



# City of Richmond

## Report to Committee

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**To:** Community Safety Committee **Date:** January 19, 2023  
**From:** Cecilia Achiam **File:** 12-8060-01/2024-Vol  
General Manager, Community Safety 01  
**Re:** **Animal Protection Services Activity Report – 2023 Year in Review**

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### Staff Recommendation

That the staff report titled “Animal Protection Services Activity Report – 2023 Year in Review”, dated January 19, 2023 from the General Manager, Community Safety, be received for information.

Cecilia Achiam  
General Manager, Community Safety  
(604-276-4122)

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance	<input checked="" type="checkbox"/>
<b>SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## Staff Report

### Origin

This report from the Animal Protection Services department provides information and statistics on the activities of the Richmond Animal Shelter, as well as the animal control operations and administrative functions related to animal protection within Richmond.

This report supports Council's Strategic Plan 2022-2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

*Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.*

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

*Community safety and preparedness through effective planning, strategic partnerships and proactive programs.*

### Analysis

#### Animal Protection Services 2023 Highlights

Throughout 2023, key areas for staff included the publication of educational materials and awareness campaigns, addressing complaints and inquiries and efforts to verify the status of dog license accounts in arrears. Additionally, staff administer the BC SPCA contract for sheltering and enforