM	4/18/24 3:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001413388	Licence cancellation	WEB	Attained - Case Closed	4/18/24 3:22 PM	4/18/24 3:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001413976	Licence cancellation	WEB	Attained - Case Closed	4/18/24 10:31 PM	4/19/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001414063	Licence cancellation	Phone	Attained - Case Closed	4/19/24 8:14 AM	4/19/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001415451	Licence cancellation	WEB	Attained - Case Closed	4/19/24 3:15 PM	4/19/24 3:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001416059	Licence cancellation	Mobile App	Attained - Case Closed	4/20/24 6:22 AM	4/20/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001416060	Licence update	Mobile App	Attained - Case Closed	4/20/24 6:23 AM	4/20/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001416140	Licence update	Phone	Attained - Case Closed	4/20/24 9:22 AM	4/20/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001416281	Licence update	Phone	Attained - Case Closed	4/20/24 10:56 AM	4/20/24 11:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001416290	Licence cancellation	WEB	Attained - Case Closed	4/20/24 11:01 AM	4/20/24 11:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001416608	Licence cancellation	WEB	Attained - Case Closed	4/20/24 2:43 PM	4/20/24 2:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001416948	Licence cancellation	Phone	Attained - Case Closed	4/21/24 7:29 AM	4/21/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001416953	Licence cancellation	WEB	Attained - Case Closed	4/21/24 7:51 AM	4/21/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001417116	Licence update	WEB	Attained - Case Closed	4/21/24 11:00 AM	4/21/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001417165	Licence cancellation	Phone	Attained - Case Closed	4/21/24 11:55 AM	4/21/24 12:06 PM	DBL_Animal Services Administration
Dog Licence Case	201001417169	Licence cancellation	WEB	Attained - Case Closed	4/21/24 11:59 AM	4/21/24 12:06 PM	DBL_Animal Services Administration
Dog Licence Case	201001417198	Licence cancellation	WEB	Attained - Case Closed	4/21/24 12:19 PM	4/21/24 12:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001417437	Licence cancellation	WEB	Attained - Case Closed	4/21/24 3:34 PM	4/21/24 3:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001417475	Licence cancellation	WEB	Attained - Case Closed	4/21/24 4:14 PM	4/21/24 4:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001417586	Licence cancellation	WEB	Attained - Case Closed	4/21/24 6:54 PM	4/22/24 8:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001417635	Licence cancellation	Phone	Attained - Case Closed	4/21/24 8:15 PM	4/22/24 8:10 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001417648	Licence update	WEB	Attained - Case Closed	4/21/24 8:47 PM	4/22/24 8:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001417699	Licence update	WEB	Attained - Case Closed	4/22/24 12:47 AM	4/22/24 8:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001417926	Licence update	Phone	Attained - Case Closed	4/22/24 9:01 AM	4/22/24 9:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001417973	Licence update	WEB	Attained - Case Closed	4/22/24 9:11 AM	4/22/24 9:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001418002	Licence cancellation	Phone	Attained - Case Closed	4/22/24 9:18 AM	4/22/24 9:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001418090	Licence cancellation	WEB	Attained - Case Closed	4/22/24 9:40 AM	4/22/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001418607	Licence cancellation	Phone	Attained - Case Closed	4/22/24 11:49 AM	4/22/24 12:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001418683	Licence update	Phone	Attained - Case Closed	4/22/24 12:04 PM	4/22/24 12:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001418761	Licence cancellation	Phone	Attained - Case Closed	4/22/24 12:25 PM	4/22/24 12:30 PM	DBL_Animal Services Administration
Dog Licence Case	201001418933	Licence cancellation	WEB	Attained - Case Closed	4/22/24 1:10 PM	4/22/24 1:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001420247	Other	WEB	Attained - Case Closed	4/23/24 8:25 AM	4/23/24 12:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001420278	Licence cancellation	WEB	Attained - Case Closed	4/23/24 8:38 AM	4/23/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001420593	Licence update	Phone	Attained - Case Closed	4/23/24 10:02 AM	4/23/24 12:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001421253	Licence update	Phone	Attained - Case Closed	4/23/24 12:34 PM	4/23/24 1:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001421388	Licence cancellation	WEB	Attained - Case Closed	4/23/24 1:06 PM	4/23/24 1:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001422124	Licence update	WEB	Attained - Case Closed	4/23/24 4:12 PM	4/23/24 4:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001422571	Licence cancellation	WEB	Attained - Case Closed	4/24/24 6:25 AM	4/24/24 11:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001422572	Licence cancellation	WEB	Attained - Case Closed	4/24/24 6:29 AM	4/24/24 11:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001422573	Licence update	WEB	Attained - Case Closed	4/24/24 6:33 AM	4/24/24 9:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001422759	Licence update	WEB	Attained - Case Closed	4/24/24 9:01 AM	4/24/24 9:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001422956	Licence update	WEB	Attained - Case Closed	4/24/24 10:07 AM	4/24/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001423422	Licence cancellation	WEB	Attained - Case Closed	4/24/24 12:01 PM	4/24/24 12:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001423550	Other	WEB	Attained - Case Closed	4/24/24 12:32 PM	4/24/24 12:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001424396	Licence update	WEB	Attained - Case Closed	4/24/24 4:24 PM	4/24/24 5:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001424528	Licence cancellation	WEB	Attained - Case Closed	4/24/24 5:34 PM	4/24/24 5:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001445382	Licence cancellation	Phone	Attained - Case Closed	4/25/24 11:18 AM	4/25/24 11:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001445548	Licence update	Phone	Attained - Case Closed	4/25/24 12:06 PM	4/25/24 12:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001445657	Other	Phone	Attained - Case Closed	4/25/24 12:36 PM	4/25/24 12:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001446024	Licence cancellation	WEB	Attained - Case Closed	4/25/24 2:22 PM	4/25/24 2:51 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001446119	Fees and fines	WEB	Attained - Case Closed	4/25/24 2:55 PM	4/25/24 2:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001446511	Licence update	WEB	Attained - Case Closed	4/25/24 5:14 PM	4/25/24 5:18 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001446922	Volunteering	WEB	Attained - Case Closed	4/26/24 8:50 AM	4/26/24 10:05 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001447281	Other	Phone	Attained - Case Closed	4/26/24 10:33 AM	4/26/24 10:43 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001447295	Other	Phone	Attained - Case Closed	4/26/24 10:39 AM	4/26/24 10:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001448261	Licence cancellation	Phone	Attained - Case Closed	4/26/24 3:02 PM	4/26/24 3:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001448501	Licence cancellation	Phone	Attained - Case Closed	4/26/24 4:23 PM	4/26/24 4:34 PM	DBL_Animal Services Administration
Dog Licence Case	201001448805	Licence update	WEB	Attained - Case Closed	4/26/24 9:15 PM	4/27/24 10:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001448808	Other	WEB	Attained - Case Closed	4/26/24 9:17 PM	4/29/24 1:15 PM	CMO_Mayor and Council Feedback
Dog Licence Case	201001448846	Licence cancellation	WEB	Attained - Case Closed	4/27/24 6:16 AM	4/27/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001448849	Licence update	WEB	Attained - Case Closed	4/27/24 6:59 AM	4/27/24 10:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001448868	Licence cancellation	WEB	Attained - Case Closed	4/27/24 7:35 AM	4/27/24 10:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001448884	Licence cancellation	Mobile App	Attained - Case Closed	4/27/24 8:09 AM	4/27/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001449087	Licence cancellation	WEB	Attained - Case Closed	4/27/24 11:40 AM	4/27/24 11:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001449198	Licence cancellation	WEB	Attained - Case Closed	4/27/24 1:36 PM	4/27/24 1:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001449252	Licence update	Phone	Attained - Case Closed	4/27/24 2:29 PM	4/27/24 2:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001449263	Licence cancellation	WEB	Attained - Case Closed	4/27/24 2:41 PM	4/27/24 2:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001449420	Licence cancellation	WEB	Attained - Case Closed	4/27/24 5:41 PM	4/27/24 5:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001449595	Licence cancellation	WEB	Attained - Case Closed	4/28/24 8:23 AM	4/28/24 10:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001449698	Licence cancellation	Phone	Attained - Case Closed	4/28/24 10:45 AM	4/28/24 10:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001449706	Licence update	Phone	Attained - Case Closed	4/28/24 10:58 AM	4/28/24 11:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001449806	Licence cancellation	WEB	Attained - Case Closed	4/28/24 12:40 PM	4/28/24 12:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001449807	Licence cancellation	WEB	Attained - Case Closed	4/28/24 12:41 PM	4/28/24 12:44 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001449843	Volunteering	WEB	Attained - Case Closed	4/28/24 1:14 PM	4/28/24 3:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001449906	Licence cancellation	WEB	Attained - Case Closed	4/28/24 2:19 PM	4/28/24 3:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001450023	Licence cancellation	WEB	Attained - Case Closed	4/28/24 4:37 PM	4/28/24 4:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001450044	Licence cancellation	WEB	Attained - Case Closed	4/28/24 5:07 PM	4/28/24 5:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001450192	Licence cancellation	WEB	Attained - Case Closed	4/28/24 9:39 PM	4/29/24 9:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001450236	Licence cancellation	WEB	Attained - Case Closed	4/29/24 5:52 AM	4/29/24 9:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001450279	Licence update	Phone	Attained - Case Closed	4/29/24 7:54 AM	4/29/24 10:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001450644	Licence cancellation	WEB	Attained - Case Closed	4/29/24 9:56 AM	4/29/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001450691	Licence cancellation	WEB	Attained - Case Closed	4/29/24 10:07 AM	4/29/24 10:10 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001450969	Licence cancellation	Phone	Attained - Case Closed	4/29/24 11:08 AM	4/29/24 11:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001451011	Refund	WEB	Attained - Case Closed	4/29/24 11:18 AM	4/29/24 11:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001451373	Licence cancellation	Phone	Attained - Case Closed	4/29/24 12:29 PM	4/29/24 12:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001451658	Licence cancellation	WEB	Attained - Case Closed	4/29/24 1:23 PM	4/29/24 1:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001452482	Licence update	Phone	Attained - Case Closed	4/29/24 4:53 PM	4/29/24 5:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001452829	Licence cancellation	WEB	Attained - Case Closed	4/29/24 10:17 PM	4/30/24 11:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001452851	Licence cancellation	WEB	Attained - Case Closed	4/30/24 5:54 AM	4/30/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001452946	Licence update	Phone	Attained - Case Closed	4/30/24 8:18 AM	4/30/24 1:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001453020	Licence cancellation	WEB	Attained - Case Closed	4/30/24 8:56 AM	4/30/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001453511	Licence cancellation	Phone	Attained - Case Closed	4/30/24 11:00 AM	4/30/24 11:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001454008	Licence cancellation	Phone	Attained - Case Closed	4/30/24 12:51 PM	4/30/24 12:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001454394	Licence cancellation	WEB	Attained - Case Closed	4/30/24 2:20 PM	4/30/24 3:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001454687	Licence update	WEB	Attained - Case Closed	4/30/24 3:40 PM	4/30/24 3:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001454891	Licence cancellation	Phone	Attained - Case Closed	4/30/24 4:41 PM	4/30/24 4:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001455201	Licence update	WEB	Attained - Case Closed	4/30/24 9:37 PM	5/1/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001455354	Licence cancellation	WEB	Attained - Case Closed	5/1/24 8:09 AM	5/1/24 10:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001455498	Licence cancellation	WEB	Attained - Case Closed	5/1/24 9:10 AM	5/1/24 10:13 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001456135	Other	Phone	Attained - Case Closed	5/1/24 12:07 PM	5/1/24 12:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001456436	Licence cancellation	WEB	Attained - Case Closed	5/1/24 1:24 PM	5/1/24 1:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001457086	Licence cancellation	Phone	Attained - Case Closed	5/1/24 4:26 PM	5/1/24 4:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001457141	Licence update	WEB	Attained - Case Closed	5/1/24 4:47 PM	5/1/24 4:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001457243	Licence cancellation	Phone	Attained - Case Closed	5/1/24 5:53 PM	5/1/24 6:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001457318	Licence update	WEB	Attained - Case Closed	5/1/24 6:56 PM	5/2/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001457615	Licence cancellation	WEB	Attained - Case Closed	5/2/24 6:48 AM	5/2/24 10:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001458863	Licence cancellation	WEB	Attained - Case Closed	5/2/24 1:22 PM	5/2/24 1:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001458881	Licence update	WEB	Attained - Case Closed	5/2/24 1:27 PM	5/2/24 1:36 PM	DBL_Animal Services Administration
Dog Licence Case	201001459091	Licence update	Phone	Attained - Case Closed	5/2/24 2:16 PM	5/2/24 2:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001459158	Licence cancellation	Phone	Attained - Case Closed	5/2/24 2:33 PM	5/2/24 2:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001459683	Licence cancellation	Phone	Attained - Case Closed	5/2/24 6:13 PM	5/3/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001459774	Refund	WEB	Attained - Case Closed	5/2/24 7:30 PM	5/3/24 10:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001459896	Licence cancellation	WEB	Attained - Case Closed	5/3/24 6:24 AM	5/3/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001460104	Licence cancellation	WEB	Attained - Case Closed	5/3/24 9:09 AM	5/3/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001460146	Licence cancellation	Phone	Attained - Case Closed	5/3/24 9:26 AM	5/3/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001460362	Licence update	WEB	Attained - Case Closed	5/3/24 10:28 AM	5/3/24 10:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001460680	Licence update	Phone	Attained - Case Closed	5/3/24 11:43 AM	5/3/24 11:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001461344	Licence cancellation	WEB	Attained - Case Closed	5/3/24 2:33 PM	5/3/24 2:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001461451	Licence update	Phone	Attained - Case Closed	5/3/24 3:03 PM	5/3/24 3:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001461995	Licence cancellation	WEB	Attained - Case Closed	5/3/24 9:31 PM	5/4/24 10:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001462534	Licence update	Phone	Attained - Case Closed	5/4/24 1:42 PM	5/4/24 2:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001462727	Licence cancellation	WEB	Attained - Case Closed	5/4/24 3:44 PM	5/4/24 3:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001462795	Licence update	WEB	Attained - Case Closed	5/4/24 4:35 PM	5/4/24 4:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001462927	Licence update	WEB	Attained - Case Closed	5/4/24 8:07 PM	5/5/24 9:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001462939	Licence update	WEB	Attained - Case Closed	5/4/24 8:49 PM	5/5/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001463081	Licence update	Mobile App	Attained - Case Closed	5/5/24 10:02 AM	5/5/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001463198	Licence cancellation	WEB	Attained - Case Closed	5/5/24 11:51 AM	5/5/24 11:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001463266	Licence cancellation	WEB	Attained - Case Closed	5/5/24 12:46 PM	5/5/24 12:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001463787	Licence cancellation	Phone	Attained - Case Closed	5/6/24 8:29 AM	5/6/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001463990	Licence cancellation	WEB	Attained - Case Closed	5/6/24 9:35 AM	5/6/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001464243	Licence cancellation	WEB	Attained - Case Closed	5/6/24 10:29 AM	5/6/24 10:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001464746	Licence update	Phone	Attained - Case Closed	5/6/24 12:16 PM	5/6/24 12:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001464796	Licence update	Phone	Attained - Case Closed	5/6/24 12:25 PM	5/6/24 1:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001465219	Licence cancellation	WEB	Attained - Case Closed	5/6/24 2:02 PM	5/6/24 2:06 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001465318	Dog ownership	Phone	Attained - Case Closed	5/6/24 2:23 PM	5/6/24 2:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001465889	Licence update	WEB	Attained - Case Closed	5/6/24 5:03 PM	5/6/24 5:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001465905	Licence update	WEB	Attained - Case Closed	5/6/24 5:09 PM	5/6/24 5:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001465908	Licence update	WEB	Attained - Case Closed	5/6/24 5:10 PM	5/6/24 5:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001466244	Licence cancellation	WEB	Attained - Case Closed	5/7/24 1:52 AM	5/7/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001466258	Licence cancellation	WEB	Attained - Case Closed	5/7/24 6:54 AM	5/7/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001466265	Licence cancellation	WEB	Attained - Case Closed	5/7/24 7:09 AM	5/7/24 9:58 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001466722	Other	Phone	Attained - Case Closed	5/7/24 10:06 AM	5/7/24 11:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001467711	Licence update	Phone	Attained - Case Closed	5/7/24 1:58 PM	5/7/24 2:26 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001467812	Licence update	WEB	Attained - Case Closed	5/7/24 2:21 PM	5/7/24 2:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001468103	Licence update	WEB	Attained - Case Closed	5/7/24 3:40 PM	5/7/24 3:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001468322	Licence cancellation	Phone	Attained - Case Closed	5/7/24 4:53 PM	5/7/24 5:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001468334	Licence cancellation	Phone	Attained - Case Closed	5/7/24 4:57 PM	5/7/24 5:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001468399	Licence cancellation	WEB	Attained - Case Closed	5/7/24 5:28 PM	5/7/24 5:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001468667	Licence update	WEB	Attained - Case Closed	5/8/24 1:15 AM	5/8/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001468668	Licence update	WEB	Attained - Case Closed	5/8/24 1:27 AM	5/8/24 9:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001468738	Licence update	Phone	Attained - Case Closed	5/8/24 8:01 AM	5/8/24 9:26 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001469955	Other	Phone	Attained - Case Closed	5/8/24 1:24 PM	5/8/24 2:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001470534	Licence update	Phone	Attained - Case Closed	5/8/24 3:47 PM	5/8/24 5:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001470853	Licence update	WEB	Attained - Case Closed	5/8/24 6:34 PM	5/9/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001470896	Licence cancellation	WEB	Attained - Case Closed	5/8/24 7:15 PM	5/9/24 9:59 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001471752	By-laws	Phone	Attained - Case Closed	5/9/24 11:03 AM	5/9/24 11:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001472031	Licence cancellation	Phone	Attained - Case Closed	5/9/24 12:02 PM	5/9/24 12:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001472075	Licence cancellation	Phone	Attained - Case Closed	5/9/24 12:11 PM	5/9/24 12:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001473027	Licence update	WEB	Attained - Case Closed	5/9/24 4:06 PM	5/9/24 4:26 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001473061	Other	Phone	Attained - Case Closed	5/9/24 4:15 PM	5/9/24 4:21 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001473096	Other	Phone	Attained - Case Closed	5/9/24 4:27 PM	5/9/24 4:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001473192	Licence update	WEB	Attained - Case Closed	5/9/24 5:09 PM	5/9/24 5:15 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001473237	Other	Phone	Attained - Case Closed	5/9/24 5:38 PM	5/9/24 5:45 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001473324	Other	Phone	Attained - Case Closed	5/9/24 7:02 PM	5/10/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001473416	Licence update	WEB	Attained - Case Closed	5/9/24 8:33 PM	5/10/24 9:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001473715	Licence cancellation	WEB	Attained - Case Closed	5/10/24 8:54 AM	5/10/24 8:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001473732	Licence cancellation	WEB	Attained - Case Closed	5/10/24 8:59 AM	5/10/24 9:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001474345	Licence cancellation	WEB	Attained - Case Closed	5/10/24 11:36 AM	5/10/24 12:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001474414	Licence update	Phone	Attained - Case Closed	5/10/24 11:53 AM	5/10/24 12:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001475567	Other	Phone	Attained - Case Closed	5/10/24 5:14 PM	5/10/24 5:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001475714	Licence update	WEB	Attained - Case Closed	5/10/24 7:24 PM	5/11/24 8:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001476122	Licence update	Phone	Attained - Case Closed	5/11/24 11:27 AM	5/11/24 12:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001476498	Licence update	WEB	Attained - Case Closed	5/11/24 4:59 PM	5/11/24 5:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001476911	Licence cancellation	WEB	Attained - Case Closed	5/12/24 10:49 AM	5/12/24 10:52 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001477255	Other	Phone	Attained - Case Closed	5/12/24 3:52 PM	5/12/24 4:00 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001477297	Other	Phone	Attained - Case Closed	5/12/24 4:44 PM	5/12/24 4:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001477998	Licence update	Phone	Attained - Case Closed	5/13/24 10:11 AM	5/13/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001478195	Licence cancellation	Phone	Attained - Case Closed	5/13/24 10:54 AM	5/13/24 10:56 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001478217	Other	Phone	Attained - Case Closed	5/13/24 10:59 AM	5/13/24 11:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001478410	Other	Mobile App	Attained - Case Closed	5/13/24 11:44 AM	5/13/24 12:02 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001478671	Volunteering	WEB	Attained - Case Closed	5/13/24 12:39 PM	5/13/24 12:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001479041	Licence cancellation	Phone	Attained - Case Closed	5/13/24 1:58 PM	5/13/24 2:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001479574	Licence cancellation	Phone	Attained - Case Closed	5/13/24 4:19 PM	5/13/24 4:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001479827	Licence update	Phone	Attained - Case Closed	5/13/24 6:20 PM	5/14/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001480082	Licence cancellation	WEB	Attained - Case Closed	5/14/24 7:15 AM	5/14/24 8:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001480314	Licence cancellation	Phone	Attained - Case Closed	5/14/24 9:07 AM	5/14/24 9:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001481354	Licence cancellation	WEB	Attained - Case Closed	5/14/24 1:06 PM	5/14/24 1:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001481396	Licence cancellation	Phone	Attained - Case Closed	5/14/24 1:19 PM	5/14/24 1:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001481419	Other	Phone	Attained - Case Closed	5/14/24 1:25 PM	5/14/24 1:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001481463	Other	Phone	Attained - Case Closed	5/14/24 1:36 PM	5/14/24 1:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001481561	Replacement tag	Phone	Attained - Case Closed	5/14/24 2:01 PM	5/14/24 2:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001481803	Replacement tag	Phone	Attained - Case Closed	5/14/24 3:02 PM	5/14/24 3:06 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001482077	Other	Phone	Attained - Case Closed	5/14/24 4:01 PM	5/14/24 4:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001482547	Licence update	WEB	Attained - Case Closed	5/14/24 10:01 PM	5/15/24 8:09 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001482812	Dog ownership	Phone	Attained - Case Closed	5/15/24 8:55 AM	5/15/24 10:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001483161	Replacement tag	Phone	Attained - Case Closed	5/15/24 10:27 AM	5/15/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001483618	Licence cancellation	WEB	Attained - Case Closed	5/15/24 12:24 PM	5/15/24 12:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001483663	Licence cancellation	WEB	Attained - Case Closed	5/15/24 12:35 PM	5/15/24 12:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001483843	Licence update	Phone	Attained - Case Closed	5/15/24 1:24 PM	5/15/24 1:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001484120	Licence update	Phone	Attained - Case Closed	5/15/24 2:31 PM	5/15/24 2:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001484340	Licence update	Phone	Attained - Case Closed	5/15/24 3:35 PM	5/15/24 3:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001484506	New licence	Phone	Attained - Case Closed	5/15/24 4:26 PM	5/15/24 4:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001484620	Licence update	WEB	Attained - Case Closed	5/15/24 5:15 PM	5/15/24 5:40 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001484696	Other	Phone	Attained - Case Closed	5/15/24 6:07 PM	5/15/24 6:12 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001485182	Licence update	Phone	Attained - Case Closed	5/16/24 9:33 AM	5/16/24 9:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001485518	Licence cancellation	Phone	Attained - Case Closed	5/16/24 11:06 AM	5/16/24 11:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001485629	Licence cancellation	WEB	Attained - Case Closed	5/16/24 11:28 AM	5/16/24 11:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001486622	Licence cancellation	WEB	Attained - Case Closed	5/16/24 4:13 PM	5/16/24 4:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001486822	Licence update	WEB	Attained - Case Closed	5/16/24 6:19 PM	5/17/24 8:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001486881	Other	Phone	Attained - Case Closed	5/16/24 7:10 PM	5/17/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001487059	Licence cancellation	WEB	Attained - Case Closed	5/17/24 7:06 AM	5/17/24 9:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001487166	Licence update	Phone	Attained - Case Closed	5/17/24 8:04 AM	5/17/24 8:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001488257	Licence update	WEB	Attained - Case Closed	5/17/24 12:59 PM	5/17/24 1:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001488543	Other	WEB	Attained - Case Closed	5/17/24 2:14 PM	5/17/24 3:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001488761	Licence update	WEB	Attained - Case Closed	5/17/24 3:10 PM	5/17/24 3:18 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001489552	Other	Phone	Attained - Case Closed	5/18/24 9:52 AM	5/18/24 10:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001489586	Licence cancellation	WEB	Attained - Case Closed	5/18/24 10:12 AM	5/18/24 10:35 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001489730	By-laws	Phone	Attained - Case Closed	5/18/24 11:44 AM	5/18/24 11:54 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001489774	Other	Phone	Attained - Case Closed	5/18/24 12:12 PM	5/18/24 12:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001489841	Licence update	WEB	Attained - Case Closed	5/18/24 12:55 PM	5/18/24 1:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001490153	Licence update	WEB	Attained - Case Closed	5/18/24 4:45 PM	5/18/24 4:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001490230	Licence update	WEB	Attained - Case Closed	5/18/24 6:41 PM	5/19/24 10:06 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001490509	Adoption	Phone	Attained - Case Closed	5/19/24 10:22 AM	5/19/24 10:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001490641	Licence cancellation	WEB	Attained - Case Closed	5/19/24 12:44 PM	5/19/24 12:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001490645	Licence update	WEB	Attained - Case Closed	5/19/24 12:49 PM	5/19/24 12:56 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001490646	Dog ownership	Phone	Attained - Case Closed	5/19/24 12:50 PM	5/19/24 12:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001490933	Other	WEB	Attained - Case Closed	5/19/24 5:06 PM	5/19/24 5:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001490989	Licence cancellation	WEB	Attained - Case Closed	5/19/24 6:40 PM	5/21/24 8:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001491029	Refund	WEB	Attained - Case Closed	5/19/24 7:49 PM	5/20/24 3:33 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001491041	Volunteering	WEB	Attained - Case Closed	5/19/24 8:29 PM	5/20/24 3:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001491153	Licence cancellation	WEB	Attained - Case Closed	5/20/24 8:39 AM	5/21/24 8:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001491160	Licence cancellation	WEB	Attained - Case Closed	5/20/24 8:48 AM	5/21/24 8:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001491170	Licence update	WEB	Attained - Case Closed	5/20/24 9:00 AM	5/20/24 4:36 PM	DBL_Animal Services Administration
Dog Licence Case	201001491779	Licence update	Phone	Attained - Case Closed	5/20/24 3:18 PM	5/20/24 3:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001492113	Licence cancellation	WEB	Attained - Case Closed	5/21/24 5:04 AM	5/21/24 8:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001492119	Licence cancellation	WEB	Attained - Case Closed	5/21/24 6:52 AM	5/21/24 8:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001492474	Licence cancellation	WEB	Attained - Case Closed	5/21/24 9:48 AM	5/21/24 9:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001492552	Licence update	WEB	Attained - Case Closed	5/21/24 10:10 AM	5/21/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001492577	Licence update	WEB	Attained - Case Closed	5/21/24 10:14 AM	5/21/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001492724	Licence update	Phone	Attained - Case Closed	5/21/24 10:50 AM	5/21/24 10:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001492786	Other	WEB	Attained - Case Closed	5/21/24 11:04 AM	5/21/24 11:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001492843	Licence update	Phone	Attained - Case Closed	5/21/24 11:17 AM	5/21/24 12:06 PM	DBL_Animal Services Administration
Dog Licence Case	201001493575	Licence update	WEB	Attained - Case Closed	5/21/24 1:47 PM	5/21/24 1:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001494079	Licence cancellation	WEB	Attained - Case Closed	5/21/24 3:55 PM	5/21/24 4:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001494084	Licence cancellation	WEB	Attained - Case Closed	5/21/24 3:56 PM	5/21/24 4:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001494955	Licence update	Phone	Attained - Case Closed	5/22/24 8:39 AM	5/22/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001496141	Licence update	Phone	Attained - Case Closed	5/22/24 12:22 PM	5/22/24 12:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001496977	Licence update	WEB	Attained - Case Closed	5/22/24 3:10 PM	5/22/24 3:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001497406	Other	Phone	Attained - Case Closed	5/22/24 5:21 PM	5/22/24 5:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001497606	Other	WEB	Attained - Case Closed	5/22/24 7:29 PM	5/23/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001497762	Licence cancellation	WEB	Attained - Case Closed	5/22/24 10:35 PM	5/23/24 9:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001498150	Licence update	WEB	Attained - Case Closed	5/23/24 9:20 AM	5/23/24 9:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001499452	Licence update	Phone	Attained - Case Closed	5/23/24 2:10 PM	5/23/24 3:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001499555	Licence update	WEB	Attained - Case Closed	5/23/24 2:33 PM	5/23/24 3:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001500426	Licence update	WEB	Attained - Case Closed	5/24/24 6:55 AM	5/24/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001500452	Other	Phone	Attained - Case Closed	5/24/24 7:38 AM	5/24/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001500580	Licence update	Phone	Attained - Case Closed	5/24/24 8:45 AM	5/24/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001500643	Licence update	WEB	Attained - Case Closed	5/24/24 9:03 AM	5/24/24 10:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001500692	Replacement tag	WEB	Attained - Case Closed	5/24/24 9:15 AM	5/24/24 10:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001500876	Licence cancellation	WEB	Attained - Case Closed	5/24/24 10:07 AM	5/24/24 10:59 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001500976	Other	Phone	Attained - Case Closed	5/24/24 10:29 AM	5/24/24 10:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001501115	Licence update	WEB	Attained - Case Closed	5/24/24 11:00 AM	5/24/24 11:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001501614	Licence cancellation	WEB	Attained - Case Closed	5/24/24 1:00 PM	5/24/24 1:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001502379	Licence update	WEB	Attained - Case Closed	5/24/24 4:16 PM	5/24/24 4:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001502797	Licence update	WEB	Attained - Case Closed	5/24/24 11:50 PM	5/25/24 9:56 AM	DBL_Animal Services Administration



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001502968	Licence update	Phone	Attained - Case Closed	5/25/24 10:25 AM	5/25/24 10:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001503357	Other	Phone	Attained - Case Closed	5/25/24 2:42 PM	5/25/24 4:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001503486	Replacement tag	Phone	Attained - Case Closed	5/25/24 4:27 PM	5/25/24 4:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001503496	Other	WEB	Attained - Case Closed	5/25/24 4:42 PM	5/25/24 4:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001503528	Licence cancellation	WEB	Attained - Case Closed	5/25/24 5:22 PM	5/25/24 5:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001503745	Licence update	WEB	Attained - Case Closed	5/26/24 8:04 AM	5/26/24 9:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001503814	Other	WEB	Attained - Case Closed	5/26/24 9:59 AM	5/26/24 10:07 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001504172	Other	Phone	Attained - Case Closed	5/26/24 3:55 PM	5/26/24 3:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001504389	Licence cancellation	WEB	Attained - Case Closed	5/26/24 10:03 PM	5/27/24 9:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001504414	Licence update	WEB	Attained - Case Closed	5/26/24 11:48 PM	5/27/24 10:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001504419	Licence update	WEB	Attained - Case Closed	5/27/24 2:59 AM	5/27/24 10:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001504426	Licence cancellation	WEB	Attained - Case Closed	5/27/24 6:35 AM	5/27/24 9:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001504427	Licence update	WEB	Attained - Case Closed	5/27/24 6:40 AM	5/27/24 9:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001504743	Other	WEB	Attained - Case Closed	5/27/24 9:25 AM	5/27/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001504890	Licence update	WEB	Attained - Case Closed	5/27/24 9:55 AM	5/27/24 10:20 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001505160	Other	WEB	Attained - Case Closed	5/27/24 10:49 AM	5/27/24 10:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001505231	Replacement tag	Phone	Attained - Case Closed	5/27/24 11:04 AM	5/27/24 11:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001505508	Licence cancellation	WEB	Attained - Case Closed	5/27/24 12:00 PM	5/27/24 12:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001505618	Licence update	WEB	Attained - Case Closed	5/27/24 12:22 PM	5/27/24 12:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001506021	New licence	Chat	Attained - Case Closed	5/27/24 1:44 PM	5/27/24 3:52 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001506094	Other	Phone	Attained - Case Closed	5/27/24 1:58 PM	5/27/24 2:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001506289	Aggressive dog licence enquiry	Phone	Attained - Case Closed	5/27/24 2:36 PM	5/27/24 2:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001506300	Licence cancellation	Phone	Attained - Case Closed	5/27/24 2:38 PM	5/27/24 2:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001506548	Licence update	Phone	Attained - Case Closed	5/27/24 3:24 PM	5/27/24 3:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001507324	Licence cancellation	WEB	Attained - Case Closed	5/27/24 10:00 PM	5/28/24 9:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001507364	Licence cancellation	WEB	Attained - Case Closed	5/28/24 6:26 AM	5/28/24 9:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001507469	Licence cancellation	WEB	Attained - Case Closed	5/28/24 8:14 AM	5/28/24 9:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001507759	Licence cancellation	WEB	Attained - Case Closed	5/28/24 9:37 AM	5/28/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001507767	Licence cancellation	WEB	Attained - Case Closed	5/28/24 9:38 AM	5/28/24 9:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001507810	Licence update	Phone	Attained - Case Closed	5/28/24 9:48 AM	5/28/24 10:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001507840	Licence cancellation	WEB	Attained - Case Closed	5/28/24 9:55 AM	5/28/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001507880	Other	WEB	Attained - Case Closed	5/28/24 10:03 AM	5/28/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001507885	Licence cancellation	WEB	Attained - Case Closed	5/28/24 10:04 AM	5/28/24 10:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001508314	Licence cancellation	Phone	Attained - Case Closed	5/28/24 11:35 AM	5/28/24 11:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001508785	Licence update	Phone	Attained - Case Closed	5/28/24 1:26 PM	5/28/24 1:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001509751	Licence cancellation	WEB	Attained - Case Closed	5/28/24 5:55 PM	5/28/24 6:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001509999	Licence update	WEB	Attained - Case Closed	5/29/24 6:46 AM	5/29/24 8:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001510004	Licence cancellation	WEB	Attained - Case Closed	5/29/24 7:00 AM	5/29/24 8:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001510078	Licence cancellation	WEB	Attained - Case Closed	5/29/24 8:17 AM	5/29/24 8:20 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001510083	Other	Phone	Attained - Case Closed	5/29/24 8:20 AM	5/29/24 8:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001510338	Other	Mobile App	Attained - Case Closed	5/29/24 9:45 AM	5/29/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001510655	Other	WEB	Attained - Case Closed	5/29/24 11:05 AM	5/29/24 12:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001510906	Licence update	WEB	Attained - Case Closed	5/29/24 12:05 PM	5/29/24 12:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001510977	Licence update	WEB	Attained - Case Closed	5/29/24 12:20 PM	5/29/24 12:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001510986	Licence update	WEB	Attained - Case Closed	5/29/24 12:22 PM	5/29/24 12:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001512230	Licence cancellation	Phone	Attained - Case Closed	5/29/24 5:50 PM	5/29/24 5:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001512456	Licence cancellation	WEB	Attained - Case Closed	5/29/24 9:13 PM	5/30/24 8:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001512518	Licence cancellation	WEB	Attained - Case Closed	5/29/24 10:38 PM	5/30/24 8:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001512544	Licence cancellation	WEB	Attained - Case Closed	5/30/24 6:32 AM	5/30/24 8:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001512547	Licence update	WEB	Attained - Case Closed	5/30/24 6:46 AM	5/30/24 8:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001512553	Licence cancellation	WEB	Attained - Case Closed	5/30/24 7:07 AM	5/30/24 8:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001512570	Refund	WEB	Attained - Case Closed	5/30/24 7:31 AM	5/30/24 10:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001512582	Licence cancellation	Mobile App	Attained - Case Closed	5/30/24 7:41 AM	5/30/24 8:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001513091	Licence update	WEB	Attained - Case Closed	5/30/24 10:30 AM	5/30/24 10:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001513101	Licence update	WEB	Attained - Case Closed	5/30/24 10:32 AM	5/30/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001513451	Other	WEB	Attained - Case Closed	5/30/24 11:59 AM	5/30/24 12:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001513481	Licence cancellation	WEB	Attained - Case Closed	5/30/24 12:07 PM	5/30/24 12:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001513487	Licence update	WEB	Attained - Case Closed	5/30/24 12:08 PM	5/30/24 12:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001514347	Licence update	WEB	Attained - Case Closed	5/30/24 3:59 PM	5/30/24 4:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001514458	Other	Phone	Attained - Case Closed	5/30/24 4:36 PM	5/30/24 4:39 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001514495	By-laws	Phone	Attained - Case Closed	5/30/24 4:53 PM	5/30/24 5:01 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001514849	Licence cancellation	Phone	Attained - Case Closed	5/30/24 9:29 PM	5/31/24 9:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001514856	Licence update	WEB	Attained - Case Closed	5/30/24 9:40 PM	5/31/24 9:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001534945	Licence cancellation	Phone	Attained - Case Closed	5/31/24 7:39 AM	5/31/24 9:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001535173	Licence update	WEB	Attained - Case Closed	5/31/24 9:22 AM	5/31/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001535445	Other	Phone	Attained - Case Closed	5/31/24 10:34 AM	5/31/24 10:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001535685	Licence cancellation	WEB	Attained - Case Closed	5/31/24 11:35 AM	5/31/24 12:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001535863	Licence cancellation	Phone	Attained - Case Closed	5/31/24 12:19 PM	5/31/24 12:24 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001536016	Other	Phone	Attained - Case Closed	5/31/24 12:53 PM	5/31/24 2:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001536157	Licence cancellation	WEB	Attained - Case Closed	5/31/24 1:29 PM	5/31/24 1:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001537679	Licence update	Phone	Attained - Case Closed	6/1/24 1:39 PM	6/1/24 1:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001538142	Licence cancellation	WEB	Attained - Case Closed	6/1/24 10:59 PM	6/2/24 9:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001538169	Licence cancellation	WEB	Attained - Case Closed	6/2/24 4:56 AM	6/2/24 9:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001538202	Licence cancellation	WEB	Attained - Case Closed	6/2/24 8:19 AM	6/2/24 9:18 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001538417	Other	Phone	Attained - Case Closed	6/2/24 12:09 PM	6/2/24 12:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001538830	Licence cancellation	WEB	Attained - Case Closed	6/2/24 7:58 PM	6/3/24 9:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001538913	Licence update	WEB	Attained - Case Closed	6/2/24 10:05 PM	6/3/24 9:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001538954	Licence cancellation	WEB	Attained - Case Closed	6/3/24 6:50 AM	6/3/24 9:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001539271	Other	WEB	Attained - Case Closed	6/3/24 9:24 AM	6/3/24 9:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001540080	Licence update	Phone	Attained - Case Closed	6/3/24 11:48 AM	6/3/24 11:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001541174	Licence update	WEB	Attained - Case Closed	6/3/24 3:21 PM	6/3/24 3:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001541367	Licence cancellation	WEB	Attained - Case Closed	6/3/24 3:53 PM	6/3/24 3:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001541447	Licence cancellation	Phone	Attained - Case Closed	6/3/24 4:13 PM	6/3/24 4:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001541860	Licence cancellation	WEB	Attained - Case Closed	6/3/24 7:11 PM	6/4/24 9:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001541942	Licence update	Phone	Attained - Case Closed	6/3/24 8:49 PM	6/4/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001542075	Licence cancellation	WEB	Attained - Case Closed	6/4/24 7:44 AM	6/4/24 9:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001542536	Licence cancellation	Phone	Attained - Case Closed	6/4/24 10:00 AM	6/4/24 10:05 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001542667	Other	Phone	Attained - Case Closed	6/4/24 10:29 AM	6/4/24 10:48 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001543065	Other	Phone	Attained - Case Closed	6/4/24 11:43 AM	6/4/24 11:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001543230	Licence update	Phone	Attained - Case Closed	6/4/24 12:20 PM	6/4/24 12:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001543505	Licence update	Phone	Attained - Case Closed	6/4/24 1:17 PM	6/4/24 1:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001543776	Licence cancellation	Phone	Attained - Case Closed	6/4/24 2:14 PM	6/4/24 2:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001544182	Replacement tag	Phone	Attained - Case Closed	6/4/24 3:52 PM	6/4/24 3:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001544526	Licence update	WEB	Attained - Case Closed	6/4/24 6:07 PM	6/4/24 6:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001544729	Licence update	Phone	Attained - Case Closed	6/4/24 8:55 PM	6/5/24 11:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001544826	Licence update	WEB	Attained - Case Closed	6/5/24 7:04 AM	6/5/24 11:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001544966	Licence cancellation	WEB	Attained - Case Closed	6/5/24 8:43 AM	6/5/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001545777	Licence cancellation	Phone	Attained - Case Closed	6/5/24 11:39 AM	6/5/24 11:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001545874	Licence update	WEB	Attained - Case Closed	6/5/24 11:58 AM	6/5/24 12:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001546326	Licence update	Phone	Attained - Case Closed	6/5/24 1:22 PM	6/5/24 1:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001546532	Licence cancellation	WEB	Attained - Case Closed	6/5/24 2:08 PM	6/5/24 2:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001547035	Licence update	Phone	Attained - Case Closed	6/5/24 4:14 PM	6/5/24 5:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001547659	Licence cancellation	WEB	Attained - Case Closed	6/6/24 8:13 AM	6/6/24 8:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001547755	Licence update	Phone	Attained - Case Closed	6/6/24 8:50 AM	6/6/24 9:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001548006	Licence update	WEB	Attained - Case Closed	6/6/24 9:59 AM	6/6/24 10:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001549551	Licence update	WEB	Attained - Case Closed	6/6/24 3:34 PM	6/6/24 4:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001549555	Licence update	WEB	Attained - Case Closed	6/6/24 3:35 PM	6/6/24 4:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001549678	Licence update	Phone	Attained - Case Closed	6/6/24 4:10 PM	6/6/24 4:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001549773	Licence cancellation	WEB	Attained - Case Closed	6/6/24 4:34 PM	6/6/24 4:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001550172	Licence update	WEB	Attained - Case Closed	6/6/24 11:10 PM	6/7/24 8:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001550257	Licence cancellation	WEB	Attained - Case Closed	6/7/24 7:56 AM	6/7/24 8:52 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001550444	Other	Phone	Attained - Case Closed	6/7/24 9:15 AM	6/7/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001551892	Licence update	WEB	Attained - Case Closed	6/7/24 2:55 PM	6/7/24 4:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001551917	Licence cancellation	Phone	Attained - Case Closed	6/7/24 3:03 PM	6/7/24 4:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001552685	Licence cancellation	Mobile App	Attained - Case Closed	6/8/24 8:44 AM	6/8/24 9:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001552702	Licence cancellation	WEB	Attained - Case Closed	6/8/24 8:59 AM	6/8/24 9:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001552713	Licence cancellation	Phone	Attained - Case Closed	6/8/24 9:10 AM	6/8/24 9:18 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001552837	Other	Phone	Attained - Case Closed	6/8/24 10:28 AM	6/8/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001552989	Licence cancellation	WEB	Attained - Case Closed	6/8/24 12:11 PM	6/8/24 1:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001553128	Licence cancellation	Phone	Attained - Case Closed	6/8/24 1:35 PM	6/8/24 2:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001553390	Licence update	Phone	Attained - Case Closed	6/8/24 4:53 PM	6/8/24 5:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001553617	Licence cancellation	Mobile App	Attained - Case Closed	6/8/24 10:19 PM	6/9/24 9:50 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001553641	Licence cancellation	WEB	Attained - Case Closed	6/9/24 4:53 AM	6/9/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001553954	Licence cancellation	Phone	Attained - Case Closed	6/9/24 12:56 PM	6/9/24 12:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001554133	Licence cancellation	WEB	Attained - Case Closed	6/9/24 3:34 PM	6/9/24 3:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001554464	Licence cancellation	WEB	Attained - Case Closed	6/9/24 11:30 PM	6/10/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001554469	Licence update	WEB	Attained - Case Closed	6/9/24 11:47 PM	6/10/24 9:57 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001555104	Dog ownership	Phone	Attained - Case Closed	6/10/24 10:14 AM	6/10/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001555486	Licence update	Phone	Attained - Case Closed	6/10/24 11:24 AM	6/10/24 12:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001555596	Licence cancellation	WEB	Attained - Case Closed	6/10/24 11:46 AM	6/10/24 11:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001555954	Licence update	Phone	Attained - Case Closed	6/10/24 1:02 PM	6/10/24 1:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001556008	Licence update	WEB	Attained - Case Closed	6/10/24 1:11 PM	6/10/24 1:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001556314	Other	WEB	Attained - Case Closed	6/10/24 2:17 PM	6/10/24 2:22 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001556467	Adoption	Phone	Attained - Case Closed	6/10/24 2:52 PM	6/10/24 2:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001557785	Licence cancellation	WEB	Attained - Case Closed	6/11/24 9:46 AM	6/11/24 9:57 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001557819	Other	Phone	Attained - Case Closed	6/11/24 9:52 AM	6/11/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001557860	Replacement tag	Phone	Attained - Case Closed	6/11/24 10:04 AM	6/11/24 10:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001557985	Licence update	WEB	Attained - Case Closed	6/11/24 10:31 AM	6/11/24 12:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001558714	Licence cancellation	WEB	Attained - Case Closed	6/11/24 12:47 PM	6/11/24 12:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001558758	Licence update	WEB	Attained - Case Closed	6/11/24 12:55 PM	6/11/24 12:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001558983	Licence update	Phone	Attained - Case Closed	6/11/24 1:42 PM	6/11/24 1:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001559224	Replacement tag	Phone	Attained - Case Closed	6/11/24 2:31 PM	6/11/24 4:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001560233	Licence cancellation	WEB	Attained - Case Closed	6/11/24 10:05 PM	6/12/24 9:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001560337	Licence update	WEB	Attained - Case Closed	6/12/24 7:32 AM	6/12/24 11:10 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001561711	By-laws	Phone	Attained - Case Closed	6/12/24 1:35 PM	6/12/24 2:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001561908	Licence update	Phone	Attained - Case Closed	6/12/24 2:27 PM	6/12/24 2:34 PM	DBL_Animal Services Administration
Dog Licence Case	201001562328	Licence update	WEB	Attained - Case Closed	6/12/24 4:20 PM	6/12/24 4:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001563065	New licence	Phone	Attained - Case Closed	6/13/24 9:11 AM	6/13/24 10:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001563227	Licence update	Phone	Attained - Case Closed	6/13/24 9:53 AM	6/13/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001563351	Other	Phone	Attained - Case Closed	6/13/24 10:23 AM	6/13/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001563537	Licence cancellation	WEB	Attained - Case Closed	6/13/24 11:04 AM	6/13/24 11:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001564248	Licence cancellation	Phone	Attained - Case Closed	6/13/24 1:43 PM	6/13/24 1:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001564294	Licence cancellation	WEB	Attained - Case Closed	6/13/24 1:53 PM	6/13/24 1:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001564839	Licence update	Phone	Attained - Case Closed	6/13/24 4:02 PM	6/13/24 4:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001565225	Licence cancellation	Phone	Attained - Case Closed	6/13/24 7:39 PM	6/14/24 7:51 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001565477	Other	Phone	Attained - Case Closed	6/14/24 8:03 AM	6/14/24 9:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001565614	Licence update	Phone	Attained - Case Closed	6/14/24 8:58 AM	6/14/24 9:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001566035	Other	Phone	Attained - Case Closed	6/14/24 10:38 AM	6/14/24 11:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001566039	Licence cancellation	WEB	Attained - Case Closed	6/14/24 10:39 AM	6/14/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001566076	Replacement tag	Phone	Attained - Case Closed	6/14/24 10:46 AM	6/14/24 11:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001566936	Licence cancellation	WEB	Attained - Case Closed	6/14/24 1:54 PM	6/14/24 1:58 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001567278	Other	Phone	Attained - Case Closed	6/14/24 3:16 PM	6/14/24 3:38 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001567286	Fees and fines	Phone	Attained - Case Closed	6/14/24 3:17 PM	6/14/24 3:41 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001567700	Other	Phone	Attained - Case Closed	6/14/24 5:52 PM	6/14/24 5:58 PM	DBL_Animal Services Administration
Dog Licence Case	201001568004	Licence cancellation	WEB	Attained - Case Closed	6/15/24 8:00 AM	6/15/24 8:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001568122	Licence cancellation	WEB	Attained - Case Closed	6/15/24 9:54 AM	6/15/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001568904	Licence update	Phone	Attained - Case Closed	6/15/24 9:27 PM	6/16/24 10:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001569445	Licence cancellation	WEB	Attained - Case Closed	6/16/24 6:09 PM	6/17/24 9:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001569669	Licence update	Phone	Attained - Case Closed	6/17/24 8:26 AM	6/17/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001570020	Other	Phone	Attained - Case Closed	6/17/24 10:00 AM	6/17/24 10:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001570252	Licence update	WEB	Attained - Case Closed	6/17/24 10:43 AM	6/17/24 11:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001570325	Licence cancellation	WEB	Attained - Case Closed	6/17/24 10:59 AM	6/17/24 11:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001570630	Licence update	Phone	Attained - Case Closed	6/17/24 12:03 PM	6/17/24 12:25 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001571269	By-laws	Phone	Attained - Case Closed	6/17/24 2:21 PM	6/17/24 2:54 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001571421	Other	Phone	Attained - Case Closed	6/17/24 2:53 PM	6/17/24 2:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001572212	Licence update	Phone	Attained - Case Closed	6/17/24 8:43 PM	6/18/24 8:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001572252	Refund	WEB	Attained - Case Closed	6/17/24 9:29 PM	6/18/24 10:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001572447	By-laws	Phone	Attained - Case Closed	6/18/24 8:37 AM	6/18/24 10:26 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001573166	Other	Phone	Attained - Case Closed	6/18/24 11:38 AM	6/18/24 11:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001573720	Licence cancellation	Phone	Attained - Case Closed	6/18/24 1:53 PM	6/18/24 2:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001573730	Licence update	Phone	Attained - Case Closed	6/18/24 1:55 PM	6/18/24 2:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001574292	Licence cancellation	Phone	Attained - Case Closed	6/18/24 4:02 PM	6/18/24 4:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001574893	Licence update	WEB	Attained - Case Closed	6/19/24 7:28 AM	6/19/24 9:00 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001575020	Licence cancellation	Phone	Attained - Case Closed	6/19/24 8:43 AM	6/19/24 9:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001575297	Licence update	Phone	Attained - Case Closed	6/19/24 10:05 AM	6/19/24 10:39 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001575370	Other	Phone	Attained - Case Closed	6/19/24 10:21 AM	6/19/24 10:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001575865	Licence update	WEB	Attained - Case Closed	6/19/24 12:19 PM	6/19/24 12:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001575986	Licence cancellation	WEB	Attained - Case Closed	6/19/24 12:46 PM	6/19/24 12:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001577067	Licence update	Phone	Attained - Case Closed	6/19/24 7:49 PM	6/20/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001577188	Licence cancellation	WEB	Attained - Case Closed	6/19/24 10:12 PM	6/20/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001577271	Licence update	WEB	Attained - Case Closed	6/20/24 7:24 AM	6/20/24 9:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001577298	Licence update	Phone	Attained - Case Closed	6/20/24 7:55 AM	6/20/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001578046	Licence cancellation	Phone	Attained - Case Closed	6/20/24 11:09 AM	6/20/24 11:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001578698	Licence update	WEB	Attained - Case Closed	6/20/24 1:39 PM	6/20/24 1:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001578838	Licence update	Phone	Attained - Case Closed	6/20/24 2:08 PM	6/20/24 2:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001579098	Licence cancellation	WEB	Attained - Case Closed	6/20/24 3:06 PM	6/20/24 3:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001579890	Other	WEB	Attained - Case Closed	6/21/24 3:47 AM	6/21/24 8:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001580092	Licence cancellation	WEB	Attained - Case Closed	6/21/24 8:48 AM	6/21/24 10:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001580155	Licence cancellation	Phone	Attained - Case Closed	6/21/24 9:09 AM	6/21/24 10:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001580841	Other	Phone	Attained - Case Closed	6/21/24 11:38 AM	6/21/24 11:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001580879	Licence update	WEB	Attained - Case Closed	6/21/24 11:48 AM	6/21/24 2:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001581026	Licence update	WEB	Attained - Case Closed	6/21/24 12:21 PM	6/21/24 2:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001581689	Licence update	Phone	Attained - Case Closed	6/21/24 3:03 PM	6/21/24 4:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001582356	Other	WEB	Attained - Case Closed	6/22/24 4:08 AM	6/22/24 10:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001582366	Licence cancellation	WEB	Attained - Case Closed	6/22/24 6:44 AM	6/22/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001583224	Licence update	WEB	Attained - Case Closed	6/22/24 8:20 PM	6/23/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001583338	Licence update	WEB	Attained - Case Closed	6/23/24 8:13 AM	6/23/24 10:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001584069	Licence cancellation	WEB	Attained - Case Closed	6/24/24 5:41 AM	6/24/24 9:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001584192	Licence update	WEB	Attained - Case Closed	6/24/24 8:28 AM	6/24/24 10:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001584979	Other	WEB	Attained - Case Closed	6/24/24 11:18 AM	6/24/24 11:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001585058	Licence cancellation	WEB	Attained - Case Closed	6/24/24 11:31 AM	6/24/24 11:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001585940	Licence update	Phone	Attained - Case Closed	6/24/24 2:22 PM	6/24/24 2:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001586467	Licence update	Phone	Attained - Case Closed	6/24/24 4:42 PM	6/24/24 4:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001586512	Licence update	WEB	Attained - Case Closed	6/24/24 4:59 PM	6/24/24 5:06 PM	DBL_Animal Services Administration
Dog Licence Case	201001586802	Licence cancellation	WEB	Attained - Case Closed	6/24/24 8:48 PM	6/25/24 8:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001587009	Licence cancellation	WEB	Attained - Case Closed	6/25/24 7:33 AM	6/25/24 8:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001587092	Licence update	Phone	Attained - Case Closed	6/25/24 8:24 AM	6/25/24 12:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001587204	New licence	Phone	Attained - Case Closed	6/25/24 9:05 AM	6/25/24 12:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001587329	Licence cancellation	Phone	Attained - Case Closed	6/25/24 9:36 AM	6/25/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001587448	Refund	WEB	Attained - Case Closed	6/25/24 10:07 AM	6/25/24 10:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001587483	Refund	WEB	Attained - Case Closed	6/25/24 10:12 AM	6/25/24 10:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001587599	Licence cancellation	WEB	Attained - Case Closed	6/25/24 10:38 AM	6/25/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001587814	Other	Phone	Attained - Case Closed	6/25/24 11:24 AM	6/25/24 12:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001587962	Licence cancellation	WEB	Attained - Case Closed	6/25/24 11:56 AM	6/25/24 12:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001588773	Licence cancellation	WEB	Attained - Case Closed	6/25/24 2:58 PM	6/25/24 3:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001589927	Licence update	Phone	Attained - Case Closed	6/26/24 9:09 AM	6/26/24 10:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001590214	Licence cancellation	WEB	Attained - Case Closed	6/26/24 10:07 AM	6/26/24 10:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001591231	Licence update	WEB	Attained - Case Closed	6/26/24 1:45 PM	6/26/24 2:13 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001592057	By-laws	Phone	Attained - Case Closed	6/26/24 4:54 PM	6/26/24 5:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001592092	Other	Phone	Attained - Case Closed	6/26/24 5:08 PM	6/26/24 5:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001592348	Licence update	WEB	Attained - Case Closed	6/26/24 8:05 PM	6/27/24 8:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001602430	Licence cancellation	WEB	Attained - Case Closed	6/26/24 11:39 PM	6/27/24 8:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001602516	Licence update	WEB	Attained - Case Closed	6/27/24 8:01 AM	6/27/24 8:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001602523	Licence update	WEB	Attained - Case Closed	6/27/24 8:06 AM	6/27/24 8:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001602679	Licence update	WEB	Attained - Case Closed	6/27/24 9:08 AM	6/27/24 11:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001603133	Licence update	WEB	Attained - Case Closed	6/27/24 10:50 AM	6/27/24 11:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001603781	Other	WEB	Attained - Case Closed	6/27/24 1:01 PM	6/27/24 2:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001604609	Other	WEB	Attained - Case Closed	6/27/24 4:06 PM	6/27/24 4:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001604951	Licence update	WEB	Attained - Case Closed	6/27/24 7:41 PM	6/28/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001604953	Licence update	WEB	Attained - Case Closed	6/27/24 7:43 PM	6/28/24 10:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001604976	Licence cancellation	WEB	Attained - Case Closed	6/27/24 8:06 PM	6/28/24 10:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001605093	Licence cancellation	WEB	Attained - Case Closed	6/28/24 4:45 AM	6/28/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001605101	Licence cancellation	WEB	Attained - Case Closed	6/28/24 6:21 AM	6/28/24 10:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001605311	Licence cancellation	Phone	Attained - Case Closed	6/28/24 9:00 AM	6/28/24 10:34 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001606088	Other	Phone	Attained - Case Closed	6/28/24 11:54 AM	6/28/24 12:08 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001606529	Adoption	Phone	Attained - Case Closed	6/28/24 1:24 PM	6/28/24 1:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001606599	Licence cancellation	WEB	Attained - Case Closed	6/28/24 1:38 PM	6/28/24 1:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001606910	New licence	Phone	Attained - Case Closed	6/28/24 2:55 PM	6/28/24 3:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001607306	Licence update	Phone	Attained - Case Closed	6/28/24 4:34 PM	6/28/24 4:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001607589	Licence cancellation	Phone	Attained - Case Closed	6/28/24 7:59 PM	6/29/24 9:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001607708	Licence cancellation	WEB	Attained - Case Closed	6/29/24 6:19 AM	6/29/24 9:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001608240	Licence cancellation	WEB	Attained - Case Closed	6/29/24 2:06 PM	6/29/24 2:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001609178	Licence cancellation	WEB	Attained - Case Closed	6/30/24 3:57 PM	6/30/24 4:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001609215	Licence update	WEB	Attained - Case Closed	6/30/24 4:25 PM	6/30/24 4:30 PM	DBL_Animal Services Administration
Dog Licence Case	201001609305	Licence cancellation	WEB	Attained - Case Closed	6/30/24 5:55 PM	6/30/24 5:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001609383	Other	WEB	Attained - Case Closed	6/30/24 7:51 PM	7/2/24 1:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001609687	Licence cancellation	Phone	Attained - Case Closed	7/1/24 10:17 AM	7/3/24 8:02 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001609734	Other	Phone	Attained - Case Closed	7/1/24 10:48 AM	7/2/24 11:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001609840	Licence update	Phone	Attained - Case Closed	7/1/24 11:36 AM	7/2/24 11:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001610308	Licence update	WEB	Attained - Case Closed	7/1/24 4:19 PM	7/2/24 11:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001610505	Licence update	Phone	Attained - Case Closed	7/1/24 7:59 PM	7/2/24 11:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001610774	Licence cancellation	Phone	Attained - Case Closed	7/2/24 8:29 AM	7/2/24 8:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001611349	Aggressive dog licence enquiry	Phone	Attained - Case Closed	7/2/24 10:21 AM	7/2/24 10:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001611395	Licence cancellation	WEB	Attained - Case Closed	7/2/24 10:29 AM	7/2/24 10:56 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001611732	Dog ownership	Phone	Attained - Case Closed	7/2/24 11:26 AM	7/2/24 11:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001611799	Licence cancellation	WEB	Attained - Case Closed	7/2/24 11:36 AM	7/2/24 11:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001612003	Licence update	Phone	Attained - Case Closed	7/2/24 12:06 PM	7/2/24 1:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001613718	Licence update	WEB	Attained - Case Closed	7/2/24 7:45 PM	7/3/24 9:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001613923	Licence cancellation	WEB	Attained - Case Closed	7/3/24 7:05 AM	7/3/24 8:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001614110	Licence cancellation	WEB	Attained - Case Closed	7/3/24 8:42 AM	7/3/24 8:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001614695	Licence cancellation	WEB	Attained - Case Closed	7/3/24 10:44 AM	7/3/24 10:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001614709	Licence cancellation	WEB	Attained - Case Closed	7/3/24 10:46 AM	7/3/24 10:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001614933	Other	Phone	Attained - Case Closed	7/3/24 11:22 AM	7/3/24 12:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001616528	Replacement tag	Phone	Attained - Case Closed	7/3/24 4:31 PM	7/3/24 4:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001617651	Licence update	WEB	Attained - Case Closed	7/4/24 10:32 AM	7/4/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001617654	Licence cancellation	WEB	Attained - Case Closed	7/4/24 10:33 AM	7/4/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001618294	Licence cancellation	Phone	Attained - Case Closed	7/4/24 12:50 PM	7/4/24 12:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001618346	Licence update	Phone	Attained - Case Closed	7/4/24 1:01 PM	7/4/24 1:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001618937	Licence cancellation	WEB	Attained - Case Closed	7/4/24 3:20 PM	7/4/24 3:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001619074	Other	Phone	Attained - Case Closed	7/4/24 3:54 PM	7/4/24 4:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001619546	Licence update	WEB	Attained - Case Closed	7/4/24 8:19 PM	7/5/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001619585	Licence update	Phone	Attained - Case Closed	7/4/24 9:15 PM	7/5/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001619779	Licence cancellation	WEB	Attained - Case Closed	7/5/24 8:07 AM	7/5/24 8:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001619792	Licence cancellation	WEB	Attained - Case Closed	7/5/24 8:13 AM	7/5/24 8:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001620101	Licence cancellation	Phone	Attained - Case Closed	7/5/24 9:51 AM	7/5/24 10:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001620314	Other	Phone	Attained - Case Closed	7/5/24 10:37 AM	7/5/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001621077	Licence update	WEB	Attained - Case Closed	7/5/24 1:46 PM	7/5/24 1:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001621471	Licence cancellation	WEB	Attained - Case Closed	7/5/24 3:30 PM	7/5/24 3:44 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001622555	Other	Phone	Attained - Case Closed	7/6/24 12:45 PM	7/6/24 1:08 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001622837	Other	Phone	Attained - Case Closed	7/6/24 3:48 PM	7/6/24 4:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001623311	Licence cancellation	WEB	Attained - Case Closed	7/7/24 9:21 AM	7/7/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001623363	Licence update	Phone	Attained - Case Closed	7/7/24 10:06 AM	7/7/24 10:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001623670	Licence cancellation	WEB	Attained - Case Closed	7/7/24 1:31 PM	7/7/24 1:34 PM	DBL_Animal Services Administration
Dog Licence Case	201001623885	Licence cancellation	WEB	Attained - Case Closed	7/7/24 4:55 PM	7/7/24 5:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001624109	Licence cancellation	WEB	Attained - Case Closed	7/7/24 10:44 PM	7/8/24 11:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001624111	Licence cancellation	WEB	Attained - Case Closed	7/7/24 10:46 PM	7/8/24 11:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001624533	Licence update	WEB	Attained - Case Closed	7/8/24 9:52 AM	7/8/24 11:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001624818	Licence update	Phone	Attained - Case Closed	7/8/24 10:50 AM	7/8/24 11:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001625115	Licence update	Mobile App	Attained - Case Closed	7/8/24 11:53 AM	7/8/24 12:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001626467	Other	WEB	Attained - Case Closed	7/8/24 6:04 PM	7/9/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001626704	Licence update	WEB	Attained - Case Closed	7/8/24 8:54 PM	7/9/24 9:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001626856	Licence cancellation	WEB	Attained - Case Closed	7/9/24 7:27 AM	7/9/24 9:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001627395	Licence cancellation	WEB	Attained - Case Closed	7/9/24 10:19 AM	7/9/24 10:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001627588	Licence cancellation	WEB	Attained - Case Closed	7/9/24 11:03 AM	7/9/24 11:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001628073	Licence update	WEB	Attained - Case Closed	7/9/24 12:58 PM	7/9/24 1:26 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001628154	Licence update	WEB	Attained - Case Closed	7/9/24 1:20 PM	7/9/24 1:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001628466	Licence update	Phone	Attained - Case Closed	7/9/24 2:24 PM	7/9/24 2:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001629003	Licence update	WEB	Attained - Case Closed	7/9/24 4:57 PM	7/9/24 4:58 PM	DBL_Animal Services Administration
Dog Licence Case	201001629452	Licence update	WEB	Attained - Case Closed	7/10/24 12:02 AM	7/10/24 9:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001629487	Licence cancellation	WEB	Attained - Case Closed	7/10/24 6:38 AM	7/10/24 9:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001629506	Licence cancellation	WEB	Attained - Case Closed	7/10/24 7:18 AM	7/10/24 9:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001629573	Licence cancellation	WEB	Attained - Case Closed	7/10/24 8:04 AM	7/10/24 9:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001631090	Licence update	Phone	Attained - Case Closed	7/10/24 2:36 PM	7/10/24 3:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001631886	Licence update	Phone	Attained - Case Closed	7/10/24 8:21 PM	7/11/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001632225	Licence cancellation	WEB	Attained - Case Closed	7/11/24 9:01 AM	7/11/24 9:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001632302	Licence cancellation	WEB	Attained - Case Closed	7/11/24 9:27 AM	7/11/24 9:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001632556	Licence cancellation	WEB	Attained - Case Closed	7/11/24 10:25 AM	7/11/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001634408	Licence cancellation	WEB	Attained - Case Closed	7/11/24 9:39 PM	7/12/24 10:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001634432	Licence cancellation	Mobile App	Attained - Case Closed	7/11/24 10:39 PM	7/12/24 10:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001634433	Licence cancellation	Mobile App	Attained - Case Closed	7/11/24 10:41 PM	7/12/24 10:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001634601	Licence cancellation	WEB	Attained - Case Closed	7/12/24 8:42 AM	7/12/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001634735	Licence update	Phone	Attained - Case Closed	7/12/24 9:24 AM	7/12/24 10:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001634827	Licence update	Phone	Attained - Case Closed	7/12/24 9:55 AM	7/12/24 10:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001634967	Licence cancellation	Phone	Attained - Case Closed	7/12/24 10:28 AM	7/12/24 10:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001635146	Licence update	WEB	Attained - Case Closed	7/12/24 11:15 AM	7/12/24 11:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001635195	Replacement tag	Phone	Attained - Case Closed	7/12/24 11:30 AM	7/12/24 12:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001635228	Replacement tag	Phone	Attained - Case Closed	7/12/24 11:36 AM	7/12/24 11:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001635266	Licence cancellation	Phone	Attained - Case Closed	7/12/24 11:48 AM	7/12/24 11:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001635331	Licence cancellation	WEB	Attained - Case Closed	7/12/24 12:08 PM	7/12/24 12:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001635761	Licence cancellation	WEB	Attained - Case Closed	7/12/24 2:10 PM	7/12/24 2:34 PM	DBL_Animal Services Administration
Dog Licence Case	201001636573	Licence cancellation	WEB	Attained - Case Closed	7/13/24 6:14 AM	7/13/24 11:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001636609	Licence cancellation	WEB	Attained - Case Closed	7/13/24 7:51 AM	7/13/24 11:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001636637	Licence cancellation	WEB	Attained - Case Closed	7/13/24 8:36 AM	7/13/24 11:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001637620	Licence cancellation	WEB	Attained - Case Closed	7/14/24 8:29 AM	7/14/24 12:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001637649	Licence update	Phone	Attained - Case Closed	7/14/24 9:03 AM	7/14/24 12:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001637824	Licence cancellation	WEB	Attained - Case Closed	7/14/24 11:31 AM	7/14/24 12:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001637828	Licence cancellation	Phone	Attained - Case Closed	7/14/24 11:34 AM	7/14/24 12:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001637871	Licence cancellation	WEB	Attained - Case Closed	7/14/24 12:13 PM	7/14/24 12:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001638176	Licence update	WEB	Attained - Case Closed	7/14/24 5:12 PM	7/14/24 5:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001638313	Licence cancellation	WEB	Attained - Case Closed	7/14/24 8:47 PM	7/15/24 10:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001638694	Licence update	WEB	Attained - Case Closed	7/15/24 9:29 AM	7/15/24 11:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001639162	Licence update	WEB	Attained - Case Closed	7/15/24 11:10 AM	7/15/24 11:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001639318	Licence cancellation	WEB	Attained - Case Closed	7/15/24 11:45 AM	7/15/24 12:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001639360	Licence cancellation	WEB	Attained - Case Closed	7/15/24 11:54 AM	7/15/24 12:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001639410	Licence cancellation	Phone	Attained - Case Closed	7/15/24 12:08 PM	7/15/24 12:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001640226	Licence cancellation	Phone	Attained - Case Closed	7/15/24 3:26 PM	7/15/24 3:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001640307	Licence cancellation	WEB	Attained - Case Closed	7/15/24 3:47 PM	7/15/24 3:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001640327	Licence cancellation	WEB	Attained - Case Closed	7/15/24 3:52 PM	7/15/24 4:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001640498	New licence	Phone	Attained - Case Closed	7/15/24 4:53 PM	7/15/24 5:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001640967	Licence cancellation	WEB	Attained - Case Closed	7/16/24 4:15 AM	7/16/24 8:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001641058	Licence update	WEB	Attained - Case Closed	7/16/24 8:06 AM	7/16/24 8:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001641251	Licence update	Phone	Attained - Case Closed	7/16/24 9:19 AM	7/16/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001641276	Licence update	WEB	Attained - Case Closed	7/16/24 9:25 AM	7/16/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001642227	Licence update	Phone	Attained - Case Closed	7/16/24 1:20 PM	7/17/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001642483	Licence update	Phone	Attained - Case Closed	7/16/24 2:12 PM	7/17/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001643552	Licence cancellation	WEB	Attained - Case Closed	7/17/24 7:39 AM	7/17/24 9:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001643763	Licence update	WEB	Attained - Case Closed	7/17/24 8:59 AM	7/17/24 9:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001644126	Licence update	Phone	Attained - Case Closed	7/17/24 10:39 AM	7/17/24 12:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001644142	Licence update	WEB	Attained - Case Closed	7/17/24 10:42 AM	7/17/24 12:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001644433	Licence update	WEB	Attained - Case Closed	7/17/24 11:53 AM	7/17/24 11:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001645649	Licence cancellation	WEB	Attained - Case Closed	7/17/24 5:26 PM	7/17/24 5:36 PM	DBL_Animal Services Administration
Dog Licence Case	201001645687	Licence update	WEB	Attained - Case Closed	7/17/24 5:57 PM	7/17/24 6:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001645789	Licence update	WEB	Attained - Case Closed	7/17/24 7:12 PM	7/18/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001645862	Other	Mobile App	Attained - Case Closed	7/17/24 8:15 PM	7/18/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001646288	Licence cancellation	Phone	Attained - Case Closed	7/18/24 9:14 AM	7/18/24 11:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001646581	Licence update	Phone	Attained - Case Closed	7/18/24 10:30 AM	7/18/24 10:46 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001646933	Licence cancellation	Phone	Attained - Case Closed	7/18/24 11:56 AM	7/18/24 12:44 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001647035	Other	Phone	Attained - Case Closed	7/18/24 12:18 PM	7/18/24 12:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001647193	Aggressive dog licence enquiry	Phone	Attained - Case Closed	7/18/24 1:00 PM	7/18/24 1:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001647349	Licence update	Phone	Attained - Case Closed	7/18/24 1:42 PM	7/18/24 1:58 PM	DBL_Animal Services Administration
Dog Licence Case	201001647412	Licence cancellation	WEB	Attained - Case Closed	7/18/24 1:58 PM	7/18/24 3:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001647834	Licence update	WEB	Attained - Case Closed	7/18/24 4:00 PM	7/18/24 4:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001648422	Licence cancellation	WEB	Attained - Case Closed	7/19/24 6:45 AM	7/19/24 10:30 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001649292	Other	Phone	Attained - Case Closed	7/19/24 11:44 AM	7/19/24 12:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001649430	Licence update	WEB	Attained - Case Closed	7/19/24 12:08 PM	7/19/24 12:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001649837	Licence cancellation	Phone	Attained - Case Closed	7/19/24 1:30 PM	7/19/24 2:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001650100	Licence update	Phone	Attained - Case Closed	7/19/24 2:32 PM	7/19/24 3:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001651011	Licence update	WEB	Attained - Case Closed	7/20/24 7:43 AM	7/20/24 10:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001651134	Licence cancellation	WEB	Attained - Case Closed	7/20/24 9:11 AM	7/20/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001651657	Licence update	Mobile App	Attained - Case Closed	7/20/24 2:10 PM	7/20/24 2:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001651926	Licence cancellation	WEB	Attained - Case Closed	7/20/24 6:28 PM	7/21/24 10:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001651927	Licence cancellation	WEB	Attained - Case Closed	7/20/24 6:33 PM	7/21/24 10:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001652330	Licence cancellation	WEB	Attained - Case Closed	7/21/24 11:08 AM	7/21/24 11:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001652639	Other	Mobile App	Attained - Case Closed	7/21/24 3:15 PM	7/21/24 3:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001652727	Licence update	WEB	Attained - Case Closed	7/21/24 4:55 PM	7/21/24 5:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001652788	Licence update	Phone	Attained - Case Closed	7/21/24 6:08 PM	7/21/24 6:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001652908	Licence update	WEB	Attained - Case Closed	7/21/24 9:12 PM	7/22/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001653057	Licence cancellation	WEB	Attained - Case Closed	7/22/24 8:03 AM	7/22/24 9:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001653165	Licence cancellation	Phone	Attained - Case Closed	7/22/24 8:50 AM	7/22/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001653325	Licence cancellation	WEB	Attained - Case Closed	7/22/24 9:37 AM	7/22/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001653501	Licence update	Phone	Attained - Case Closed	7/22/24 10:19 AM	7/22/24 10:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001654316	Aggressive dog licence enquiry	Phone	Attained - Case Closed	7/22/24 1:22 PM	7/22/24 1:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001654747	Licence update	Phone	Attained - Case Closed	7/22/24 2:44 PM	7/22/24 3:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001654940	Other	Phone	Attained - Case Closed	7/22/24 3:28 PM	7/22/24 3:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001656006	Licence cancellation	Phone	Attained - Case Closed	7/23/24 8:44 AM	7/23/24 9:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001656682	Licence update	Phone	Attained - Case Closed	7/23/24 11:19 AM	7/23/24 2:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001656823	Replacement tag	WEB	Attained - Case Closed	7/23/24 11:56 AM	7/23/24 12:14 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001657247	Other	Phone	Attained - Case Closed	7/23/24 1:33 PM	7/23/24 1:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001657574	Licence cancellation	WEB	Attained - Case Closed	7/23/24 2:45 PM	7/23/24 2:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001657910	Other	Mobile App	Attained - Case Closed	7/23/24 3:53 PM	7/23/24 4:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001658155	Other	WEB	Attained - Case Closed	7/23/24 5:08 PM	7/23/24 5:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001658621	Licence cancellation	WEB	Attained - Case Closed	7/24/24 7:23 AM	7/24/24 9:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001658625	Licence update	WEB	Attained - Case Closed	7/24/24 7:27 AM	7/24/24 10:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001658783	Licence cancellation	WEB	Attained - Case Closed	7/24/24 8:51 AM	7/24/24 9:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001658894	Licence update	WEB	Attained - Case Closed	7/24/24 9:22 AM	7/24/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001658917	Licence update	Phone	Attained - Case Closed	7/24/24 9:29 AM	7/24/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001658983	Licence update	WEB	Attained - Case Closed	7/24/24 9:45 AM	7/24/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001659295	Licence update	Phone	Attained - Case Closed	7/24/24 10:56 AM	7/24/24 11:40 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001659660	Other	Phone	Attained - Case Closed	7/24/24 12:10 PM	7/24/24 12:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001659922	Refund	WEB	Attained - Case Closed	7/24/24 1:12 PM	7/24/24 2:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001660091	Licence update	Phone	Attained - Case Closed	7/24/24 1:53 PM	7/24/24 2:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001660227	Licence update	WEB	Attained - Case Closed	7/24/24 2:22 PM	7/24/24 2:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001671322	Licence cancellation	WEB	Attained - Case Closed	7/25/24 7:16 AM	7/25/24 9:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001671337	Licence update	Phone	Attained - Case Closed	7/25/24 7:31 AM	7/25/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001671475	Licence cancellation	WEB	Attained - Case Closed	7/25/24 8:43 AM	7/25/24 9:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001671513	Licence cancellation	WEB	Attained - Case Closed	7/25/24 9:01 AM	7/25/24 9:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001671743	Other	Mobile App	Attained - Case Closed	7/25/24 10:07 AM	7/25/24 10:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001671813	Licence update	WEB	Attained - Case Closed	7/25/24 10:29 AM	7/25/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001671902	Other	WEB	Attained - Case Closed	7/25/24 10:49 AM	7/25/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001672283	Other	Phone	Attained - Case Closed	7/25/24 12:20 PM	7/25/24 12:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001672430	Licence cancellation	WEB	Attained - Case Closed	7/25/24 12:54 PM	7/25/24 12:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001672466	Licence update	WEB	Attained - Case Closed	7/25/24 1:03 PM	7/25/24 1:12 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001672599	Dog ownership	Phone	Attained - Case Closed	7/25/24 1:33 PM	7/25/24 1:42 PM	DBL_Animal Services Administration
Dog Licence Case	201001673294	Licence update	WEB	Attained - Case Closed	7/25/24 4:44 PM	7/25/24 4:49 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001673586	Other	Phone	Attained - Case Closed	7/25/24 9:03 PM	7/26/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001673595	Licence cancellation	WEB	Attained - Case Closed	7/25/24 9:12 PM	7/26/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001673620	Licence cancellation	Phone	Attained - Case Closed	7/25/24 9:47 PM	7/26/24 8:49 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001673656	Other	WEB	Attained - Case Closed	7/25/24 11:43 PM	7/26/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001673679	Licence update	WEB	Attained - Case Closed	7/26/24 6:38 AM	7/26/24 10:14 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001674430	Other	Phone	Attained - Case Closed	7/26/24 11:26 AM	7/26/24 11:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001674574	Licence update	Phone	Attained - Case Closed	7/26/24 11:58 AM	7/26/24 12:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001674758	Licence update	WEB	Attained - Case Closed	7/26/24 12:45 PM	7/26/24 12:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001675004	New licence	Phone	Attained - Case Closed	7/26/24 1:43 PM	7/26/24 2:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001675015	Licence cancellation	WEB	Attained - Case Closed	7/26/24 1:45 PM	7/26/24 2:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001675514	Licence cancellation	WEB	Attained - Case Closed	7/26/24 3:53 PM	7/26/24 4:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001675580	Licence update	Phone	Attained - Case Closed	7/26/24 4:11 PM	7/27/24 10:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001675593	Licence cancellation	Phone	Attained - Case Closed	7/26/24 4:16 PM	7/27/24 8:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001675969	Licence update	Phone	Attained - Case Closed	7/26/24 9:34 PM	7/27/24 10:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001676081	Licence cancellation	WEB	Attained - Case Closed	7/27/24 8:35 AM	7/27/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001676416	Licence cancellation	Phone	Attained - Case Closed	7/27/24 11:54 AM	7/27/24 12:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001676541	Licence update	Phone	Attained - Case Closed	7/27/24 1:09 PM	7/27/24 1:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001676815	Other	WEB	Attained - Case Closed	7/27/24 4:39 PM	7/27/24 4:44 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001677653	Other	Phone	Attained - Case Closed	7/28/24 4:28 PM	7/28/24 4:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001677755	Licence cancellation	WEB	Attained - Case Closed	7/28/24 7:03 PM	7/29/24 11:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001678182	Other	Mobile App	Attained - Case Closed	7/29/24 9:19 AM	7/29/24 11:20 AM	311_Contact Centre
Dog Licence Case	201001678396	Licence update	WEB	Attained - Case Closed	7/29/24 10:09 AM	7/29/24 11:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001678459	Licence update	Phone	Attained - Case Closed	7/29/24 10:23 AM	7/29/24 11:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001678827	Licence cancellation	WEB	Attained - Case Closed	7/29/24 11:35 AM	7/29/24 11:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001678840	Licence update	Phone	Attained - Case Closed	7/29/24 11:38 AM	7/29/24 11:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001678948	Licence cancellation	Phone	Attained - Case Closed	7/29/24 11:54 AM	7/29/24 12:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001679009	Licence cancellation	WEB	Attained - Case Closed	7/29/24 12:07 PM	7/29/24 12:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001679428	Licence cancellation	WEB	Attained - Case Closed	7/29/24 1:26 PM	7/29/24 1:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001679799	Licence cancellation	WEB	Attained - Case Closed	7/29/24 2:47 PM	7/29/24 3:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001679837	Licence update	WEB	Attained - Case Closed	7/29/24 2:55 PM	7/29/24 3:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001680248	Licence update	WEB	Attained - Case Closed	7/29/24 4:57 PM	7/29/24 5:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001680451	Licence update	Phone	Attained - Case Closed	7/29/24 7:28 PM	7/30/24 8:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001680532	Licence update	WEB	Attained - Case Closed	7/29/24 9:05 PM	7/30/24 8:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001680567	Licence cancellation	WEB	Attained - Case Closed	7/29/24 10:59 PM	7/30/24 8:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001680592	Licence cancellation	WEB	Attained - Case Closed	7/30/24 5:51 AM	7/30/24 8:07 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001681469	Other	Phone	Attained - Case Closed	7/30/24 11:15 AM	7/30/24 11:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001682188	Licence cancellation	WEB	Attained - Case Closed	7/30/24 1:56 PM	7/30/24 2:10 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001682311	Other	Phone	Attained - Case Closed	7/30/24 2:26 PM	7/30/24 3:07 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001682459	Dog ownership	WEB	Attained - Case Closed	7/30/24 2:57 PM	7/30/24 3:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001682986	Licence update	WEB	Attained - Case Closed	7/30/24 6:07 PM	7/31/24 8:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001683022	Licence cancellation	WEB	Attained - Case Closed	7/30/24 6:33 PM	7/31/24 8:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001683061	Replacement tag	WEB	Attained - Case Closed	7/30/24 7:17 PM	7/31/24 8:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001683091	Licence cancellation	WEB	Attained - Case Closed	7/30/24 7:49 PM	7/31/24 8:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001683225	Licence cancellation	WEB	Attained - Case Closed	7/31/24 5:50 AM	7/31/24 8:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001683235	Licence cancellation	WEB	Attained - Case Closed	7/31/24 7:05 AM	7/31/24 8:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001683260	Licence update	Phone	Attained - Case Closed	7/31/24 7:43 AM	7/31/24 8:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001683302	Licence update	WEB	Attained - Case Closed	7/31/24 8:15 AM	7/31/24 8:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001684329	Licence update	Phone	Attained - Case Closed	7/31/24 12:45 PM	7/31/24 1:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001684465	Other	WEB	Attained - Case Closed	7/31/24 1:19 PM	7/31/24 2:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001684535	Licence cancellation	Phone	Attained - Case Closed	7/31/24 1:34 PM	7/31/24 1:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001685465	Licence cancellation	WEB	Attained - Case Closed	7/31/24 7:40 PM	8/1/24 8:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001685501	Licence update	WEB	Attained - Case Closed	7/31/24 8:31 PM	8/1/24 10:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001685579	Licence cancellation	WEB	Attained - Case Closed	7/31/24 11:12 PM	8/1/24 8:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001685606	Licence cancellation	WEB	Attained - Case Closed	8/1/24 6:52 AM	8/1/24 8:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001685720	New licence	Phone	Attained - Case Closed	8/1/24 8:19 AM	8/1/24 8:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001685729	Licence cancellation	WEB	Attained - Case Closed	8/1/24 8:24 AM	8/1/24 8:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001686446	Licence cancellation	WEB	Attained - Case Closed	8/1/24 11:22 AM	8/1/24 11:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001686640	Licence update	Phone	Attained - Case Closed	8/1/24 12:10 PM	8/1/24 12:13 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001686912	Other	Phone	Attained - Case Closed	8/1/24 1:24 PM	8/1/24 1:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001687347	Licence cancellation	WEB	Attained - Case Closed	8/1/24 3:26 PM	8/1/24 3:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001687528	Licence update	Phone	Attained - Case Closed	8/1/24 4:36 PM	8/1/24 5:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001688476	Licence cancellation	WEB	Attained - Case Closed	8/2/24 11:02 AM	8/2/24 12:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001688692	Licence cancellation	WEB	Attained - Case Closed	8/2/24 12:04 PM	8/2/24 12:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001689208	New licence	Phone	Attained - Case Closed	8/2/24 2:41 PM	8/2/24 3:45 PM	DBL_Animal Services Administration



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001689325	Licence update	Phone	Attained - Case Closed	8/2/24 3:18 PM	8/2/24 3:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001689438	Licence update	WEB	Attained - Case Closed	8/2/24 3:52 PM	8/2/24 4:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001689767	Licence update	Mobile App	Attained - Case Closed	8/2/24 7:57 PM	8/3/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001689967	Licence update	WEB	Attained - Case Closed	8/3/24 9:01 AM	8/3/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001690035	Replacement tag	Phone	Attained - Case Closed	8/3/24 10:03 AM	8/3/24 12:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001690504	Licence cancellation	WEB	Attained - Case Closed	8/3/24 2:39 PM	8/3/24 5:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001690599	Licence cancellation	WEB	Attained - Case Closed	8/3/24 3:45 PM	8/4/24 11:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001690710	Other	Phone	Attained - Case Closed	8/3/24 6:01 PM	8/3/24 6:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001690986	Licence cancellation	WEB	Attained - Case Closed	8/4/24 8:33 AM	8/4/24 11:21 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001691159	Dog ownership	Phone	Attained - Case Closed	8/4/24 11:03 AM	8/4/24 11:21 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001691413	Other	Phone	Attained - Case Closed	8/4/24 2:30 PM	8/4/24 2:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001692465	Licence cancellation	Phone	Attained - Case Closed	8/5/24 2:38 PM	8/6/24 10:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001692537	Licence update	Phone	Missed - Case Closed	8/5/24 3:38 PM	8/6/24 10:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001693010	Other	Phone	Attained - Case Closed	8/6/24 8:37 AM	8/6/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001694556	Licence cancellation	Phone	Attained - Case Closed	8/6/24 2:36 PM	8/6/24 2:38 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001694702	Dog ownership	Phone	Attained - Case Closed	8/6/24 3:11 PM	8/6/24 3:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001694931	Licence update	WEB	Attained - Case Closed	8/6/24 4:05 PM	8/6/24 6:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001695265	Licence cancellation	WEB	Attained - Case Closed	8/6/24 6:04 PM	8/6/24 6:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001695370	Licence update	WEB	Attained - Case Closed	8/6/24 7:29 PM	8/7/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001696845	Other	Phone	Attained - Case Closed	8/7/24 1:10 PM	8/7/24 1:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001696947	Licence update	Phone	Attained - Case Closed	8/7/24 1:32 PM	8/7/24 3:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001698404	Other	WEB	Attained - Case Closed	8/8/24 9:40 AM	8/8/24 10:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001698483	Licence cancellation	WEB	Attained - Case Closed	8/8/24 10:00 AM	8/8/24 10:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001699243	Licence cancellation	Phone	Attained - Case Closed	8/8/24 12:53 PM	8/8/24 12:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001699543	Licence update	Phone	Attained - Case Closed	8/8/24 1:54 PM	8/8/24 2:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001700023	Licence cancellation	Phone	Attained - Case Closed	8/8/24 4:03 PM	8/8/24 5:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001700348	Other	WEB	Attained - Case Closed	8/8/24 6:53 PM	8/9/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001700367	Licence update	WEB	Attained - Case Closed	8/8/24 7:06 PM	8/9/24 10:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001700546	Licence update	WEB	Attained - Case Closed	8/8/24 10:55 PM	8/9/24 11:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001700961	Licence cancellation	WEB	Attained - Case Closed	8/9/24 10:01 AM	8/9/24 11:31 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001701185	Other	Phone	Attained - Case Closed	8/9/24 10:49 AM	8/9/24 1:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001701264	Licence update	Phone	Attained - Case Closed	8/9/24 11:08 AM	8/9/24 11:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001701485	Licence update	WEB	Attained - Case Closed	8/9/24 12:00 PM	8/9/24 12:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001701495	Licence update	WEB	Attained - Case Closed	8/9/24 12:03 PM	8/9/24 12:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001702263	Licence cancellation	Phone	Attained - Case Closed	8/9/24 3:10 PM	8/9/24 4:06 PM	DBL_Animal Services Administration
Dog Licence Case	201001702691	Licence cancellation	WEB	Attained - Case Closed	8/9/24 6:59 PM	8/10/24 9:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001702730	Licence cancellation	Phone	Attained - Case Closed	8/9/24 7:49 PM	8/10/24 9:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001702863	Licence cancellation	WEB	Attained - Case Closed	8/10/24 1:10 AM	8/10/24 8:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001703037	Licence update	WEB	Attained - Case Closed	8/10/24 10:29 AM	8/10/24 10:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001703045	Licence update	WEB	Attained - Case Closed	8/10/24 10:36 AM	8/10/24 10:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001703390	Replacement tag	Phone	Attained - Case Closed	8/10/24 2:14 PM	8/10/24 3:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001703580	Licence update	WEB	Attained - Case Closed	8/10/24 4:58 PM	8/10/24 5:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001703791	Licence update	WEB	Attained - Case Closed	8/10/24 9:32 PM	8/11/24 9:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001703839	Other	Mobile App	Attained - Case Closed	8/11/24 6:41 AM	8/11/24 9:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001704272	Other	Phone	Attained - Case Closed	8/11/24 2:05 PM	8/11/24 2:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001704498	Licence update	WEB	Attained - Case Closed	8/11/24 5:20 PM	8/11/24 5:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001704705	Other	Phone	Attained - Case Closed	8/11/24 9:30 PM	8/12/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001705220	Licence cancellation	WEB	Attained - Case Closed	8/12/24 10:06 AM	8/12/24 10:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001705897	Licence cancellation	Phone	Attained - Case Closed	8/12/24 12:29 PM	8/12/24 12:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001705925	Licence update	WEB	Attained - Case Closed	8/12/24 12:38 PM	8/12/24 1:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001706096	Licence update	WEB	Attained - Case Closed	8/12/24 1:17 PM	8/12/24 1:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001706749	Licence cancellation	WEB	Attained - Case Closed	8/12/24 3:41 PM	8/12/24 3:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001706812	Licence cancellation	Phone	Attained - Case Closed	8/12/24 3:53 PM	8/12/24 3:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001707360	Licence cancellation	WEB	Attained - Case Closed	8/13/24 6:52 AM	8/13/24 9:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001707443	Licence update	WEB	Attained - Case Closed	8/13/24 8:15 AM	8/13/24 9:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001707457	Licence cancellation	Phone	Attained - Case Closed	8/13/24 8:22 AM	8/13/24 9:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001707781	Licence cancellation	WEB	Attained - Case Closed	8/13/24 9:54 AM	8/13/24 10:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001707873	Licence update	Phone	Attained - Case Closed	8/13/24 10:15 AM	8/13/24 11:00 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001707907	Volunteering	Phone	Attained - Case Closed	8/13/24 10:22 AM	8/13/24 10:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001707993	Licence cancellation	Phone	Attained - Case Closed	8/13/24 10:39 AM	8/13/24 10:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001708186	Licence update	Phone	Attained - Case Closed	8/13/24 11:26 AM	8/13/24 1:27 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001709518	Licence update	WEB	Attained - Case Closed	8/13/24 5:09 PM	8/14/24 9:50 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001709657	Other	Phone	Attained - Case Closed	8/13/24 6:53 PM	8/14/24 9:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001709862	Other	WEB	Attained - Case Closed	8/14/24 12:45 AM	8/14/24 9:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001710573	Licence cancellation	Phone	Attained - Case Closed	8/14/24 10:51 AM	8/14/24 11:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001710612	Other	Phone	Attained - Case Closed	8/14/24 11:01 AM	8/14/24 11:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001710818	Licence cancellation	WEB	Attained - Case Closed	8/14/24 11:45 AM	8/14/24 11:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001711156	Licence update	Phone	Attained - Case Closed	8/14/24 1:08 PM	8/14/24 1:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001711257	Licence update	Phone	Attained - Case Closed	8/14/24 1:30 PM	8/14/24 2:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001711475	Licence update	WEB	Attained - Case Closed	8/14/24 2:21 PM	8/14/24 2:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001711994	Licence cancellation	Phone	Attained - Case Closed	8/14/24 4:49 PM	8/14/24 4:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001712067	Licence update	WEB	Attained - Case Closed	8/14/24 5:30 PM	8/14/24 5:36 PM	DBL_Animal Services Administration
Dog Licence Case	201001712367	Licence cancellation	WEB	Attained - Case Closed	8/14/24 10:05 PM	8/15/24 10:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001712446	Licence update	WEB	Attained - Case Closed	8/15/24 7:36 AM	8/15/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001712458	Licence update	Phone	Attained - Case Closed	8/15/24 7:44 AM	8/15/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001712902	Licence update	WEB	Attained - Case Closed	8/15/24 10:28 AM	8/15/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001713461	Licence cancellation	Phone	Attained - Case Closed	8/15/24 12:44 PM	8/15/24 1:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001713748	Licence update	Phone	Attained - Case Closed	8/15/24 1:53 PM	8/15/24 1:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001713757	Licence cancellation	Phone	Attained - Case Closed	8/15/24 1:55 PM	8/15/24 2:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001713776	Licence update	Phone	Attained - Case Closed	8/15/24 1:59 PM	8/15/24 2:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001714119	Licence update	WEB	Attained - Case Closed	8/15/24 3:39 PM	8/15/24 4:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001714687	Licence cancellation	WEB	Attained - Case Closed	8/16/24 12:02 AM	8/16/24 10:43 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001715046	Other	Phone	Attained - Case Closed	8/16/24 10:00 AM	8/16/24 4:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001715228	Licence update	WEB	Attained - Case Closed	8/16/24 10:47 AM	8/16/24 1:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001715809	Licence update	WEB	Attained - Case Closed	8/16/24 1:22 PM	8/16/24 1:30 PM	DBL_Animal Services Administration
Dog Licence Case	201001716856	Licence cancellation	WEB	Attained - Case Closed	8/17/24 9:36 AM	8/17/24 11:30 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001717245	Dog ownership	Mobile App	Attained - Case Closed	8/17/24 1:40 PM	8/17/24 4:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001717316	Licence cancellation	WEB	Attained - Case Closed	8/17/24 2:20 PM	8/17/24 4:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001717456	Licence update	Phone	Attained - Case Closed	8/17/24 4:16 PM	8/17/24 4:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001717481	Licence cancellation	WEB	Attained - Case Closed	8/17/24 4:33 PM	8/17/24 4:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001717981	Licence cancellation	WEB	Attained - Case Closed	8/18/24 11:59 AM	8/18/24 4:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001718019	Licence update	WEB	Attained - Case Closed	8/18/24 12:28 PM	8/19/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001718070	Licence update	WEB	Attained - Case Closed	8/18/24 1:11 PM	8/18/24 5:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001718193	Licence cancellation	WEB	Attained - Case Closed	8/18/24 2:55 PM	8/18/24 4:03 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001718291	Dog ownership	Mobile App	Attained - Case Closed	8/18/24 4:27 PM	8/18/24 4:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001718622	Licence update	WEB	Attained - Case Closed	8/19/24 8:39 AM	8/19/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001718641	Licence update	WEB	Attained - Case Closed	8/19/24 8:46 AM	8/19/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001718937	Licence update	WEB	Attained - Case Closed	8/19/24 10:07 AM	8/19/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001719270	Licence cancellation	Phone	Attained - Case Closed	8/19/24 11:26 AM	8/19/24 11:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001719279	Licence cancellation	WEB	Attained - Case Closed	8/19/24 11:27 AM	8/19/24 11:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001719506	Licence cancellation	WEB	Attained - Case Closed	8/19/24 12:23 PM	8/19/24 1:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001720224	Licence cancellation	WEB	Attained - Case Closed	8/19/24 3:16 PM	8/19/24 3:22 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001720665	Dog ownership	Phone	Attained - Case Closed	8/19/24 6:44 PM	8/20/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001720830	Licence cancellation	WEB	Attained - Case Closed	8/19/24 11:32 PM	8/20/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001720869	Licence update	WEB	Attained - Case Closed	8/20/24 7:26 AM	8/20/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001721186	Licence update	Phone	Attained - Case Closed	8/20/24 9:49 AM	8/20/24 10:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001721418	Licence update	WEB	Attained - Case Closed	8/20/24 10:40 AM	8/20/24 10:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001722269	Licence update	Phone	Attained - Case Closed	8/20/24 2:04 PM	8/20/24 2:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001723221	Licence update	WEB	Attained - Case Closed	8/21/24 8:38 AM	8/21/24 9:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001723284	Licence cancellation	WEB	Attained - Case Closed	8/21/24 9:05 AM	8/21/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001723531	Licence update	Phone	Attained - Case Closed	8/21/24 10:07 AM	8/21/24 10:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001723582	Licence update	WEB	Attained - Case Closed	8/21/24 10:21 AM	8/21/24 10:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001723622	Licence update	Phone	Attained - Case Closed	8/21/24 10:31 AM	8/21/24 10:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001723950	Other	WEB	Attained - Case Closed	8/21/24 12:08 PM	8/21/24 12:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001724059	Licence cancellation	WEB	Attained - Case Closed	8/21/24 12:43 PM	8/21/24 12:51 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001724424	Other	Phone	Attained - Case Closed	8/21/24 2:46 PM	8/21/24 2:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001724852	Licence update	WEB	Attained - Case Closed	8/21/24 5:43 PM	8/21/24 5:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001725094	Licence cancellation	WEB	Attained - Case Closed	8/21/24 10:40 PM	8/22/24 8:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001725117	Licence update	WEB	Attained - Case Closed	8/22/24 1:21 AM	8/22/24 8:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001725118	Licence cancellation	WEB	Attained - Case Closed	8/22/24 4:18 AM	8/22/24 7:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001725369	Licence update	Phone	Attained - Case Closed	8/22/24 9:26 AM	8/22/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001725658	Licence cancellation	WEB	Attained - Case Closed	8/22/24 10:41 AM	8/22/24 10:44 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001725767	Licence cancellation	WEB	Attained - Case Closed	8/22/24 11:04 AM	8/22/24 11:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001725894	Licence update	Phone	Attained - Case Closed	8/22/24 11:36 AM	8/22/24 11:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001725974	Licence cancellation	Phone	Attained - Case Closed	8/22/24 11:57 AM	8/22/24 11:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001726631	Licence cancellation	Phone	Attained - Case Closed	8/22/24 3:07 PM	8/22/24 3:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001728140	Licence update	Phone	Attained - Case Closed	8/23/24 12:48 PM	8/23/24 1:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001728276	Other	WEB	Attained - Case Closed	8/23/24 1:39 PM	8/23/24 2:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001729004	Licence cancellation	WEB	Attained - Case Closed	8/24/24 7:29 AM	8/24/24 9:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001729916	Licence cancellation	WEB	Attained - Case Closed	8/25/24 6:26 AM	8/25/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001730553	Licence update	WEB	Attained - Case Closed	8/25/24 8:30 PM	8/26/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001730593	Licence cancellation	WEB	Attained - Case Closed	8/25/24 10:05 PM	8/26/24 9:42 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001730787	Other	Phone	Attained - Case Closed	8/26/24 8:52 AM	8/26/24 9:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001730830	Licence update	WEB	Attained - Case Closed	8/26/24 9:14 AM	8/26/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001730900	Licence update	Phone	Attained - Case Closed	8/26/24 9:39 AM	8/26/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001731840	Licence update	Phone	Attained - Case Closed	8/26/24 1:24 PM	8/26/24 1:27 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001732237	Volunteering	Phone	Attained - Case Closed	8/26/24 2:45 PM	8/26/24 2:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001732724	Licence update	Phone	Attained - Case Closed	8/26/24 5:30 PM	8/27/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001732978	Other	WEB	Attained - Case Closed	8/27/24 7:19 AM	8/27/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001733002	Licence cancellation	WEB	Attained - Case Closed	8/27/24 7:42 AM	8/27/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001734511	Other	Phone	Attained - Case Closed	8/27/24 2:39 PM	8/27/24 2:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001735250	Licence cancellation	WEB	Attained - Case Closed	8/28/24 6:43 AM	8/28/24 10:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001735281	Licence update	Phone	Attained - Case Closed	8/28/24 7:45 AM	8/28/24 11:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001735344	Licence update	Phone	Attained - Case Closed	8/28/24 8:26 AM	8/28/24 11:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001735857	Licence cancellation	Phone	Attained - Case Closed	8/28/24 10:43 AM	8/28/24 11:09 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001736119	Other	Phone	Attained - Case Closed	8/28/24 11:44 AM	8/28/24 11:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001736313	Licence cancellation	WEB	Attained - Case Closed	8/28/24 12:35 PM	8/28/24 12:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001736319	Licence cancellation	Phone	Attained - Case Closed	8/28/24 12:36 PM	8/28/24 12:39 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001736385	Dog ownership	Phone	Attained - Case Closed	8/28/24 12:56 PM	8/28/24 1:07 PM	311_Contact Centre
Dog Licence Case	201001736542	Other	Chat	Attained - Case Closed	8/28/24 1:44 PM	8/28/24 1:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001736689	Licence update	Phone	Attained - Case Closed	8/28/24 2:31 PM	8/28/24 2:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001736858	Licence cancellation	Phone	Attained - Case Closed	8/28/24 3:18 PM	8/28/24 3:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001736862	New licence	Phone	Attained - Case Closed	8/28/24 3:19 PM	8/28/24 3:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001737198	Licence update	WEB	Attained - Case Closed	8/28/24 5:48 PM	8/28/24 5:58 PM	DBL_Animal Services Administration
Dog Licence Case	201001757604	Licence cancellation	Phone	Attained - Case Closed	8/29/24 9:16 AM	8/29/24 10:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001757608	Licence cancellation	Phone	Attained - Case Closed	8/29/24 9:17 AM	8/29/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001757706	Licence cancellation	WEB	Attained - Case Closed	8/29/24 9:43 AM	8/29/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001757851	Licence cancellation	WEB	Attained - Case Closed	8/29/24 10:21 AM	8/29/24 10:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001758795	Licence cancellation	WEB	Attained - Case Closed	8/29/24 2:46 PM	8/29/24 3:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001779495	Licence cancellation	WEB	Attained - Case Closed	8/30/24 6:37 AM	8/30/24 9:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001779508	Licence update	WEB	Attained - Case Closed	8/30/24 7:18 AM	8/30/24 9:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001779574	Licence update	Phone	Attained - Case Closed	8/30/24 8:25 AM	8/30/24 9:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001779589	Licence cancellation	Phone	Attained - Case Closed	8/30/24 8:31 AM	8/30/24 9:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001779595	Licence update	Phone	Attained - Case Closed	8/30/24 8:33 AM	8/30/24 9:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001780036	Licence cancellation	Phone	Attained - Case Closed	8/30/24 11:02 AM	8/30/24 11:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001780411	Licence cancellation	Phone	Attained - Case Closed	8/30/24 12:47 PM	8/30/24 1:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001780948	Licence cancellation	Phone	Attained - Case Closed	8/30/24 3:47 PM	8/30/24 6:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001781167	Refund	WEB	Attained - Case Closed	8/30/24 6:02 PM	8/31/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001781539	Licence update	WEB	Attained - Case Closed	8/31/24 9:58 AM	8/31/24 11:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001781678	Licence update	Phone	Attained - Case Closed	8/31/24 11:42 AM	8/31/24 12:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001781867	Licence update	WEB	Attained - Case Closed	8/31/24 2:00 PM	8/31/24 2:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001782030	Licence cancellation	WEB	Attained - Case Closed	8/31/24 4:32 PM	8/31/24 4:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001782067	Licence update	WEB	Attained - Case Closed	8/31/24 5:10 PM	8/31/24 5:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001782514	Licence cancellation	Phone	Attained - Case Closed	9/1/24 11:51 AM	9/1/24 11:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001782748	Licence cancellation	WEB	Attained - Case Closed	9/1/24 3:25 PM	9/1/24 3:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001783248	Licence update	Phone	Attained - Case Closed	9/2/24 10:51 AM	9/3/24 9:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001783372	Replacement tag	Phone	Attained - Case Closed	9/2/24 12:19 PM	9/3/24 2:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001783583	Licence cancellation	WEB	Attained - Case Closed	9/2/24 2:45 PM	9/3/24 9:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001784690	Licence cancellation	Phone	Attained - Case Closed	9/3/24 11:31 AM	9/3/24 11:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001784752	Licence cancellation	Phone	Attained - Case Closed	9/3/24 11:42 AM	9/3/24 11:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001785059	Licence update	WEB	Attained - Case Closed	9/3/24 12:53 PM	9/3/24 1:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001785084	Licence update	WEB	Attained - Case Closed	9/3/24 12:58 PM	9/3/24 1:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001785174	Licence cancellation	Phone	Attained - Case Closed	9/3/24 1:17 PM	9/3/24 1:23 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001785227	Licence update	WEB	Attained - Case Closed	9/3/24 1:30 PM	9/3/24 1:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001785726	Licence cancellation	WEB	Attained - Case Closed	9/3/24 3:49 PM	9/3/24 3:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001786594	Other	Phone	Attained - Case Closed	9/4/24 9:51 AM	9/4/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001787180	Other	Phone	Attained - Case Closed	9/4/24 12:16 PM	9/4/24 12:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001788186	Licence cancellation	WEB	Attained - Case Closed	9/4/24 6:37 PM	9/5/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001788685	Replacement tag	Phone	Attained - Case Closed	9/5/24 9:33 AM	9/5/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001788995	Licence cancellation	WEB	Attained - Case Closed	9/5/24 10:54 AM	9/5/24 11:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001789007	Licence cancellation	WEB	Attained - Case Closed	9/5/24 10:56 AM	9/5/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001789079	New licence	Phone	Attained - Case Closed	9/5/24 11:11 AM	9/5/24 11:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001789634	Licence update	Phone	Attained - Case Closed	9/5/24 1:25 PM	9/5/24 1:36 PM	DBL_Animal Services Administration
Dog Licence Case	201001789939	Other	WEB	Attained - Case Closed	9/5/24 2:39 PM	9/5/24 4:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001790237	Licence cancellation	Phone	Attained - Case Closed	9/5/24 3:55 PM	9/5/24 4:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001790256	Replacement tag	Phone	Attained - Case Closed	9/5/24 4:03 PM	9/5/24 4:10 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001790432	Other	WEB	Attained - Case Closed	9/5/24 5:20 PM	9/5/24 5:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001790931	Licence cancellation	Phone	Attained - Case Closed	9/6/24 8:47 AM	9/6/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001791094	Licence update	Phone	Attained - Case Closed	9/6/24 9:34 AM	9/6/24 9:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001791360	Licence update	Phone	Attained - Case Closed	9/6/24 10:41 AM	9/6/24 11:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001791831	Licence cancellation	WEB	Attained - Case Closed	9/6/24 12:35 PM	9/6/24 1:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001791995	Licence cancellation	Phone	Attained - Case Closed	9/6/24 1:19 PM	9/6/24 1:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001792045	Licence update	WEB	Attained - Case Closed	9/6/24 1:31 PM	9/6/24 1:44 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001792225	Dog ownership	Phone	Attained - Case Closed	9/6/24 2:22 PM	9/7/24 9:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001792669	Licence update	Phone	Attained - Case Closed	9/6/24 4:41 PM	9/7/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001792763	Licence update	WEB	Attained - Case Closed	9/6/24 5:36 PM	9/7/24 11:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001793042	Licence cancellation	WEB	Attained - Case Closed	9/7/24 7:20 AM	9/7/24 10:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001793048	Replacement tag	WEB	Attained - Case Closed	9/7/24 7:21 AM	9/7/24 12:44 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001793255	Other	Phone	Attained - Case Closed	9/7/24 10:11 AM	9/7/24 11:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001793307	Licence cancellation	Phone	Attained - Case Closed	9/7/24 10:36 AM	9/7/24 11:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001793324	Licence cancellation	WEB	Attained - Case Closed	9/7/24 10:46 AM	9/7/24 10:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001793342	Other	Mobile App	Attained - Case Closed	9/7/24 10:59 AM	9/7/24 11:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001793440	Licence update	Phone	Attained - Case Closed	9/7/24 12:00 PM	9/7/24 3:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001794263	Licence update	Phone	Attained - Case Closed	9/8/24 10:44 AM	9/8/24 10:45 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001794277	Other	WEB	Attained - Case Closed	9/8/24 10:58 AM	9/8/24 11:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001794564	Replacement tag	Chat	Attained - Case Closed	9/8/24 2:52 PM	9/8/24 2:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001794943	Licence update	WEB	Attained - Case Closed	9/9/24 8:06 AM	9/9/24 9:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001795449	Licence cancellation	WEB	Attained - Case Closed	9/9/24 10:39 AM	9/9/24 10:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001795456	Licence update	WEB	Attained - Case Closed	9/9/24 10:41 AM	9/9/24 10:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001795483	Licence cancellation	WEB	Attained - Case Closed	9/9/24 10:48 AM	9/9/24 10:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001795500	Licence cancellation	WEB	Attained - Case Closed	9/9/24 10:49 AM	9/9/24 10:54 AM	DBL_Animal Services Administration
Dog Licence Case	201001795618	Licence update	Phone	Attained - Case Closed	9/9/24 11:13 AM	9/9/24 11:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001796415	Licence update	WEB	Attained - Case Closed	9/9/24 2:15 PM	9/9/24 2:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001796463	Other	Phone	Attained - Case Closed	9/9/24 2:26 PM	9/9/24 2:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001796587	Licence update	Phone	Attained - Case Closed	9/9/24 3:00 PM	9/9/24 3:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001796654	Licence cancellation	WEB	Attained - Case Closed	9/9/24 3:17 PM	9/9/24 3:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001798351	Licence cancellation	Phone	Attained - Case Closed	9/10/24 12:30 PM	9/10/24 12:41 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001798538	Other	Phone	Attained - Case Closed	9/10/24 1:15 PM	9/10/24 1:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001798829	Licence cancellation	WEB	Attained - Case Closed	9/10/24 2:31 PM	9/10/24 2:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001799542	Licence update	WEB	Attained - Case Closed	9/10/24 9:11 PM	9/11/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001799692	Licence cancellation	WEB	Attained - Case Closed	9/11/24 8:25 AM	9/11/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001799951	Licence cancellation	WEB	Attained - Case Closed	9/11/24 9:48 AM	9/11/24 9:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001799961	Licence update	Phone	Attained - Case Closed	9/11/24 9:51 AM	9/11/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001800006	Licence update	Phone	Attained - Case Closed	9/11/24 10:00 AM	9/11/24 10:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001800478	Licence update	Phone	Attained - Case Closed	9/11/24 12:00 PM	9/11/24 12:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001801706	Licence update	WEB	Attained - Case Closed	9/11/24 7:19 PM	9/12/24 9:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001801850	Licence cancellation	WEB	Attained - Case Closed	9/12/24 6:54 AM	9/12/24 8:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001802353	Licence update	Phone	Attained - Case Closed	9/12/24 10:24 AM	9/12/24 10:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001802556	Licence update	WEB	Attained - Case Closed	9/12/24 11:13 AM	9/12/24 11:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001802650	Licence cancellation	Phone	Attained - Case Closed	9/12/24 11:36 AM	9/12/24 11:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001802731	Licence update	WEB	Attained - Case Closed	9/12/24 11:59 AM	9/12/24 12:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001803067	Licence update	WEB	Attained - Case Closed	9/12/24 1:32 PM	9/12/24 1:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001803669	Licence update	WEB	Attained - Case Closed	9/12/24 4:43 PM	9/12/24 4:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001804069	Licence update	WEB	Attained - Case Closed	9/13/24 7:33 AM	9/13/24 10:27 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001804302	Licence update	Phone	Attained - Case Closed	9/13/24 9:24 AM	9/13/24 10:44 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001804540	Other	Phone	Attained - Case Closed	9/13/24 10:35 AM	9/13/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001804687	Licence update	WEB	Attained - Case Closed	9/13/24 11:18 AM	9/13/24 1:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001804733	Licence update	WEB	Attained - Case Closed	9/13/24 11:38 AM	9/13/24 1:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001804780	Refund	WEB	Attained - Case Closed	9/13/24 11:52 AM	9/13/24 1:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001805147	Licence update	Phone	Attained - Case Closed	9/13/24 1:34 PM	9/13/24 4:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001805371	Licence update	Phone	Attained - Case Closed	9/13/24 2:39 PM	9/13/24 3:19 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001805756	Other	Phone	Attained - Case Closed	9/13/24 5:15 PM	9/13/24 5:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001806351	Other	Phone	Attained - Case Closed	9/14/24 12:22 PM	9/14/24 12:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001806612	Licence update	WEB	Attained - Case Closed	9/14/24 3:22 PM	9/14/24 6:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001806716	Licence update	Phone	Attained - Case Closed	9/14/24 5:06 PM	9/14/24 6:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001806920	Licence update	Phone	Attained - Case Closed	9/15/24 8:09 AM	9/15/24 10:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001806937	Licence cancellation	WEB	Attained - Case Closed	9/15/24 8:37 AM	9/15/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001807386	Licence cancellation	Phone	Attained - Case Closed	9/15/24 3:43 PM	9/15/24 3:52 PM	DBL_Animal Services Administration
Dog Licence Case	201001807934	Licence update	Phone	Attained - Case Closed	9/16/24 9:09 AM	9/16/24 12:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001807985	Other	WEB	Attained - Case Closed	9/16/24 9:22 AM	9/16/24 11:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001809424	Replacement tag	WEB	Attained - Case Closed	9/16/24 3:42 PM	9/16/24 3:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001809724	Licence cancellation	WEB	Attained - Case Closed	9/16/24 5:43 PM	9/16/24 5:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001809752	Licence cancellation	WEB	Attained - Case Closed	9/16/24 6:03 PM	9/16/24 6:11 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001809766	Wildlife	WEB	Attained - Case Closed	9/16/24 6:14 PM	9/17/24 9:40 AM	311_Contact Centre - General Feedback
Dog Licence Case	201001809782	Licence cancellation	WEB	Attained - Case Closed	9/16/24 6:26 PM	9/16/24 6:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001809841	Licence cancellation	WEB	Attained - Case Closed	9/16/24 7:34 PM	9/17/24 9:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001809944	Licence cancellation	WEB	Attained - Case Closed	9/16/24 9:55 PM	9/17/24 9:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001810132	Licence update	Mobile App	Attained - Case Closed	9/17/24 8:47 AM	9/17/24 10:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001810555	Licence update	Phone	Attained - Case Closed	9/17/24 10:40 AM	9/17/24 10:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001811375	Licence cancellation	WEB	Attained - Case Closed	9/17/24 2:21 PM	9/17/24 2:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001811997	Licence cancellation	Phone	Attained - Case Closed	9/17/24 8:31 PM	9/18/24 9:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001812324	Licence cancellation	Phone	Attained - Case Closed	9/18/24 9:14 AM	9/18/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001812533	Licence update	Phone	Attained - Case Closed	9/18/24 10:20 AM	9/18/24 10:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001812984	Licence cancellation	WEB	Attained - Case Closed	9/18/24 12:18 PM	9/18/24 12:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001813122	Licence update	Phone	Attained - Case Closed	9/18/24 12:50 PM	9/18/24 12:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001813211	Licence cancellation	Phone	Attained - Case Closed	9/18/24 1:13 PM	9/18/24 1:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001813606	Other	Mobile App	Attained - Case Closed	9/18/24 2:59 PM	9/18/24 3:26 PM	DBL_Animal Services Administration
Dog Licence Case	201001813887	Licence cancellation	Mobile App	Attained - Case Closed	9/18/24 4:40 PM	9/18/24 4:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001813895	Licence update	WEB	Attained - Case Closed	9/18/24 4:44 PM	9/18/24 4:50 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001813991	Dog ownership	Phone	Attained - Case Closed	9/18/24 5:40 PM	9/18/24 5:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001814652	Licence cancellation	Phone	Attained - Case Closed	9/19/24 10:05 AM	9/19/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001814679	New licence	Phone	Attained - Case Closed	9/19/24 10:12 AM	9/19/24 10:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001815010	Licence update	WEB	Attained - Case Closed	9/19/24 11:29 AM	9/19/24 11:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001816215	Licence update	WEB	Attained - Case Closed	9/19/24 6:13 PM	9/20/24 9:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001816415	Licence cancellation	WEB	Attained - Case Closed	9/20/24 6:23 AM	9/20/24 9:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001816487	Licence cancellation	WEB	Attained - Case Closed	9/20/24 8:18 AM	9/20/24 9:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001816488	Licence cancellation	Phone	Attained - Case Closed	9/20/24 8:18 AM	9/20/24 8:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001816489	Licence update	WEB	Attained - Case Closed	9/20/24 8:19 AM	9/20/24 9:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001816598	Licence cancellation	WEB	Attained - Case Closed	9/20/24 9:01 AM	9/20/24 9:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001816626	Licence update	WEB	Attained - Case Closed	9/20/24 9:10 AM	9/20/24 9:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001816918	Licence update	WEB	Attained - Case Closed	9/20/24 10:34 AM	9/20/24 10:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001817353	Licence cancellation	WEB	Attained - Case Closed	9/20/24 12:46 PM	9/20/24 1:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001817361	Licence cancellation	WEB	Attained - Case Closed	9/20/24 12:48 PM	9/20/24 1:39 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001817778	Dog ownership	Mobile App	Attained - Case Closed	9/20/24 2:44 PM	9/20/24 3:41 PM	311_Contact Centre
Dog Licence Case	201001818121	Licence cancellation	WEB	Attained - Case Closed	9/20/24 5:13 PM	9/20/24 5:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001818397	Licence update	Phone	Attained - Case Closed	9/21/24 8:41 AM	9/21/24 9:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001818415	Licence update	Phone	Attained - Case Closed	9/21/24 9:08 AM	9/21/24 9:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001818602	Replacement tag	WEB	Attained - Case Closed	9/21/24 11:28 AM	9/21/24 3:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001818923	Licence cancellation	WEB	Attained - Case Closed	9/21/24 3:22 PM	9/21/24 3:48 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001819100	Ticket	Phone	Attained - Case Closed	9/21/24 6:55 PM	9/21/24 7:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001819114	Licence cancellation	WEB	Attained - Case Closed	9/21/24 7:26 PM	9/22/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001819193	Licence cancellation	Mobile App	Attained - Case Closed	9/22/24 7:12 AM	9/22/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001819380	Licence cancellation	WEB	Attained - Case Closed	9/22/24 11:33 AM	9/22/24 11:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001819398	Licence update	WEB	Attained - Case Closed	9/22/24 11:54 AM	9/22/24 12:03 PM	DBL_Animal Services Administration
Dog Licence Case	201001819580	Licence cancellation	WEB	Attained - Case Closed	9/22/24 2:46 PM	9/22/24 2:48 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001819839	Other	WEB	Attained - Case Closed	9/22/24 10:20 PM	9/23/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001820339	Licence update	WEB	Attained - Case Closed	9/23/24 10:25 AM	9/23/24 10:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001820777	Licence update	Phone	Attained - Case Closed	9/23/24 12:03 PM	9/23/24 1:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001820931	Licence update	Phone	Attained - Case Closed	9/23/24 12:40 PM	9/23/24 1:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001820944	Licence update	WEB	Attained - Case Closed	9/23/24 12:44 PM	9/23/24 1:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001821273	Licence cancellation	Phone	Attained - Case Closed	9/23/24 2:01 PM	9/23/24 2:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001821326	Licence cancellation	Phone	Attained - Case Closed	9/23/24 2:19 PM	9/23/24 2:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001821369	Licence cancellation	Phone	Attained - Case Closed	9/23/24 2:27 PM	9/23/24 2:31 PM	DBL_Animal Services Administration
Dog Licence Case	201001821787	Licence update	WEB	Attained - Case Closed	9/23/24 4:44 PM	9/23/24 4:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001821943	Licence update	WEB	Attained - Case Closed	9/23/24 7:03 PM	9/24/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001822010	Licence update	Phone	Attained - Case Closed	9/23/24 8:42 PM	9/24/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001822052	Licence cancellation	WEB	Attained - Case Closed	9/23/24 10:40 PM	9/24/24 10:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001822099	Licence cancellation	WEB	Attained - Case Closed	9/24/24 7:25 AM	9/24/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001822837	Licence update	Phone	Attained - Case Closed	9/24/24 11:41 AM	9/24/24 12:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001823493	Licence update	WEB	Attained - Case Closed	9/24/24 2:42 PM	9/24/24 2:58 PM	DBL_Animal Services Administration
Dog Licence Case	201001824155	Licence cancellation	WEB	Attained - Case Closed	9/25/24 7:00 AM	9/25/24 9:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001824239	Licence cancellation	WEB	Attained - Case Closed	9/25/24 8:32 AM	9/25/24 9:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001824242	Licence cancellation	WEB	Attained - Case Closed	9/25/24 8:34 AM	9/25/24 9:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001824554	Licence cancellation	Phone	Attained - Case Closed	9/25/24 10:11 AM	9/25/24 11:26 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001825161	Other	Phone	Attained - Case Closed	9/25/24 1:08 PM	9/25/24 1:16 PM	DBL_Animal Services Administration
Dog Licence Case	201001825933	Licence update	Phone	Attained - Case Closed	9/25/24 6:26 PM	9/25/24 6:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001826032	Licence cancellation	WEB	Attained - Case Closed	9/25/24 8:45 PM	9/26/24 8:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001858030	Licence cancellation	WEB	Attained - Case Closed	9/26/24 9:28 PM	9/27/24 10:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001858079	Licence cancellation	Phone	Attained - Case Closed	9/27/24 7:16 AM	9/27/24 10:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001858093	Licence update	Phone	Attained - Case Closed	9/27/24 7:40 AM	9/27/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001858107	Licence cancellation	WEB	Attained - Case Closed	9/27/24 7:49 AM	9/27/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001858153	Licence cancellation	Phone	Attained - Case Closed	9/27/24 8:23 AM	9/27/24 10:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001858247	Licence cancellation	Phone	Attained - Case Closed	9/27/24 9:10 AM	9/27/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001858581	Licence cancellation	WEB	Attained - Case Closed	9/27/24 10:54 AM	9/27/24 1:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001859038	Licence update	WEB	Attained - Case Closed	9/27/24 1:27 PM	9/27/24 4:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001859609	Licence update	Phone	Attained - Case Closed	9/27/24 4:46 PM	9/27/24 4:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001859682	Licence cancellation	Phone	Attained - Case Closed	9/27/24 5:28 PM	9/27/24 5:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001859711	Other	Mobile App	Attained - Case Closed	9/27/24 5:44 PM	9/27/24 5:55 PM	DBL_Animal Services Administration
Dog Licence Case	201001859883	Licence cancellation	WEB	Attained - Case Closed	9/28/24 6:24 AM	9/28/24 10:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001859891	Licence cancellation	Phone	Attained - Case Closed	9/28/24 7:44 AM	9/28/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001859894	Licence cancellation	WEB	Attained - Case Closed	9/28/24 7:48 AM	9/28/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001859936	Licence cancellation	WEB	Attained - Case Closed	9/28/24 9:15 AM	9/28/24 10:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001860018	Licence cancellation	WEB	Attained - Case Closed	9/28/24 10:15 AM	9/28/24 10:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001860036	Licence cancellation	Phone	Attained - Case Closed	9/28/24 10:22 AM	9/28/24 11:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001860155	Other	WEB	Attained - Case Closed	9/28/24 11:38 AM	9/28/24 11:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001860265	Licence cancellation	Phone	Attained - Case Closed	9/28/24 1:02 PM	9/28/24 1:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001860330	Licence cancellation	WEB	Attained - Case Closed	9/28/24 2:08 PM	9/28/24 2:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001860482	Licence update	Phone	Attained - Case Closed	9/28/24 4:44 PM	9/28/24 5:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001860570	Licence cancellation	WEB	Attained - Case Closed	9/28/24 7:34 PM	9/29/24 10:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001860572	Licence cancellation	WEB	Attained - Case Closed	9/28/24 7:37 PM	9/29/24 10:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001860651	Licence cancellation	WEB	Attained - Case Closed	9/29/24 3:07 AM	9/29/24 10:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001860682	Licence update	WEB	Attained - Case Closed	9/29/24 7:44 AM	9/29/24 11:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001860708	Licence cancellation	Phone	Attained - Case Closed	9/29/24 8:48 AM	9/29/24 11:01 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001860728	Other	Phone	Attained - Case Closed	9/29/24 9:19 AM	9/29/24 10:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001860781	Licence cancellation	WEB	Attained - Case Closed	9/29/24 10:21 AM	9/29/24 10:51 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001860921	Other	Phone	Attained - Case Closed	9/29/24 12:29 PM	9/29/24 12:30 PM	DBL_Animal Services Administration
Dog Licence Case	201001860986	Licence cancellation	WEB	Attained - Case Closed	9/29/24 2:04 PM	9/29/24 2:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001861089	Licence cancellation	WEB	Attained - Case Closed	9/29/24 3:36 PM	9/29/24 4:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001861814	Licence cancellation	WEB	Attained - Case Closed	9/30/24 12:46 PM	10/1/24 9:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001861878	Licence update	WEB	Attained - Case Closed	9/30/24 1:35 PM	10/1/24 9:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001862019	Licence cancellation	WEB	Attained - Case Closed	9/30/24 3:27 PM	10/1/24 8:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001862064	Licence update	WEB	Attained - Case Closed	9/30/24 4:12 PM	10/1/24 8:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001862186	Licence cancellation	WEB	Attained - Case Closed	9/30/24 6:28 PM	10/1/24 8:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001862360	Other	Phone	Attained - Case Closed	10/1/24 8:23 AM	10/1/24 8:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001862472	Licence cancellation	Phone	Attained - Case Closed	10/1/24 9:01 AM	10/1/24 9:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001862488	Licence cancellation	Phone	Attained - Case Closed	10/1/24 9:08 AM	10/1/24 9:38 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001862733	Licence update	Phone	Attained - Case Closed	10/1/24 10:03 AM	10/1/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001862868	Licence cancellation	WEB	Attained - Case Closed	10/1/24 10:31 AM	10/1/24 10:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001863443	Licence update	Phone	Attained - Case Closed	10/1/24 12:43 PM	10/3/24 4:31 PM	DBL_Animal Services Dispatch
Dog Licence Case	201001864095	Licence update	Phone	Attained - Case Closed	10/1/24 3:11 PM	10/1/24 3:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001864156	Licence update	WEB	Attained - Case Closed	10/1/24 3:31 PM	10/1/24 3:35 PM	DBL_Animal Services Administration
Dog Licence Case	201001864277	Licence cancellation	Phone	Attained - Case Closed	10/1/24 3:59 PM	10/1/24 4:01 PM	DBL_Animal Services Administration
Dog Licence Case	201001864484	Licence cancellation	WEB	Attained - Case Closed	10/1/24 5:31 PM	10/1/24 5:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001864674	Licence cancellation	WEB	Attained - Case Closed	10/1/24 11:46 PM	10/2/24 9:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001864680	Other	WEB	Attained - Case Closed	10/2/24 4:07 AM	10/2/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001865280	Licence update	WEB	Attained - Case Closed	10/2/24 10:45 AM	10/2/24 10:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001865396	Licence update	WEB	Attained - Case Closed	10/2/24 11:16 AM	10/2/24 11:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001866456	Licence update	Phone	Attained - Case Closed	10/2/24 3:41 PM	10/2/24 4:17 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001866547	Adoption	Phone	Attained - Case Closed	10/2/24 4:06 PM	10/2/24 4:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001867584	Licence update	WEB	Attained - Case Closed	10/3/24 10:43 AM	10/3/24 11:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001867795	Licence update	WEB	Attained - Case Closed	10/3/24 11:32 AM	10/3/24 11:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001868245	Licence cancellation	Phone	Attained - Case Closed	10/3/24 1:15 PM	10/3/24 1:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001868371	Licence update	WEB	Attained - Case Closed	10/3/24 1:43 PM	10/3/24 2:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001869372	Licence cancellation	Phone	Attained - Case Closed	10/4/24 8:51 AM	10/4/24 11:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001869683	Licence update	WEB	Attained - Case Closed	10/4/24 10:27 AM	10/4/24 11:15 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001870193	Fees and fines	Phone	Attained - Case Closed	10/4/24 12:51 PM	10/4/24 2:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001870246	Licence update	WEB	Attained - Case Closed	10/4/24 1:07 PM	10/4/24 3:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001870284	Licence cancellation	WEB	Attained - Case Closed	10/4/24 1:18 PM	10/4/24 1:29 PM	DBL_Animal Services Administration
Dog Licence Case	201001870308	Licence update	Phone	Attained - Case Closed	10/4/24 1:23 PM	10/4/24 3:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001870343	Licence update	Phone	Attained - Case Closed	10/4/24 1:34 PM	10/4/24 3:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001872155	Licence update	WEB	Attained - Case Closed	10/5/24 10:33 PM	10/6/24 9:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001872210	Licence update	WEB	Attained - Case Closed	10/6/24 8:17 AM	10/6/24 9:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001872235	Licence cancellation	Phone	Attained - Case Closed	10/6/24 9:06 AM	10/6/24 9:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001872304	Licence update	Phone	Attained - Case Closed	10/6/24 10:23 AM	10/6/24 12:58 PM	DBL_Animal Services Administration
Dog Licence Case	201001872366	Licence update	Phone	Attained - Case Closed	10/6/24 11:25 AM	10/6/24 1:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001872748	Licence cancellation	WEB	Attained - Case Closed	10/6/24 6:23 PM	10/7/24 9:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001873412	Licence update	Phone	Attained - Case Closed	10/7/24 10:30 AM	10/7/24 11:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001873746	Licence update	WEB	Attained - Case Closed	10/7/24 11:40 AM	10/7/24 12:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001873794	Licence update	WEB	Attained - Case Closed	10/7/24 11:56 AM	10/7/24 12:18 PM	DBL_Animal Services Administration
Dog Licence Case	201001873880	Licence cancellation	WEB	Attained - Case Closed	10/7/24 12:11 PM	10/7/24 12:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001874049	Licence update	WEB	Attained - Case Closed	10/7/24 12:51 PM	10/7/24 1:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001874189	New licence	Phone	Attained - Case Closed	10/7/24 1:31 PM	10/7/24 1:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001875031	Other	WEB	Attained - Case Closed	10/7/24 6:08 PM	10/7/24 6:13 PM	DBL_Animal Services Administration
Dog Licence Case	201001875259	Licence cancellation	WEB	Attained - Case Closed	10/8/24 5:11 AM	10/8/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001875617	Licence update	Phone	Attained - Case Closed	10/8/24 9:48 AM	10/8/24 10:37 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001875863	Other	Phone	Attained - Case Closed	10/8/24 10:56 AM	10/8/24 10:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001876495	Licence update	WEB	Attained - Case Closed	10/8/24 1:27 PM	10/8/24 1:58 PM	DBL_Animal Services Administration
Dog Licence Case	201001876544	Other	Phone	Attained - Case Closed	10/8/24 1:38 PM	10/8/24 1:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001877305	Licence update	Phone	Attained - Case Closed	10/8/24 8:11 PM	10/9/24 9:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001877537	Licence update	WEB	Attained - Case Closed	10/9/24 8:40 AM	10/9/24 9:22 AM	DBL_Animal Services Administration
Dog Licence Case	201001877565	Licence update	WEB	Attained - Case Closed	10/9/24 8:48 AM	10/9/24 9:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001877902	Licence update	WEB	Attained - Case Closed	10/9/24 10:30 AM	10/9/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001878095	Licence update	WEB	Attained - Case Closed	10/9/24 11:26 AM	10/9/24 11:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001878159	Licence update	Phone	Attained - Case Closed	10/9/24 11:40 AM	10/9/24 11:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001878685	New licence	Phone	Attained - Case Closed	10/9/24 2:01 PM	10/9/24 2:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001878781	Licence cancellation	WEB	Attained - Case Closed	10/9/24 2:38 PM	10/9/24 3:06 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001878821	Adoption	Phone	Attained - Case Closed	10/9/24 2:49 PM	10/9/24 3:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001879049	Other	Phone	Attained - Case Closed	10/9/24 3:59 PM	10/9/24 4:35 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001879405	By-laws	WEB	Attained - Case Closed	10/9/24 8:07 PM	10/10/24 9:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001880185	Licence update	WEB	Attained - Case Closed	10/10/24 11:20 AM	10/10/24 11:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001880189	Licence update	WEB	Attained - Case Closed	10/10/24 11:21 AM	10/10/24 11:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001880321	Licence update	WEB	Attained - Case Closed	10/10/24 11:57 AM	10/10/24 11:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001880461	Licence update	WEB	Attained - Case Closed	10/10/24 12:37 PM	10/10/24 12:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001881556	Licence update	WEB	Attained - Case Closed	10/11/24 8:33 AM	10/11/24 10:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001882430	Licence cancellation	WEB	Attained - Case Closed	10/11/24 12:37 PM	10/11/24 1:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001882622	New licence	Phone	Attained - Case Closed	10/11/24 1:32 PM	10/11/24 2:01 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001882745	Other	Phone	Attained - Case Closed	10/11/24 2:06 PM	10/11/24 2:11 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001882958	Licence cancellation	Phone	Attained - Case Closed	10/11/24 3:20 PM	10/11/24 4:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001883293	Licence cancellation	Phone	Attained - Case Closed	10/11/24 6:01 PM	10/12/24 10:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001883428	Licence cancellation	WEB	Attained - Case Closed	10/12/24 7:31 AM	10/12/24 10:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001883597	Licence cancellation	Phone	Attained - Case Closed	10/12/24 10:40 AM	10/12/24 12:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001883968	Licence cancellation	WEB	Attained - Case Closed	10/12/24 4:22 PM	10/12/24 4:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001884153	Licence cancellation	WEB	Attained - Case Closed	10/13/24 6:14 AM	10/13/24 9:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001884166	Licence cancellation	WEB	Attained - Case Closed	10/13/24 7:38 AM	10/13/24 9:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001884268	Licence cancellation	WEB	Attained - Case Closed	10/13/24 10:04 AM	10/13/24 10:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001885081	Licence update	WEB	Attained - Case Closed	10/14/24 11:49 AM	10/15/24 10:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001886173	Licence cancellation	WEB	Attained - Case Closed	10/15/24 10:52 AM	10/15/24 10:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001886253	Licence update	Phone	Attained - Case Closed	10/15/24 11:12 AM	10/15/24 11:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001886634	Licence cancellation	WEB	Attained - Case Closed	10/15/24 12:37 PM	10/15/24 12:46 PM	DBL_Animal Services Administration
Dog Licence Case	201001887072	Other	Phone	Attained - Case Closed	10/15/24 2:42 PM	10/15/24 3:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001887258	Licence update	WEB	Attained - Case Closed	10/15/24 3:39 PM	10/15/24 3:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001887295	Licence update	Phone	Attained - Case Closed	10/15/24 3:52 PM	10/15/24 3:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001887552	Other	WEB	Attained - Case Closed	10/15/24 5:54 PM	10/15/24 5:57 PM	DBL_Animal Services Administration
Dog Licence Case	201001887627	Licence update	WEB	Attained - Case Closed	10/15/24 6:57 PM	10/16/24 8:31 AM	DBL_Animal Services Administration
Dog Licence Case	201001887671	Licence cancellation	WEB	Attained - Case Closed	10/15/24 7:35 PM	10/16/24 8:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001887678	Licence update	Phone	Attained - Case Closed	10/15/24 7:40 PM	10/16/24 9:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001887944	Licence update	WEB	Attained - Case Closed	10/16/24 8:36 AM	10/16/24 8:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001890365	Licence update	Phone	Attained - Case Closed	10/17/24 10:27 AM	10/17/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001890398	Licence cancellation	Phone	Attained - Case Closed	10/17/24 10:38 AM	10/17/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001891096	Licence update	WEB	Attained - Case Closed	10/17/24 1:41 PM	10/17/24 2:36 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001892671	Donation	Phone	Attained - Case Closed	10/18/24 11:46 AM	10/18/24 12:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001892840	Licence update	Phone	Attained - Case Closed	10/18/24 12:28 PM	10/18/24 12:49 PM	DBL_Animal Services Administration
Dog Licence Case	201001893686	Licence update	WEB	Attained - Case Closed	10/18/24 5:29 PM	10/18/24 5:45 PM	DBL_Animal Services Administration
Dog Licence Case	201001894341	Licence cancellation	WEB	Attained - Case Closed	10/19/24 11:13 AM	10/19/24 11:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001894557	Licence cancellation	WEB	Attained - Case Closed	10/19/24 1:26 PM	10/19/24 2:41 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001894745	Fostering	Phone	Attained - Case Closed	10/19/24 3:58 PM	10/19/24 4:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001895146	Licence cancellation	WEB	Attained - Case Closed	10/20/24 10:36 AM	10/20/24 10:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001895228	Licence cancellation	WEB	Attained - Case Closed	10/20/24 11:54 AM	10/20/24 12:04 PM	DBL_Animal Services Administration
Dog Licence Case	201001895594	Licence update	WEB	Attained - Case Closed	10/20/24 4:32 PM	10/20/24 4:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001895788	Licence cancellation	WEB	Attained - Case Closed	10/20/24 10:17 PM	10/21/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001895812	Licence cancellation	WEB	Attained - Case Closed	10/21/24 6:54 AM	10/21/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001895826	Licence cancellation	WEB	Attained - Case Closed	10/21/24 7:12 AM	10/21/24 10:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001895887	Licence update	WEB	Attained - Case Closed	10/21/24 8:22 AM	10/21/24 9:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001896293	Licence update	WEB	Attained - Case Closed	10/21/24 10:29 AM	10/21/24 11:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001896294	Licence cancellation	Phone	Attained - Case Closed	10/21/24 10:29 AM	10/21/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001896467	Licence cancellation	Phone	Attained - Case Closed	10/21/24 11:09 AM	10/21/24 11:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001897561	Licence cancellation	WEB	Attained - Case Closed	10/21/24 3:52 PM	10/21/24 4:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001897611	Other	WEB	Attained - Case Closed	10/21/24 4:11 PM	10/21/24 5:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001897946	Licence update	WEB	Attained - Case Closed	10/21/24 7:46 PM	10/22/24 8:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001898032	Licence cancellation	WEB	Attained - Case Closed	10/21/24 10:33 PM	10/22/24 8:02 AM	DBL_Animal Services Administration
Dog Licence Case	201001898075	Licence cancellation	WEB	Attained - Case Closed	10/22/24 6:44 AM	10/22/24 8:03 AM	DBL_Animal Services Administration
Dog Licence Case	201001898270	Licence update	Phone	Attained - Case Closed	10/22/24 9:17 AM	10/22/24 9:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001898278	Licence cancellation	Phone	Attained - Case Closed	10/22/24 9:20 AM	10/22/24 9:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001899981	Other	WEB	Attained - Case Closed	10/22/24 5:18 PM	10/22/24 5:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001900075	New licence	Phone	Attained - Case Closed	10/22/24 6:37 PM	10/23/24 10:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001900325	Other	Phone	Attained - Case Closed	10/23/24 7:42 AM	10/23/24 8:11 AM	DBL_Animal Services Administration
Dog Licence Case	201001900597	Licence cancellation	WEB	Attained - Case Closed	10/23/24 9:38 AM	10/23/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001900598	Licence cancellation	WEB	Attained - Case Closed	10/23/24 9:39 AM	10/23/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001900855	Replacement tag	Phone	Attained - Case Closed	10/23/24 10:46 AM	10/23/24 10:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001901686	Licence cancellation	WEB	Attained - Case Closed	10/23/24 2:48 PM	10/23/24 3:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001901747	Other	WEB	Attained - Case Closed	10/23/24 3:08 PM	10/23/24 3:48 PM	DBL_Animal Services Administration
Dog Licence Case	201001901757	Licence update	WEB	Attained - Case Closed	10/23/24 3:13 PM	10/23/24 3:50 PM	DBL_Animal Services Administration
Dog Licence Case	201001922403	Licence cancellation	WEB	Attained - Case Closed	10/24/24 3:30 AM	10/24/24 8:09 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001922585	Dog ownership	Phone	Attained - Case Closed	10/24/24 9:13 AM	10/24/24 9:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001923171	Licence cancellation	WEB	Attained - Case Closed	10/24/24 11:55 AM	10/24/24 11:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001923537	Licence update	WEB	Attained - Case Closed	10/24/24 1:38 PM	10/24/24 1:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001924153	Licence update	WEB	Attained - Case Closed	10/24/24 5:10 PM	10/24/24 5:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001924350	Licence cancellation	WEB	Attained - Case Closed	10/24/24 7:57 PM	10/25/24 10:18 AM	DBL_Animal Services Administration



Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001924414	Licence cancellation	WEB	Attained - Case Closed	10/24/24 10:06 PM	10/25/24 10:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001924566	Licence cancellation	WEB	Attained - Case Closed	10/25/24 9:05 AM	10/25/24 10:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001925594	Licence cancellation	WEB	Attained - Case Closed	10/25/24 2:52 PM	10/25/24 3:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001925630	Licence cancellation	WEB	Attained - Case Closed	10/25/24 3:11 PM	10/25/24 3:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001925759	Licence cancellation	Phone	Attained - Case Closed	10/25/24 4:06 PM	10/25/24 4:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001925993	Licence update	WEB	Attained - Case Closed	10/25/24 7:02 PM	10/26/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001926130	Licence update	Phone	Attained - Case Closed	10/26/24 8:53 AM	10/26/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001926332	Licence update	WEB	Attained - Case Closed	10/26/24 11:22 AM	10/26/24 11:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001926334	Licence update	WEB	Attained - Case Closed	10/26/24 11:22 AM	10/26/24 11:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001926337	Licence update	WEB	Attained - Case Closed	10/26/24 11:24 AM	10/26/24 11:29 AM	DBL_Animal Services Administration
Dog Licence Case	201001926434	Other	Phone	Attained - Case Closed	10/26/24 12:23 PM	10/26/24 12:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001926947	Other	Phone	Attained - Case Closed	10/27/24 9:39 AM	10/27/24 9:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001926952	Licence update	Phone	Attained - Case Closed	10/27/24 9:46 AM	10/27/24 9:53 AM	DBL_Animal Services Administration
Dog Licence Case	201001927460	Licence update	WEB	Attained - Case Closed	10/27/24 7:50 PM	10/28/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201001927483	Licence update	WEB	Attained - Case Closed	10/27/24 8:32 PM	10/28/24 10:12 AM	DBL_Animal Services Administration
Dog Licence Case	201001927509	Refund	WEB	Attained - Case Closed	10/27/24 10:17 PM	10/28/24 9:56 AM	DBL_Animal Services Administration
Dog Licence Case	201001927527	Licence cancellation	WEB	Attained - Case Closed	10/28/24 6:33 AM	10/28/24 9:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001927528	Licence cancellation	WEB	Attained - Case Closed	10/28/24 6:47 AM	10/28/24 9:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001927529	Licence cancellation	WEB	Attained - Case Closed	10/28/24 6:59 AM	10/28/24 9:38 AM	DBL_Animal Services Administration
Dog Licence Case	201001927596	Licence update	Phone	Attained - Case Closed	10/28/24 8:31 AM	10/28/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001927612	Licence update	Mobile App	Attained - Case Closed	10/28/24 8:38 AM	10/28/24 10:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001927632	Licence cancellation	WEB	Attained - Case Closed	10/28/24 8:49 AM	10/28/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001927638	Licence cancellation	WEB	Attained - Case Closed	10/28/24 8:51 AM	10/28/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001927693	Licence update	Phone	Attained - Case Closed	10/28/24 9:07 AM	10/28/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001927761	Licence cancellation	WEB	Attained - Case Closed	10/28/24 9:22 AM	10/28/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001927801	Licence cancellation	WEB	Attained - Case Closed	10/28/24 9:29 AM	10/28/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001927867	Licence update	Phone	Attained - Case Closed	10/28/24 9:47 AM	10/28/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001927870	Licence cancellation	WEB	Attained - Case Closed	10/28/24 9:47 AM	10/28/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201001927891	Licence cancellation	WEB	Attained - Case Closed	10/28/24 9:52 AM	10/28/24 9:57 AM	DBL_Animal Services Administration
Dog Licence Case	201001927913	Licence cancellation	Phone	Attained - Case Closed	10/28/24 9:59 AM	10/28/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201001927948	Licence cancellation	Phone	Attained - Case Closed	10/28/24 10:07 AM	10/28/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001928014	Licence cancellation	Phone	Attained - Case Closed	10/28/24 10:24 AM	10/28/24 10:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001928043	Licence update	WEB	Attained - Case Closed	10/28/24 10:33 AM	10/28/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001928124	Licence cancellation	WEB	Attained - Case Closed	10/28/24 10:54 AM	10/28/24 11:05 AM	DBL_Animal Services Administration
Dog Licence Case	201001928128	Other	Phone	Attained - Case Closed	10/28/24 10:55 AM	10/28/24 11:09 AM	DBL_Animal Services Administration
Dog Licence Case	201001928150	Licence update	Phone	Attained - Case Closed	10/28/24 11:00 AM	10/28/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001928510	Licence cancellation	Phone	Attained - Case Closed	10/28/24 12:21 PM	10/28/24 3:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001928650	Licence update	Phone	Attained - Case Closed	10/28/24 12:57 PM	10/29/24 9:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001928750	Other	Phone	Attained - Case Closed	10/28/24 1:17 PM	10/28/24 3:34 PM	DBL_Animal Services Administration
Dog Licence Case	201001928820	Licence cancellation	Phone	Attained - Case Closed	10/28/24 1:34 PM	10/28/24 3:07 PM	DBL_Animal Services Administration
Dog Licence Case	201001928845	Licence cancellation	Phone	Attained - Case Closed	10/28/24 1:40 PM	10/28/24 2:53 PM	DBL_Animal Services Administration
Dog Licence Case	201001929137	Licence cancellation	WEB	Attained - Case Closed	10/28/24 2:58 PM	10/28/24 3:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001929254	Licence cancellation	WEB	Attained - Case Closed	10/28/24 3:32 PM	10/28/24 3:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001929530	Licence update	WEB	Attained - Case Closed	10/28/24 5:36 PM	10/29/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001929537	Other	WEB	Attained - Case Closed	10/28/24 5:39 PM	10/29/24 9:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001929744	Licence cancellation	WEB	Attained - Case Closed	10/28/24 10:13 PM	10/29/24 9:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001929745	Licence cancellation	WEB	Attained - Case Closed	10/28/24 10:15 PM	10/29/24 9:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001929757	Licence cancellation	WEB	Attained - Case Closed	10/28/24 11:21 PM	10/29/24 9:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001929778	Licence cancellation	WEB	Attained - Case Closed	10/29/24 6:13 AM	10/29/24 9:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001929879	Licence cancellation	WEB	Attained - Case Closed	10/29/24 8:36 AM	10/29/24 9:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001929925	Licence cancellation	Phone	Attained - Case Closed	10/29/24 8:59 AM	10/29/24 9:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001929943	Licence update	Phone	Attained - Case Closed	10/29/24 9:05 AM	10/29/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001929948	Licence update	Phone	Attained - Case Closed	10/29/24 9:07 AM	10/29/24 9:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001930034	Licence cancellation	WEB	Attained - Case Closed	10/29/24 9:32 AM	10/29/24 9:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001930037	Licence cancellation	WEB	Attained - Case Closed	10/29/24 9:33 AM	10/29/24 9:41 AM	DBL_Animal Services Administration
Dog Licence Case	201001930054	Licence cancellation	WEB	Attained - Case Closed	10/29/24 9:39 AM	10/29/24 9:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001930157	Licence cancellation	WEB	Attained - Case Closed	10/29/24 10:04 AM	10/29/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001930905	Other	WEB	Attained - Case Closed	10/29/24 1:00 PM	10/29/24 1:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001930994	Licence update	Phone	Attained - Case Closed	10/29/24 1:22 PM	10/29/24 1:25 PM	DBL_Animal Services Administration
Dog Licence Case	201001931304	Licence cancellation	WEB	Attained - Case Closed	10/29/24 2:52 PM	10/29/24 3:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001931411	Licence cancellation	WEB	Attained - Case Closed	10/29/24 3:21 PM	10/29/24 3:49 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Animal Services Inquiry Case	201001931415	Fees and fines	Phone	Attained - Case Closed	10/29/24 3:22 PM	10/29/24 3:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001931567	Licence update	Phone	Attained - Case Closed	10/29/24 4:04 PM	10/29/24 4:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001931573	Licence update	WEB	Attained - Case Closed	10/29/24 4:05 PM	10/29/24 4:32 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001931687	Other	Phone	Attained - Case Closed	10/29/24 4:54 PM	10/29/24 5:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001931726	Licence cancellation	WEB	Attained - Case Closed	10/29/24 5:18 PM	10/29/24 5:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001931985	Licence cancellation	WEB	Attained - Case Closed	10/29/24 9:14 PM	10/30/24 8:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001932443	Licence cancellation	WEB	Attained - Case Closed	10/30/24 10:18 AM	10/30/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001932543	Licence cancellation	WEB	Attained - Case Closed	10/30/24 10:48 AM	10/30/24 10:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001932675	Licence cancellation	Phone	Attained - Case Closed	10/30/24 11:30 AM	10/30/24 11:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001932785	Licence update	Phone	Attained - Case Closed	10/30/24 12:02 PM	10/30/24 12:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001932918	Licence cancellation	WEB	Attained - Case Closed	10/30/24 12:36 PM	10/30/24 12:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001932920	Licence update	Phone	Attained - Case Closed	10/30/24 12:36 PM	10/30/24 12:42 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001933490	Other	Phone	Attained - Case Closed	10/30/24 3:36 PM	10/30/24 3:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001933521	Licence cancellation	Mobile App	Attained - Case Closed	10/30/24 3:49 PM	10/30/24 3:51 PM	DBL_Animal Services Administration
Dog Licence Case	201001933947	Licence cancellation	WEB	Attained - Case Closed	10/31/24 6:14 AM	10/31/24 10:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001933985	Licence update	Phone	Attained - Case Closed	10/31/24 8:09 AM	10/31/24 12:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001934103	Licence update	WEB	Attained - Case Closed	10/31/24 9:14 AM	10/31/24 12:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001934116	Licence update	Phone	Attained - Case Closed	10/31/24 9:18 AM	10/31/24 12:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001934682	Licence cancellation	Phone	Attained - Case Closed	10/31/24 11:52 AM	10/31/24 12:08 PM	DBL_Animal Services Administration
Dog Licence Case	201001934902	Other	Phone	Attained - Case Closed	10/31/24 12:58 PM	10/31/24 1:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001934945	Other	Phone	Attained - Case Closed	10/31/24 1:10 PM	10/31/24 1:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001935029	Licence update	WEB	Attained - Case Closed	10/31/24 1:33 PM	10/31/24 1:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001935681	Licence update	Phone	Attained - Case Closed	10/31/24 5:37 PM	10/31/24 6:05 PM	DBL_Animal Services Administration
Dog Licence Case	201001936123	Other	Mobile App	Attained - Case Closed	11/1/24 9:13 AM	11/1/24 10:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001936288	Licence cancellation	WEB	Attained - Case Closed	11/1/24 10:12 AM	11/1/24 11:42 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001936291	Other	Phone	Attained - Case Closed	11/1/24 10:13 AM	11/1/24 10:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001936525	Licence update	Phone	Attained - Case Closed	11/1/24 11:16 AM	11/1/24 11:45 AM	DBL_Animal Services Administration
Dog Licence Case	201001936579	Other	Phone	Attained - Case Closed	11/1/24 11:31 AM	11/1/24 11:46 AM	DBL_Animal Services Administration
Dog Licence Case	201001936715	Licence update	Phone	Attained - Case Closed	11/1/24 12:04 PM	11/1/24 12:06 PM	DBL_Animal Services Administration
Dog Licence Case	201001936741	Licence update	WEB	Attained - Case Closed	11/1/24 12:11 PM	11/1/24 12:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001936752	Licence update	WEB	Attained - Case Closed	11/1/24 12:14 PM	11/1/24 12:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001936765	Licence cancellation	Phone	Attained - Case Closed	11/1/24 12:17 PM	11/1/24 12:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001937144	Other	Phone	Attained - Case Closed	11/1/24 2:16 PM	11/1/24 2:36 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001938534	Other	Phone	Attained - Case Closed	11/2/24 4:45 PM	11/2/24 4:59 PM	DBL_Animal Services Administration
Dog Licence Case	201001938557	Licence cancellation	WEB	Attained - Case Closed	11/2/24 5:21 PM	11/2/24 5:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001938728	Licence cancellation	WEB	Attained - Case Closed	11/3/24 8:15 AM	11/3/24 9:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001938768	Licence cancellation	Phone	Attained - Case Closed	11/3/24 9:07 AM	11/3/24 9:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001938798	Replacement tag	WEB	Attained - Case Closed	11/3/24 9:43 AM	11/3/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001938811	Licence cancellation	Phone	Attained - Case Closed	11/3/24 10:02 AM	11/3/24 10:21 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001938880	Other	Phone	Attained - Case Closed	11/3/24 11:03 AM	11/3/24 11:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001939484	Licence update	Phone	Attained - Case Closed	11/4/24 7:09 AM	11/4/24 10:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001939492	Licence cancellation	WEB	Attained - Case Closed	11/4/24 7:20 AM	11/4/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001939495	Licence cancellation	WEB	Attained - Case Closed	11/4/24 7:21 AM	11/4/24 9:55 AM	DBL_Animal Services Administration
Dog Licence Case	201001939572	Licence cancellation	WEB	Attained - Case Closed	11/4/24 8:15 AM	11/4/24 10:01 AM	DBL_Animal Services Administration
Dog Licence Case	201001939610	Licence cancellation	WEB	Attained - Case Closed	11/4/24 8:35 AM	11/4/24 9:58 AM	DBL_Animal Services Administration
Dog Licence Case	201001940122	Licence update	Mobile App	Attained - Case Closed	11/4/24 10:36 AM	11/4/24 12:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001941302	Licence update	Phone	Attained - Case Closed	11/4/24 2:55 PM	11/4/24 3:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001941379	Licence cancellation	Phone	Attained - Case Closed	11/4/24 3:15 PM	11/4/24 3:30 PM	DBL_Animal Services Administration
Dog Licence Case	201001941441	Licence cancellation	WEB	Attained - Case Closed	11/4/24 3:31 PM	11/4/24 3:41 PM	DBL_Animal Services Administration
Dog Licence Case	201001942110	Licence update	WEB	Attained - Case Closed	11/5/24 7:44 AM	11/5/24 9:57 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001942435	Other	Phone	Attained - Case Closed	11/5/24 9:41 AM	11/5/24 9:47 AM	DBL_Animal Services Administration
Dog Licence Case	201001943726	Licence cancellation	Phone	Attained - Case Closed	11/5/24 3:20 PM	11/5/24 3:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001944602	Licence update	Phone	Attained - Case Closed	11/6/24 10:08 AM	11/6/24 10:31 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001945174	Other	Phone	Attained - Case Closed	11/6/24 12:28 PM	11/6/24 12:30 PM	DBL_Animal Services Administration
Dog Licence Case	201001945248	Licence cancellation	WEB	Attained - Case Closed	11/6/24 12:44 PM	11/6/24 1:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001945819	Other	Phone	Attained - Case Closed	11/6/24 3:29 PM	11/6/24 3:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001946296	Licence cancellation	WEB	Attained - Case Closed	11/7/24 6:25 AM	11/7/24 8:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001946482	Licence update	WEB	Attained - Case Closed	11/7/24 8:47 AM	11/7/24 9:02 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001946745	By-laws	Phone	Attained - Case Closed	11/7/24 9:54 AM	11/7/24 10:51 AM	DBL_Animal Services Administration
Dog Licence Case	201001947889	Licence update	Phone	Attained - Case Closed	11/7/24 2:52 PM	11/7/24 3:43 PM	DBL_Animal Services Administration
Dog Licence Case	201001948703	Licence update	WEB	Attained - Case Closed	11/8/24 8:18 AM	11/8/24 10:04 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001948852	Licence cancellation	Phone	Attained - Case Closed	11/8/24 9:19 AM	11/8/24 10:06 AM	DBL_Animal Services Administration
Dog Licence Case	201001948889	Licence update	WEB	Attained - Case Closed	11/8/24 9:29 AM	11/8/24 11:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001950258	Licence update	WEB	Attained - Case Closed	11/8/24 3:16 PM	11/8/24 4:17 PM	DBL_Animal Services Administration
Dog Licence Case	201001950270	Licence update	WEB	Attained - Case Closed	11/8/24 3:19 PM	11/8/24 4:19 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001950275	Dog ownership	Phone	Attained - Case Closed	11/8/24 3:22 PM	11/8/24 4:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001951147	Refund	WEB	Attained - Case Closed	11/9/24 11:04 AM	11/9/24 11:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001951337	Licence cancellation	Phone	Attained - Case Closed	11/9/24 1:08 PM	11/9/24 1:12 PM	DBL_Animal Services Administration
Dog Licence Case	201001951771	Licence update	WEB	Attained - Case Closed	11/9/24 9:37 PM	11/10/24 11:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001951980	Licence cancellation	Mobile App	Attained - Case Closed	11/10/24 10:50 AM	11/10/24 10:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001951997	Licence cancellation	WEB	Attained - Case Closed	11/10/24 11:10 AM	11/10/24 11:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001952441	Licence cancellation	WEB	Attained - Case Closed	11/10/24 6:13 PM	11/12/24 10:40 AM	DBL_Animal Services Administration
Dog Licence Case	201001953454	Licence cancellation	WEB	Attained - Case Closed	11/11/24 6:49 PM	11/12/24 10:39 AM	DBL_Animal Services Administration
Dog Licence Case	201001954135	Licence cancellation	Phone	Attained - Case Closed	11/12/24 10:24 AM	11/12/24 10:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001954547	Licence cancellation	WEB	Attained - Case Closed	11/12/24 11:57 AM	11/12/24 2:33 PM	DBL_Animal Services Administration
Dog Licence Case	201001954605	Licence cancellation	WEB	Attained - Case Closed	11/12/24 12:10 PM	11/12/24 2:38 PM	DBL_Animal Services Administration
Dog Licence Case	201001955553	Licence update	Phone	Attained - Case Closed	11/12/24 4:09 PM	11/12/24 4:37 PM	DBL_Animal Services Administration
Dog Licence Case	201001955630	Refund	WEB	Attained - Case Closed	11/12/24 4:30 PM	11/12/24 5:09 PM	DBL_Animal Services Administration
Dog Licence Case	201001956041	Licence cancellation	WEB	Attained - Case Closed	11/12/24 10:54 PM	11/13/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001956166	Licence update	Phone	Attained - Case Closed	11/13/24 8:14 AM	11/13/24 10:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001956258	Licence cancellation	WEB	Attained - Case Closed	11/13/24 8:48 AM	11/13/24 10:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001956478	Licence update	WEB	Attained - Case Closed	11/13/24 9:40 AM	11/13/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001958629	Replacement tag	Mobile App	Attained - Case Closed	11/14/24 12:15 AM	11/14/24 10:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001958907	Licence cancellation	WEB	Attained - Case Closed	11/14/24 9:12 AM	11/14/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001958942	Licence update	WEB	Attained - Case Closed	11/14/24 9:23 AM	11/14/24 10:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001959132	Licence update	Phone	Attained - Case Closed	11/14/24 10:06 AM	11/14/24 10:14 AM	DBL_Animal Services Administration
Dog Licence Case	201001959871	Licence cancellation	WEB	Attained - Case Closed	11/14/24 12:41 PM	11/14/24 12:56 PM	DBL_Animal Services Administration
Dog Licence Case	201001960248	Licence cancellation	Phone	Attained - Case Closed	11/14/24 2:15 PM	11/14/24 3:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001960460	Licence cancellation	WEB	Attained - Case Closed	11/14/24 3:06 PM	11/14/24 5:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001960733	Licence cancellation	WEB	Attained - Case Closed	11/14/24 4:29 PM	11/14/24 4:54 PM	DBL_Animal Services Administration
Dog Licence Case	201001960915	Replacement tag	Phone	Attained - Case Closed	11/14/24 6:27 PM	11/15/24 9:59 AM	DBL_Animal Services Administration
Dog Licence Case	201001961357	Other	WEB	Attained - Case Closed	11/15/24 9:01 AM	11/15/24 9:52 AM	DBL_Animal Services Administration
Dog Licence Case	201001961706	Replacement tag	Mobile App	Attained - Case Closed	11/15/24 10:32 AM	11/15/24 10:50 AM	DBL_Animal Services Administration
Dog Licence Case	201001962105	Licence update	Phone	Attained - Case Closed	11/15/24 11:58 AM	11/15/24 12:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001962447	Licence cancellation	Phone	Attained - Case Closed	11/15/24 1:19 PM	11/15/24 1:36 PM	DBL_Animal Services Administration
Dog Licence Case	201001963340	Licence update	Phone	Attained - Case Closed	11/15/24 5:54 PM	11/16/24 8:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001963531	Licence update	WEB	Attained - Case Closed	11/15/24 10:06 PM	11/16/24 8:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001963586	Licence cancellation	WEB	Attained - Case Closed	11/16/24 6:47 AM	11/16/24 8:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001963776	Licence cancellation	Phone	Attained - Case Closed	11/16/24 10:20 AM	11/16/24 10:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001963842	Other	Phone	Attained - Case Closed	11/16/24 10:59 AM	11/16/24 11:19 AM	DBL_Animal Services Administration
Dog Licence Case	201001964036	Other	WEB	Attained - Case Closed	11/16/24 1:17 PM	11/16/24 4:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001964037	Licence cancellation	Phone	Attained - Case Closed	11/16/24 1:18 PM	11/16/24 1:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001964139	Licence update	WEB	Attained - Case Closed	11/16/24 2:49 PM	11/16/24 4:02 PM	DBL_Animal Services Administration
Dog Licence Case	201001964225	Licence update	WEB	Attained - Case Closed	11/16/24 4:02 PM	11/16/24 4:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001964230	Licence update	WEB	Attained - Case Closed	11/16/24 4:04 PM	11/16/24 4:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001964596	Licence cancellation	Mobile App	Attained - Case Closed	11/17/24 11:15 AM	11/17/24 11:48 AM	DBL_Animal Services Administration
Dog Licence Case	201001964626	Licence update	WEB	Attained - Case Closed	11/17/24 11:41 AM	11/17/24 12:14 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001964779	Other	Phone	Attained - Case Closed	11/17/24 1:34 PM	11/17/24 1:40 PM	DBL_Animal Services Administration
Dog Licence Case	201001964787	Refund	WEB	Attained - Case Closed	11/17/24 1:39 PM	11/17/24 3:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001965196	Licence cancellation	WEB	Attained - Case Closed	11/18/24 7:12 AM	11/18/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001965273	Licence cancellation	WEB	Attained - Case Closed	11/18/24 8:14 AM	11/18/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201001965597	Licence cancellation	WEB	Attained - Case Closed	11/18/24 9:54 AM	11/18/24 10:32 AM	DBL_Animal Services Administration
Dog Licence Case	201001966236	Licence cancellation	Mobile App	Attained - Case Closed	11/18/24 12:04 PM	11/18/24 12:21 PM	DBL_Animal Services Administration
Dog Licence Case	201001967022	New licence	Phone	Attained - Case Closed	11/18/24 2:45 PM	11/19/24 10:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001967065	Other	WEB	Attained - Case Closed	11/18/24 2:55 PM	11/19/24 10:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001967221	Licence update	WEB	Attained - Case Closed	11/18/24 3:27 PM	11/19/24 10:23 AM	DBL_Animal Services Administration
Dog Licence Case	201001967233	Licence cancellation	Phone	Attained - Case Closed	11/18/24 3:30 PM	11/18/24 3:49 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001967595	Other	Phone	Attained - Case Closed	11/18/24 5:21 PM	11/18/24 5:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001967645	Licence update	Phone	Attained - Case Closed	11/18/24 5:43 PM	11/18/24 5:47 PM	DBL_Animal Services Administration
Dog Licence Case	201001967959	Licence update	WEB	Attained - Case Closed	11/19/24 3:57 AM	11/19/24 10:24 AM	DBL_Animal Services Administration
Dog Licence Case	201001968056	Licence cancellation	WEB	Attained - Case Closed	11/19/24 7:51 AM	11/19/24 10:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001968217	Licence cancellation	Phone	Attained - Case Closed	11/19/24 8:52 AM	11/19/24 10:28 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201001968627	Licence update	Phone	Attained - Case Closed	11/19/24 10:25 AM	11/19/24 10:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001968929	Licence update	WEB	Attained - Case Closed	11/19/24 11:22 AM	11/19/24 12:27 PM	DBL_Animal Services Administration
Dog Licence Case	201001969143	Licence update	WEB	Attained - Case Closed	11/19/24 11:59 AM	11/19/24 12:28 PM	DBL_Animal Services Administration
Dog Licence Case	201001969835	Licence cancellation	Phone	Attained - Case Closed	11/19/24 2:09 PM	11/19/24 5:34 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001970816	Dog ownership	Phone	Attained - Case Closed	11/19/24 7:52 PM	11/20/24 11:49 AM	DBL_Animal Services Administration
Dog Licence Case	201001971360	Licence cancellation	WEB	Attained - Case Closed	11/20/24 9:11 AM	11/20/24 10:37 AM	DBL_Animal Services Administration
Dog Licence Case	201001972176	Licence cancellation	Phone	Attained - Case Closed	11/20/24 12:11 PM	11/20/24 5:22 PM	DBL_Animal Services Administration
Dog Licence Case	201001972531	Licence update	Phone	Attained - Case Closed	11/20/24 1:17 PM	11/20/24 5:04 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001973061	Other	Phone	Attained - Case Closed	11/20/24 3:30 PM	11/20/24 4:32 PM	DBL_Animal Services Administration
Dog Licence Case	201001973472	Licence cancellation	WEB	Attained - Case Closed	11/20/24 6:16 PM	11/21/24 10:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001973717	Licence cancellation	WEB	Attained - Case Closed	11/21/24 6:22 AM	11/21/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001973745	Licence cancellation	WEB	Attained - Case Closed	11/21/24 7:29 AM	11/21/24 10:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001974194	Licence update	WEB	Attained - Case Closed	11/21/24 9:46 AM	11/21/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201001974381	Licence cancellation	WEB	Attained - Case Closed	11/21/24 10:19 AM	11/21/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001976623	Licence cancellation	WEB	Attained - Case Closed	11/22/24 9:17 AM	11/22/24 11:17 AM	DBL_Animal Services Administration
Dog Licence Case	201001976831	Licence cancellation	WEB	Attained - Case Closed	11/22/24 10:12 AM	11/22/24 11:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001976932	Other	Phone	Attained - Case Closed	11/22/24 10:34 AM	11/22/24 10:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001977013	Licence cancellation	WEB	Attained - Case Closed	11/22/24 10:52 AM	11/22/24 12:15 PM	DBL_Animal Services Administration
Dog Licence Case	201001977020	Licence cancellation	WEB	Attained - Case Closed	11/22/24 10:54 AM	11/22/24 12:19 PM	DBL_Animal Services Administration
Dog Licence Case	201001977119	Other	WEB	Attained - Case Closed	11/22/24 11:15 AM	11/22/24 11:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001977161	Licence cancellation	Phone	Attained - Case Closed	11/22/24 11:22 AM	11/22/24 12:20 PM	DBL_Animal Services Administration
Dog Licence Case	201001977167	Licence update	WEB	Attained - Case Closed	11/22/24 11:24 AM	11/22/24 12:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001977339	Licence cancellation	WEB	Attained - Case Closed	11/22/24 12:02 PM	11/22/24 12:23 PM	DBL_Animal Services Administration
Dog Licence Case	201001978552	Licence update	WEB	Attained - Case Closed	11/22/24 5:57 PM	11/23/24 9:18 AM	DBL_Animal Services Administration
Dog Licence Case	201001978754	Licence cancellation	WEB	Attained - Case Closed	11/22/24 10:10 PM	11/23/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201001979111	Replacement tag	Chat	Attained - Case Closed	11/23/24 11:27 AM	11/24/24 11:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001979637	Licence update	WEB	Attained - Case Closed	11/23/24 5:39 PM	11/24/24 11:20 AM	DBL_Animal Services Administration
Dog Licence Case	201001979649	Licence update	Phone	Attained - Case Closed	11/23/24 6:02 PM	11/27/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201001980055	Licence cancellation	WEB	Attained - Case Closed	11/24/24 1:05 PM	11/24/24 1:14 PM	DBL_Animal Services Administration
Dog Licence Case	201001980095	Licence update	WEB	Attained - Case Closed	11/24/24 1:47 PM	11/24/24 3:24 PM	DBL_Animal Services Administration
Dog Licence Case	201001980315	Licence cancellation	WEB	Attained - Case Closed	11/24/24 5:01 PM	11/24/24 5:11 PM	DBL_Animal Services Administration
Dog Licence Case	201001980496	Licence cancellation	WEB	Attained - Case Closed	11/25/24 4:13 AM	11/25/24 10:26 AM	DBL_Animal Services Administration
Dog Licence Case	201001981874	Licence cancellation	Phone	Attained - Case Closed	11/25/24 1:04 PM	11/25/24 1:39 PM	DBL_Animal Services Administration
Dog Licence Case	201001982260	Licence cancellation	WEB	Attained - Case Closed	11/25/24 2:16 PM	11/25/24 2:44 PM	DBL_Animal Services Administration
Dog Licence Case	201001983045	Licence cancellation	WEB	Attained - Case Closed	11/25/24 6:37 PM	11/26/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201001983434	Licence update	Phone	Attained - Case Closed	11/26/24 8:27 AM	11/27/24 10:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001983865	Licence cancellation	WEB	Attained - Case Closed	11/26/24 10:15 AM	11/26/24 10:43 AM	DBL_Animal Services Administration
Dog Licence Case	201001983895	Licence update	WEB	Attained - Case Closed	11/26/24 10:20 AM	11/27/24 10:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001984029	Licence cancellation	Phone	Attained - Case Closed	11/26/24 10:48 AM	11/26/24 11:21 AM	DBL_Animal Services Administration
Dog Licence Case	201001984961	Other	WEB	Attained - Case Closed	11/26/24 2:10 PM	11/26/24 2:23 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201001985786	Other	Phone	Attained - Case Closed	11/26/24 6:57 PM	11/27/24 10:25 AM	DBL_Animal Services Administration
Dog Licence Case	201001985972	Licence cancellation	WEB	Attained - Case Closed	11/27/24 6:13 AM	11/27/24 10:16 AM	DBL_Animal Services Administration
Dog Licence Case	201001985992	Licence cancellation	WEB	Attained - Case Closed	11/27/24 7:18 AM	11/27/24 10:27 AM	DBL_Animal Services Administration
Dog Licence Case	201001986021	Other	WEB	Attained - Case Closed	11/27/24 7:53 AM	11/27/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201001986110	Licence cancellation	WEB	Attained - Case Closed	11/27/24 8:40 AM	11/27/24 10:30 AM	DBL_Animal Services Administration
Dog Licence Case	201001986134	Other	Phone	Attained - Case Closed	11/27/24 8:49 AM	11/27/24 11:13 AM	DBL_Animal Services Administration
Dog Licence Case	201001986264	Licence cancellation	Mobile App	Attained - Case Closed	11/27/24 9:29 AM	11/27/24 11:04 AM	DBL_Animal Services Administration
Dog Licence Case	201001986370	Licence update	Phone	Attained - Case Closed	11/27/24 10:02 AM	11/27/24 10:42 AM	DBL_Animal Services Administration
Dog Licence Case	201001986541	New licence	Phone	Attained - Case Closed	11/27/24 10:39 AM	11/27/24 10:44 AM	DBL_Animal Services Administration
Dog Licence Case	201001986897	Licence cancellation	Phone	Attained - Case Closed	11/27/24 11:57 AM	11/27/24 1:10 PM	DBL_Animal Services Administration
Dog Licence Case	201001988238	Licence cancellation	WEB	Attained - Case Closed	11/27/24 5:46 PM	11/27/24 6:00 PM	DBL_Animal Services Administration
Dog Licence Case	201001988378	Licence cancellation	WEB	Attained - Case Closed	11/27/24 7:28 PM	11/28/24 9:07 AM	DBL_Animal Services Administration
Dog Licence Case	201001988504	Licence cancellation	Mobile App	Attained - Case Closed	11/27/24 9:36 PM	11/28/24 9:09 AM	DBL_Animal Services Administration
Dog Licence Case	201002009417	Licence update	Phone	Attained - Case Closed	11/28/24 11:34 AM	11/28/24 11:52 AM	DBL_Animal Services Administration
Dog Licence Case	201002009682	Refund	WEB	Attained - Case Closed	11/28/24 12:37 PM	11/28/24 1:57 PM	DBL_Animal Services Administration
Dog Licence Case	201002009871	New licence	Phone	Attained - Case Closed	11/28/24 1:33 PM	11/28/24 4:34 PM	DBL_Animal Services Administration
Dog Licence Case	201002010004	Licence cancellation	WEB	Attained - Case Closed	11/28/24 2:09 PM	11/28/24 3:55 PM	DBL_Animal Services Administration
Dog Licence Case	201002010028	Licence cancellation	WEB	Attained - Case Closed	11/28/24 2:14 PM	11/28/24 3:46 PM	DBL_Animal Services Administration
Dog Licence Case	201002010546	Licence cancellation	WEB	Attained - Case Closed	11/28/24 5:06 PM	11/28/24 5:41 PM	DBL_Animal Services Administration
Dog Licence Case	201002010745	Licence update	WEB	Attained - Case Closed	11/28/24 8:23 PM	11/29/24 10:54 AM	DBL_Animal Services Administration
Dog Licence Case	201002011238	Licence update	Phone	Attained - Case Closed	11/29/24 10:07 AM	11/29/24 10:54 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201002012083	Licence update	Phone	Attained - Case Closed	11/29/24 1:23 PM	11/29/24 2:08 PM	DBL_Animal Services Administration
Dog Licence Case	201002012146	Licence update	Phone	Attained - Case Closed	11/29/24 1:37 PM	11/29/24 1:54 PM	DBL_Animal Services Administration
Dog Licence Case	201002013029	Licence cancellation	WEB	Attained - Case Closed	11/30/24 1:01 AM	11/30/24 11:00 AM	DBL_Animal Services Administration
Dog Licence Case	201002013320	Licence update	Phone	Attained - Case Closed	11/30/24 11:39 AM	11/30/24 11:56 AM	DBL_Animal Services Administration
Dog Licence Case	201002013361	Licence update	Phone	Attained - Case Closed	11/30/24 12:04 PM	11/30/24 12:21 PM	DBL_Animal Services Administration
Dog Licence Case	201002013744	Licence update	Phone	Attained - Case Closed	11/30/24 4:51 PM	11/30/24 5:32 PM	DBL_Animal Services Administration
Dog Licence Case	201002013901	Other	WEB	Attained - Case Closed	12/1/24 2:08 AM	12/1/24 4:23 PM	DBL_Animal Services Administration
Dog Licence Case	201002013903	Licence cancellation	WEB	Attained - Case Closed	12/1/24 3:18 AM	12/1/24 11:25 AM	DBL_Animal Services Administration
Dog Licence Case	201002014240	Licence cancellation	WEB	Attained - Case Closed	12/1/24 1:45 PM	12/1/24 2:42 PM	DBL_Animal Services Administration
Dog Licence Case	201002014582	Licence cancellation	WEB	Attained - Case Closed	12/1/24 8:46 PM	12/2/24 10:56 AM	DBL_Animal Services Administration
Dog Licence Case	201002014659	Licence update	WEB	Attained - Case Closed	12/2/24 7:25 AM	12/2/24 10:57 AM	DBL_Animal Services Administration
Dog Licence Case	201002015133	Licence update	WEB	Attained - Case Closed	12/2/24 10:05 AM	12/3/24 11:20 AM	DBL_Animal Services Administration
Dog Licence Case	201002015725	Licence update	Mobile App	Attained - Case Closed	12/2/24 12:06 PM	12/2/24 12:27 PM	DBL_Animal Services Administration
Dog Licence Case	201002016038	Licence cancellation	WEB	Attained - Case Closed	12/2/24 1:12 PM	12/2/24 2:08 PM	DBL_Animal Services Administration
Dog Licence Case	201002016425	Licence cancellation	WEB	Missed - Case Closed	12/2/24 2:37 PM	12/3/24 11:16 AM	DBL_Animal Services Administration
Dog Licence Case	201002017103	Licence cancellation	WEB	Attained - Case Closed	12/2/24 6:42 PM	12/3/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201002017169	Licence cancellation	Phone	Attained - Case Closed	12/2/24 7:55 PM	12/3/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201002019516	Licence update	WEB	Attained - Case Closed	12/3/24 4:07 PM	12/3/24 4:15 PM	DBL_Animal Services Administration
Dog Licence Case	201002019681	Licence update	WEB	Attained - Case Closed	12/3/24 5:27 PM	12/3/24 5:49 PM	DBL_Animal Services Administration
Dog Licence Case	201002019802	Other	Phone	Attained - Case Closed	12/3/24 7:29 PM	12/4/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201002019854	Licence cancellation	WEB	Attained - Case Closed	12/3/24 8:32 PM	12/4/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201002019925	Other	WEB	Attained - Case Closed	12/3/24 10:00 PM	12/4/24 10:14 AM	DBL_Animal Services Administration
Dog Licence Case	201002019957	Licence update	WEB	Attained - Case Closed	12/4/24 2:04 AM	12/4/24 9:14 AM	DBL_Animal Services Administration
Dog Licence Case	201002020197	Other	Phone	Attained - Case Closed	12/4/24 8:57 AM	12/4/24 3:09 PM	DBL_Animal Services Administration
Dog Licence Case	201002020600	Licence cancellation	Phone	Attained - Case Closed	12/4/24 10:39 AM	12/4/24 12:07 PM	DBL_Animal Services Administration
Dog Licence Case	201002020785	Licence update	Phone	Attained - Case Closed	12/4/24 11:26 AM	12/4/24 12:14 PM	DBL_Animal Services Administration
Dog Licence Case	201002020963	Licence cancellation	WEB	Attained - Case Closed	12/4/24 11:59 AM	12/4/24 12:10 PM	DBL_Animal Services Administration
Dog Licence Case	201002021156	Licence cancellation	Phone	Attained - Case Closed	12/4/24 12:42 PM	12/4/24 2:34 PM	DBL_Animal Services Administration
Dog Licence Case	201002022242	Licence cancellation	WEB	Attained - Case Closed	12/4/24 5:36 PM	12/4/24 5:49 PM	DBL_Animal Services Administration
Dog Licence Case	201002022456	Licence cancellation	WEB	Attained - Case Closed	12/4/24 8:40 PM	12/5/24 7:57 AM	DBL_Animal Services Administration
Dog Licence Case	201002022459	Licence update	WEB	Attained - Case Closed	12/4/24 8:44 PM	12/5/24 8:03 AM	DBL_Animal Services Administration
Dog Licence Case	201002023759	Licence cancellation	Phone	Attained - Case Closed	12/5/24 12:52 PM	12/5/24 1:08 PM	DBL_Animal Services Administration
Dog Licence Case	201002024302	Licence cancellation	WEB	Attained - Case Closed	12/5/24 2:46 PM	12/5/24 3:58 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002024309	Dog ownership	Phone	Attained - Case Closed	12/5/24 2:48 PM	12/5/24 4:06 PM	DBL_Animal Services Administration
Dog Licence Case	201002024399	Licence update	WEB	Attained - Case Closed	12/5/24 3:11 PM	12/5/24 4:06 PM	DBL_Animal Services Administration
Dog Licence Case	201002024625	Licence update	WEB	Attained - Case Closed	12/5/24 4:09 PM	12/5/24 4:55 PM	DBL_Animal Services Administration
Dog Licence Case	201002024768	Other	WEB	Attained - Case Closed	12/5/24 5:01 PM	12/5/24 5:07 PM	DBL_Animal Services Administration
Dog Licence Case	201002024977	Licence cancellation	WEB	Attained - Case Closed	12/5/24 7:25 PM	12/6/24 10:49 AM	DBL_Animal Services Administration
Dog Licence Case	201002024978	Other	WEB	Attained - Case Closed	12/5/24 7:26 PM	12/6/24 10:35 AM	DBL_Animal Services Administration
Dog Licence Case	201002024980	Licence cancellation	WEB	Attained - Case Closed	12/5/24 7:27 PM	12/6/24 10:50 AM	DBL_Animal Services Administration
Dog Licence Case	201002025166	Licence cancellation	WEB	Attained - Case Closed	12/6/24 5:17 AM	12/6/24 10:52 AM	DBL_Animal Services Administration
Dog Licence Case	201002025183	Other	WEB	Attained - Case Closed	12/6/24 7:05 AM	12/6/24 10:46 AM	DBL_Animal Services Administration
Dog Licence Case	201002026388	Licence update	WEB	Attained - Case Closed	12/6/24 1:13 PM	12/6/24 1:21 PM	DBL_Animal Services Administration
Dog Licence Case	201002027241	Licence cancellation	Mobile App	Attained - Case Closed	12/6/24 7:04 PM	12/7/24 10:58 AM	DBL_Animal Services Administration
Dog Licence Case	201002027466	Licence cancellation	WEB	Attained - Case Closed	12/7/24 8:29 AM	12/7/24 10:55 AM	DBL_Animal Services Administration
Dog Licence Case	201002027521	Licence update	Phone	Attained - Case Closed	12/7/24 9:25 AM	12/7/24 11:07 AM	DBL_Animal Services Administration
Dog Licence Case	201002027767	Licence cancellation	WEB	Attained - Case Closed	12/7/24 12:14 PM	12/7/24 12:27 PM	DBL_Animal Services Administration
Dog Licence Case	201002027779	Licence cancellation	Phone	Attained - Case Closed	12/7/24 12:22 PM	12/7/24 12:29 PM	DBL_Animal Services Administration
Dog Licence Case	201002027783	Licence update	Phone	Attained - Case Closed	12/7/24 12:25 PM	12/7/24 12:30 PM	DBL_Animal Services Administration
Dog Licence Case	201002027818	Licence update	Phone	Attained - Case Closed	12/7/24 12:42 PM	12/7/24 1:44 PM	DBL_Animal Services Administration
Dog Licence Case	201002027825	Other	WEB	Attained - Case Closed	12/7/24 12:45 PM	12/7/24 1:45 PM	DBL_Animal Services Administration
Dog Licence Case	201002027833	Licence update	WEB	Attained - Case Closed	12/7/24 12:48 PM	12/7/24 1:43 PM	DBL_Animal Services Administration
Dog Licence Case	201002027837	Licence cancellation	WEB	Attained - Case Closed	12/7/24 12:50 PM	12/7/24 1:42 PM	DBL_Animal Services Administration
Dog Licence Case	201002027838	Licence cancellation	WEB	Attained - Case Closed	12/7/24 12:50 PM	12/7/24 1:42 PM	DBL_Animal Services Administration
Dog Licence Case	201002027843	Licence cancellation	WEB	Attained - Case Closed	12/7/24 12:51 PM	12/7/24 1:41 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002027844	Dog ownership	Phone	Attained - Case Closed	12/7/24 12:53 PM	12/7/24 2:01 PM	DBL_Animal Services Administration
Dog Licence Case	201002027850	Licence cancellation	WEB	Attained - Case Closed	12/7/24 1:00 PM	12/7/24 2:06 PM	DBL_Animal Services Administration
Dog Licence Case	201002027855	Licence cancellation	WEB	Attained - Case Closed	12/7/24 1:03 PM	12/7/24 2:03 PM	DBL_Animal Services Administration
Dog Licence Case	201002027859	Licence cancellation	WEB	Attained - Case Closed	12/7/24 1:05 PM	12/7/24 2:04 PM	DBL_Animal Services Administration
Dog Licence Case	201002027867	Licence cancellation	WEB	Attained - Case Closed	12/7/24 1:10 PM	12/7/24 2:05 PM	DBL_Animal Services Administration
Dog Licence Case	201002027872	Licence update	Phone	Attained - Case Closed	12/7/24 1:12 PM	12/7/24 1:57 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201002027878	Licence cancellation	WEB	Attained - Case Closed	12/7/24 1:16 PM	12/7/24 1:50 PM	DBL_Animal Services Administration
Dog Licence Case	201002027905	Licence update	WEB	Attained - Case Closed	12/7/24 1:28 PM	12/7/24 1:48 PM	DBL_Animal Services Administration
Dog Licence Case	201002027915	Licence cancellation	Phone	Attained - Case Closed	12/7/24 1:33 PM	12/7/24 1:48 PM	DBL_Animal Services Administration
Dog Licence Case	201002027959	Licence cancellation	Phone	Attained - Case Closed	12/7/24 2:03 PM	12/7/24 2:08 PM	DBL_Animal Services Administration
Dog Licence Case	201002027994	Licence update	Phone	Attained - Case Closed	12/7/24 2:20 PM	12/7/24 3:08 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002028025	Dog ownership	Phone	Attained - Case Closed	12/7/24 2:44 PM	12/7/24 3:02 PM	DBL_Animal Services Administration
Dog Licence Case	201002028060	Licence cancellation	Phone	Attained - Case Closed	12/7/24 3:10 PM	12/7/24 4:54 PM	DBL_Animal Services Administration
Dog Licence Case	201002028062	Licence cancellation	WEB	Attained - Case Closed	12/7/24 3:11 PM	12/7/24 4:40 PM	DBL_Animal Services Administration
Dog Licence Case	201002028073	Licence update	WEB	Attained - Case Closed	12/7/24 3:22 PM	12/7/24 4:49 PM	DBL_Animal Services Administration
Dog Licence Case	201002028082	Licence cancellation	WEB	Attained - Case Closed	12/7/24 3:32 PM	12/7/24 4:36 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002028096	Dog ownership	Phone	Attained - Case Closed	12/7/24 3:44 PM	12/7/24 6:07 PM	DBL_Animal Services Administration
Dog Licence Case	201002028118	Other	WEB	Attained - Case Closed	12/7/24 4:00 PM	12/7/24 4:43 PM	DBL_Animal Services Administration
Dog Licence Case	201002028160	Licence cancellation	WEB	Attained - Case Closed	12/7/24 5:00 PM	12/8/24 11:29 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002028240	Dog ownership	Phone	Attained - Case Closed	12/7/24 7:16 PM	12/8/24 2:37 PM	DBL_Animal Services Administration
Dog Licence Case	201002028288	Licence cancellation	WEB	Attained - Case Closed	12/7/24 8:53 PM	12/8/24 11:08 AM	DBL_Animal Services Administration
Dog Licence Case	201002028319	Licence cancellation	WEB	Attained - Case Closed	12/7/24 11:23 PM	12/8/24 11:25 AM	DBL_Animal Services Administration
Dog Licence Case	201002028331	Licence cancellation	WEB	Attained - Case Closed	12/8/24 6:30 AM	12/8/24 10:54 AM	DBL_Animal Services Administration
Dog Licence Case	201002028341	Other	WEB	Attained - Case Closed	12/8/24 7:40 AM	12/8/24 2:43 PM	DBL_Animal Services Administration
Dog Licence Case	201002028347	Licence cancellation	WEB	Attained - Case Closed	12/8/24 7:50 AM	12/8/24 11:47 AM	DBL_Animal Services Administration
Dog Licence Case	201002028366	Licence update	WEB	Attained - Case Closed	12/8/24 8:43 AM	12/8/24 11:54 AM	DBL_Animal Services Administration
Dog Licence Case	201002028447	Licence update	Phone	Attained - Case Closed	12/8/24 10:01 AM	12/8/24 3:40 PM	DBL_Animal Services Administration
Dog Licence Case	201002028501	Licence update	WEB	Attained - Case Closed	12/8/24 10:44 AM	12/8/24 12:16 PM	DBL_Animal Services Administration
Dog Licence Case	201002028522	Licence cancellation	WEB	Attained - Case Closed	12/8/24 10:58 AM	12/8/24 11:38 AM	DBL_Animal Services Administration
Dog Licence Case	201002028591	Licence cancellation	Phone	Attained - Case Closed	12/8/24 11:49 AM	12/8/24 12:31 PM	DBL_Animal Services Administration
Dog Licence Case	201002028602	Licence cancellation	WEB	Attained - Case Closed	12/8/24 11:57 AM	12/8/24 12:13 PM	DBL_Animal Services Administration
Dog Licence Case	201002028665	Licence cancellation	WEB	Attained - Case Closed	12/8/24 12:44 PM	12/8/24 2:59 PM	DBL_Animal Services Administration
Dog Licence Case	201002028777	Licence update	WEB	Attained - Case Closed	12/8/24 2:24 PM	12/8/24 4:34 PM	DBL_Animal Services Administration
Dog Licence Case	201002028823	Licence update	WEB	Attained - Case Closed	12/8/24 3:01 PM	12/8/24 4:42 PM	DBL_Animal Services Administration
Dog Licence Case	201002028870	Licence cancellation	WEB	Attained - Case Closed	12/8/24 3:40 PM	12/8/24 4:24 PM	DBL_Animal Services Administration
Dog Licence Case	201002028954	Licence update	WEB	Attained - Case Closed	12/8/24 5:13 PM	12/9/24 10:07 AM	DBL_Animal Services Administration
Dog Licence Case	201002028960	Licence cancellation	WEB	Attained - Case Closed	12/8/24 5:16 PM	12/8/24 5:29 PM	DBL_Animal Services Administration
Dog Licence Case	201002029071	Licence cancellation	WEB	Attained - Case Closed	12/8/24 8:16 PM	12/9/24 10:03 AM	DBL_Animal Services Administration
Dog Licence Case	201002029089	Licence update	WEB	Attained - Case Closed	12/8/24 8:40 PM	12/9/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201002029130	Licence update	WEB	Attained - Case Closed	12/8/24 11:02 PM	12/9/24 11:37 AM	DBL_Animal Services Administration
Dog Licence Case	201002029855	Other	Phone	Attained - Case Closed	12/9/24 10:56 AM	12/9/24 3:36 PM	DBL_Animal Services Administration
Dog Licence Case	201002029974	Other	Phone	Attained - Case Closed	12/9/24 11:19 AM	12/9/24 12:51 PM	DBL_Animal Services Administration
Dog Licence Case	201002030086	Licence update	Phone	Attained - Case Closed	12/9/24 11:44 AM	12/9/24 12:30 PM	DBL_Animal Services Administration
Dog Licence Case	201002030570	Licence cancellation	Mobile App	Attained - Case Closed	12/9/24 1:26 PM	12/9/24 3:00 PM	DBL_Animal Services Administration
Dog Licence Case	201002030636	Licence cancellation	Phone	Attained - Case Closed	12/9/24 1:42 PM	12/9/24 2:29 PM	DBL_Animal Services Administration
Dog Licence Case	201002030797	Licence update	WEB	Attained - Case Closed	12/9/24 2:14 PM	12/9/24 3:28 PM	DBL_Animal Services Administration
Dog Licence Case	201002030854	Licence update	WEB	Attained - Case Closed	12/9/24 2:27 PM	12/9/24 3:57 PM	DBL_Animal Services Administration
Dog Licence Case	201002031010	Licence update	Phone	Attained - Case Closed	12/9/24 3:02 PM	12/9/24 3:27 PM	DBL_Animal Services Administration
Dog Licence Case	201002031125	Licence update	Phone	Attained - Case Closed	12/9/24 3:29 PM	12/9/24 4:04 PM	DBL_Animal Services Administration
Dog Licence Case	201002031136	Other	Phone	Attained - Case Closed	12/9/24 3:31 PM	12/9/24 4:11 PM	DBL_Animal Services Administration
Dog Licence Case	201002031209	Licence update	WEB	Attained - Case Closed	12/9/24 3:47 PM	12/9/24 4:00 PM	DBL_Animal Services Administration
Dog Licence Case	201002031242	Other	Phone	Attained - Case Closed	12/9/24 3:57 PM	12/11/24 8:33 AM	DBL_Animal Services Administration
Dog Licence Case	201002042252	Licence update	Phone	Attained - Case Closed	12/10/24 9:47 AM	12/10/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201002042319	Licence update	Phone	Attained - Case Closed	12/10/24 10:01 AM	12/10/24 10:45 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002042481	Dog ownership	Phone	Attained - Case Closed	12/10/24 10:33 AM	12/10/24 10:52 AM	DBL_Animal Services Administration
Dog Licence Case	201002044354	Licence update	WEB	Attained - Case Closed	12/10/24 5:27 PM	12/11/24 8:50 AM	DBL_Animal Services Administration
Dog Licence Case	201002044405	Licence cancellation	WEB	Attained - Case Closed	12/10/24 6:10 PM	12/11/24 8:27 AM	DBL_Animal Services Administration
Dog Licence Case	201002044934	Licence cancellation	WEB	Attained - Case Closed	12/11/24 9:16 AM	12/11/24 10:49 AM	DBL_Animal Services Administration
Dog Licence Case	201002045049	Licence cancellation	Phone	Attained - Case Closed	12/11/24 9:37 AM	12/11/24 10:50 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002045133	Other	Phone	Attained - Case Closed	12/11/24 9:55 AM	12/11/24 10:28 AM	DBL_Animal Services Administration
Dog Licence Case	201002045216	Licence cancellation	WEB	Attained - Case Closed	12/11/24 10:11 AM	12/11/24 10:52 AM	DBL_Animal Services Administration
Dog Licence Case	201002045385	Licence update	Phone	Attained - Case Closed	12/11/24 10:43 AM	12/11/24 10:54 AM	DBL_Animal Services Administration
Dog Licence Case	201002045761	Licence cancellation	Phone	Attained - Case Closed	12/11/24 11:51 AM	12/11/24 12:49 PM	DBL_Animal Services Administration
Dog Licence Case	201002045827	Licence update	Phone	Attained - Case Closed	12/11/24 12:04 PM	12/11/24 12:51 PM	DBL_Animal Services Administration
Dog Licence Case	201002045972	Licence cancellation	Phone	Attained - Case Closed	12/11/24 12:38 PM	12/11/24 12:54 PM	DBL_Animal Services Administration
Dog Licence Case	201002046010	Refund	WEB	Attained - Case Closed	12/11/24 12:46 PM	12/11/24 1:35 PM	DBL_Animal Services Administration
Dog Licence Case	201002046988	Licence update	WEB	Attained - Case Closed	12/11/24 5:53 PM	12/12/24 8:30 AM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201002046995	Licence cancellation	Phone	Attained - Case Closed	12/11/24 5:58 PM	12/12/24 8:32 AM	DBL_Animal Services Administration
Dog Licence Case	201002047033	Licence cancellation	WEB	Attained - Case Closed	12/11/24 6:27 PM	12/12/24 8:16 AM	DBL_Animal Services Administration
Dog Licence Case	201002047877	Other	WEB	Attained - Case Closed	12/12/24 10:49 AM	12/12/24 11:26 AM	DBL_Animal Services Administration
Dog Licence Case	201002047929	Other	Phone	Attained - Case Closed	12/12/24 11:01 AM	12/12/24 11:26 AM	DBL_Animal Services Administration
Dog Licence Case	201002047953	Licence cancellation	WEB	Attained - Case Closed	12/12/24 11:06 AM	12/12/24 11:36 AM	DBL_Animal Services Administration
Dog Licence Case	201002048084	Licence cancellation	WEB	Attained - Case Closed	12/12/24 11:36 AM	12/12/24 11:40 AM	DBL_Animal Services Administration
Dog Licence Case	201002048086	Licence cancellation	WEB	Attained - Case Closed	12/12/24 11:37 AM	12/12/24 11:41 AM	DBL_Animal Services Administration
Dog Licence Case	201002048119	Licence update	Phone	Attained - Case Closed	12/12/24 11:44 AM	12/12/24 12:19 PM	DBL_Animal Services Administration
Dog Licence Case	201002048545	Licence update	Phone	Attained - Case Closed	12/12/24 1:20 PM	12/12/24 1:37 PM	DBL_Animal Services Administration
Dog Licence Case	201002049110	Licence update	WEB	Attained - Case Closed	12/12/24 3:35 PM	12/12/24 5:08 PM	DBL_Animal Services Administration
Dog Licence Case	201002049582	Licence update	WEB	Attained - Case Closed	12/13/24 3:01 AM	12/13/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201002050286	Licence update	WEB	Attained - Case Closed	12/13/24 11:23 AM	12/13/24 11:34 AM	DBL_Animal Services Administration
Dog Licence Case	201002050307	Licence cancellation	WEB	Attained - Case Closed	12/13/24 11:28 AM	12/13/24 11:36 AM	DBL_Animal Services Administration
Dog Licence Case	201002050485	Licence cancellation	WEB	Attained - Case Closed	12/13/24 12:17 PM	12/13/24 12:56 PM	DBL_Animal Services Administration
Dog Licence Case	201002050877	Licence cancellation	Phone	Attained - Case Closed	12/13/24 2:01 PM	12/13/24 2:26 PM	DBL_Animal Services Administration
Dog Licence Case	201002051461	Licence cancellation	Phone	Attained - Case Closed	12/13/24 6:21 PM	12/14/24 8:09 AM	DBL_Animal Services Administration
Dog Licence Case	201002051532	Other	Mobile App	Missed - Case Closed	12/13/24 8:32 PM	12/14/24 8:30 AM	DBL_Animal Services Administration
Dog Licence Case	201002052092	Licence update	WEB	Attained - Case Closed	12/14/24 12:24 PM	12/14/24 1:04 PM	DBL_Animal Services Administration
Dog Licence Case	201002052464	Licence update	Phone	Attained - Case Closed	12/14/24 4:07 PM	12/16/24 9:15 AM	DBL_Animal Services Administration
Dog Licence Case	201002052709	Licence update	WEB	Attained - Case Closed	12/15/24 7:47 AM	12/15/24 1:47 PM	DBL_Animal Services Administration
Dog Licence Case	201002052722	Licence cancellation	WEB	Attained - Case Closed	12/15/24 8:24 AM	12/15/24 11:33 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002053095	Dog ownership	Phone	Attained - Case Closed	12/15/24 2:21 PM	12/17/24 11:56 AM	DBL_Animal Services Administration
Dog Licence Case	201002053334	Licence cancellation	WEB	Attained - Case Closed	12/15/24 7:23 PM	12/16/24 8:57 AM	DBL_Animal Services Administration
Dog Licence Case	201002054693	Licence update	Phone	Attained - Case Closed	12/16/24 1:20 PM	12/16/24 1:51 PM	DBL_Animal Services Administration
Dog Licence Case	201002054701	Licence update	Phone	Attained - Case Closed	12/16/24 1:21 PM	12/17/24 9:44 AM	DBL_Animal Services Administration
Dog Licence Case	201002054849	Licence update	WEB	Attained - Case Closed	12/16/24 1:50 PM	12/16/24 5:10 PM	DBL_Animal Services Administration
Dog Licence Case	201002055108	Licence cancellation	WEB	Attained - Case Closed	12/16/24 2:55 PM	12/16/24 5:09 PM	DBL_Animal Services Administration
Dog Licence Case	201002055791	Licence update	WEB	Attained - Case Closed	12/17/24 8:37 AM	12/17/24 8:54 AM	DBL_Animal Services Administration
Dog Licence Case	201002055932	Other	WEB	Attained - Case Closed	12/17/24 9:24 AM	12/17/24 9:48 AM	DBL_Animal Services Administration
Dog Licence Case	201002056162	Licence update	WEB	Attained - Case Closed	12/17/24 10:23 AM	12/17/24 11:07 AM	DBL_Animal Services Administration
Dog Licence Case	201002056206	Other	Phone	Attained - Case Closed	12/17/24 10:31 AM	12/17/24 10:51 AM	DBL_Animal Services Administration
Dog Licence Case	201002056514	Licence update	WEB	Attained - Case Closed	12/17/24 11:42 AM	12/17/24 11:48 AM	DBL_Animal Services Administration
Dog Licence Case	201002056867	Licence update	WEB	Attained - Case Closed	12/17/24 1:00 PM	12/17/24 2:24 PM	DBL_Animal Services Administration
Dog Licence Case	201002057085	Licence update	Phone	Attained - Case Closed	12/17/24 1:48 PM	12/17/24 2:18 PM	DBL_Animal Services Administration
Dog Licence Case	201002057475	Licence cancellation	WEB	Attained - Case Closed	12/17/24 3:44 PM	12/17/24 3:55 PM	DBL_Animal Services Administration
Dog Licence Case	201002057479	Licence cancellation	WEB	Attained - Case Closed	12/17/24 3:45 PM	12/17/24 3:56 PM	DBL_Animal Services Administration
Dog Licence Case	201002057493	Licence cancellation	Phone	Attained - Case Closed	12/17/24 3:49 PM	12/17/24 4:03 PM	DBL_Animal Services Administration
Dog Licence Case	201002057758	Licence cancellation	Phone	Attained - Case Closed	12/17/24 6:26 PM	12/18/24 8:33 AM	DBL_Animal Services Administration
Dog Licence Case	201002057838	Licence update	WEB	Attained - Case Closed	12/17/24 11:04 PM	12/18/24 8:45 AM	DBL_Animal Services Administration
Dog Licence Case	201002058023	New licence	Phone	Attained - Case Closed	12/18/24 8:46 AM	12/18/24 9:08 AM	DBL_Animal Services Administration
Dog Licence Case	201002058808	Licence update	Phone	Attained - Case Closed	12/18/24 11:44 AM	12/18/24 12:31 PM	DBL_Animal Services Administration
Dog Licence Case	201002059540	Refund	WEB	Attained - Case Closed	12/18/24 2:09 PM	12/18/24 2:32 PM	DBL_Animal Services Administration
Dog Licence Case	201002060158	Licence update	WEB	Attained - Case Closed	12/18/24 4:54 PM	12/18/24 5:35 PM	DBL_Animal Services Administration
Dog Licence Case	201002060223	Licence cancellation	Mobile App	Attained - Case Closed	12/18/24 5:37 PM	12/18/24 5:40 PM	DBL_Animal Services Administration
Dog Licence Case	201002060494	Licence update	Phone	Attained - Case Closed	12/19/24 8:44 AM	12/19/24 8:54 AM	DBL_Animal Services Administration
Dog Licence Case	201002060608	Licence update	WEB	Attained - Case Closed	12/19/24 9:24 AM	12/19/24 10:16 AM	DBL_Animal Services Administration
Dog Licence Case	201002060743	Licence update	WEB	Attained - Case Closed	12/19/24 10:04 AM	12/19/24 10:22 AM	DBL_Animal Services Administration
Dog Licence Case	201002061062	Licence update	Phone	Attained - Case Closed	12/19/24 11:29 AM	12/19/24 11:55 AM	DBL_Animal Services Administration
Dog Licence Case	201002061175	Licence cancellation	WEB	Attained - Case Closed	12/19/24 11:51 AM	12/19/24 1:14 PM	DBL_Animal Services Administration
Dog Licence Case	201002061820	Licence update	Phone	Attained - Case Closed	12/19/24 2:13 PM	12/19/24 2:47 PM	DBL_Animal Services Administration
Dog Licence Case	201002061908	Licence cancellation	Phone	Attained - Case Closed	12/19/24 2:37 PM	12/19/24 2:43 PM	DBL_Animal Services Administration
Dog Licence Case	201002062557	Licence update	WEB	Attained - Case Closed	12/19/24 8:03 PM	12/20/24 10:29 AM	DBL_Animal Services Administration
Dog Licence Case	201002062770	Licence cancellation	WEB	Attained - Case Closed	12/20/24 8:56 AM	12/20/24 10:22 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002063616	Fostering	Phone	Attained - Case Closed	12/20/24 12:34 PM	12/20/24 2:27 PM	DBL_Animal Services Administration
Dog Licence Case	201002064529	Licence update	Phone	Attained - Case Closed	12/20/24 4:43 PM	12/20/24 4:51 PM	DBL_Animal Services Administration
Dog Licence Case	201002064721	Licence update	WEB	Attained - Case Closed	12/20/24 10:04 PM	12/21/24 10:23 AM	DBL_Animal Services Administration
Dog Licence Case	201002064937	Licence update	WEB	Attained - Case Closed	12/21/24 11:29 AM	12/21/24 11:38 AM	DBL_Animal Services Administration
Dog Licence Case	201002065043	Licence cancellation	WEB	Attained - Case Closed	12/21/24 1:01 PM	12/21/24 1:19 PM	DBL_Animal Services Administration
Dog Licence Case	201002065077	Licence cancellation	Phone	Attained - Case Closed	12/21/24 1:22 PM	12/21/24 2:22 PM	DBL_Animal Services Administration
Dog Licence Case	201002065503	Licence cancellation	Phone	Attained - Case Closed	12/22/24 9:21 AM	12/22/24 10:00 AM	DBL_Animal Services Administration
Dog Licence Case	201002065720	Other	WEB	Attained - Case Closed	12/22/24 12:52 PM	12/22/24 1:08 PM	DBL_Animal Services Administration

Classification Hierarchy - Type	Case ID	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue
Dog Licence Case	201002065727	Licence update	Phone	Attained - Case Closed	12/22/24 12:59 PM	12/22/24 2:27 PM	DBL_Animal Services Administration
Dog Licence Case	201002065745	Licence update	WEB	Attained - Case Closed	12/22/24 1:22 PM	12/22/24 2:43 PM	DBL_Animal Services Administration
Dog Licence Case	201002065787	Licence update	Phone	Attained - Case Closed	12/22/24 1:57 PM	12/23/24 8:45 AM	DBL_Animal Services Administration
Dog Licence Case	201002065980	Licence cancellation	WEB	Attained - Case Closed	12/22/24 8:42 PM	12/23/24 8:34 AM	DBL_Animal Services Administration
Dog Licence Case	201002067045	Licence cancellation	Phone	Attained - Case Closed	12/23/24 12:29 PM	12/23/24 12:41 PM	DBL_Animal Services Administration
Dog Licence Case	201002067365	Licence cancellation	Phone	Attained - Case Closed	12/23/24 1:49 PM	12/23/24 2:29 PM	DBL_Animal Services Administration
Dog Licence Case	201002067441	Refund	WEB	Attained - Case Closed	12/23/24 2:09 PM	12/23/24 2:42 PM	DBL_Animal Services Administration
Dog Licence Case	201002067915	Licence cancellation	WEB	Attained - Case Closed	12/23/24 4:44 PM	12/23/24 4:51 PM	DBL_Animal Services Administration
Dog Licence Case	201002067964	Licence update	Phone	Attained - Case Closed	12/23/24 5:21 PM	12/24/24 10:15 AM	DBL_Animal Services Administration
Dog Licence Case	201002068039	Licence cancellation	WEB	Attained - Case Closed	12/23/24 6:36 PM	12/24/24 9:16 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002068173	Other	WEB	Attained - Case Closed	12/24/24 8:31 AM	12/24/24 9:21 AM	DBL_Animal Services Administration
Dog Licence Case	201002068611	Licence update	Phone	Attained - Case Closed	12/24/24 11:17 AM	12/24/24 1:15 PM	DBL_Animal Services Administration
Dog Licence Case	201002068657	Licence update	WEB	Attained - Case Closed	12/24/24 11:33 AM	12/24/24 1:08 PM	DBL_Animal Services Administration
Dog Licence Case	201002069585	Licence update	WEB	Attained - Case Closed	12/25/24 12:36 PM	12/28/24 10:04 AM	DBL_Animal Services Administration
Dog Licence Case	201002069784	Licence cancellation	WEB	Attained - Case Closed	12/26/24 5:43 AM	12/27/24 10:43 AM	DBL_Animal Services Administration
Dog Licence Case	201002070184	Other	WEB	Attained - Case Closed	12/26/24 12:20 PM	12/27/24 11:09 AM	DBL_Animal Services Administration
Dog Licence Case	201002070696	Licence update	WEB	Attained - Case Closed	12/27/24 6:29 AM	12/28/24 10:04 AM	DBL_Animal Services Administration
Dog Licence Case	201002070834	Licence cancellation	WEB	Attained - Case Closed	12/27/24 9:15 AM	12/27/24 10:41 AM	DBL_Animal Services Administration
Dog Licence Case	201002070842	Licence cancellation	WEB	Attained - Case Closed	12/27/24 9:18 AM	12/27/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201002070988	Licence cancellation	WEB	Attained - Case Closed	12/27/24 10:10 AM	12/27/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201002071082	Licence cancellation	WEB	Attained - Case Closed	12/27/24 10:32 AM	12/27/24 10:34 AM	DBL_Animal Services Administration
Dog Licence Case	201002072229	Licence update	WEB	Attained - Case Closed	12/27/24 6:47 PM	12/28/24 10:06 AM	DBL_Animal Services Administration
Dog Licence Case	201002072258	Licence update	WEB	Attained - Case Closed	12/27/24 8:26 PM	12/28/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201002072300	Licence cancellation	WEB	Attained - Case Closed	12/28/24 4:17 AM	12/28/24 10:09 AM	DBL_Animal Services Administration
Dog Licence Case	201002072302	Licence cancellation	WEB	Attained - Case Closed	12/28/24 6:35 AM	12/28/24 10:10 AM	DBL_Animal Services Administration
Dog Licence Case	201002072349	Licence update	WEB	Attained - Case Closed	12/28/24 9:23 AM	12/28/24 10:08 AM	DBL_Animal Services Administration
Dog Licence Case	201002072414	Licence cancellation	WEB	Attained - Case Closed	12/28/24 10:17 AM	12/28/24 10:33 AM	DBL_Animal Services Administration
Dog Licence Case	201002072553	Other	WEB	Attained - Case Closed	12/28/24 11:49 AM	12/28/24 11:54 AM	DBL_Animal Services Administration
Dog Licence Case	201002072560	Licence update	WEB	Attained - Case Closed	12/28/24 11:51 AM	12/28/24 11:53 AM	DBL_Animal Services Administration
Dog Licence Case	201002072844	Other	Phone	Attained - Case Closed	12/28/24 2:30 PM	12/28/24 4:05 PM	DBL_Animal Services Administration
Dog Licence Case	201002072917	Licence update	WEB	Attained - Case Closed	12/28/24 3:34 PM	12/28/24 4:51 PM	DBL_Animal Services Administration
Dog Licence Case	201002073311	Licence update	WEB	Attained - Case Closed	12/29/24 12:20 PM	12/29/24 12:24 PM	DBL_Animal Services Administration
Dog Licence Case	201002073345	Licence cancellation	WEB	Attained - Case Closed	12/29/24 1:05 PM	12/29/24 1:39 PM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002073530	Ticket	Phone	Attained - Case Closed	12/29/24 3:48 PM	12/29/24 3:56 PM	DBL_Animal Services Administration
Dog Licence Case	201002073667	Licence cancellation	WEB	Attained - Case Closed	12/30/24 5:26 AM	12/30/24 7:59 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002073983	Other	Phone	Attained - Case Closed	12/30/24 9:49 AM	12/30/24 10:24 AM	DBL_Animal Services Administration
Dog Licence Case	201002074084	Licence update	Phone	Attained - Case Closed	12/30/24 10:17 AM	12/30/24 10:36 AM	DBL_Animal Services Administration
Dog Licence Case	201002074155	Licence update	WEB	Attained - Case Closed	12/30/24 10:33 AM	12/30/24 11:11 AM	DBL_Animal Services Administration
Animal Services Inquiry Case	201002074721	By-laws	Phone	Attained - Case Closed	12/30/24 12:43 PM	12/30/24 1:01 PM	DBL_Animal Services Administration
Dog Licence Case	201002075051	Licence update	Mobile App	Attained - Case Closed	12/30/24 2:02 PM	12/30/24 3:30 PM	DBL_Animal Services Administration
Dog Licence Case	201002075426	Licence cancellation	WEB	Attained - Case Closed	12/30/24 3:28 PM	12/30/24 3:33 PM	DBL_Animal Services Administration
Dog Licence Case	201002075442	Licence update	Phone	Attained - Case Closed	12/30/24 3:33 PM	12/30/24 3:57 PM	DBL_Animal Services Administration
Dog Licence Case	201002075722	Licence update	WEB	Attained - Case Closed	12/30/24 5:41 PM	12/31/24 8:53 AM	DBL_Animal Services Administration
Dog Licence Case	201002076072	Licence cancellation	Phone	Attained - Case Closed	12/31/24 9:36 AM	12/31/24 9:39 AM	DBL_Animal Services Administration
Dog Licence Case	201002076238	Licence update	WEB	Attained - Case Closed	12/31/24 10:19 AM	12/31/24 1:59 PM	DBL_Animal Services Administration
Dog Licence Case	201002076945	Replacement tag	Phone	Attained - Case Closed	12/31/24 1:44 PM	12/31/24 1:58 PM	DBL_Animal Services Administration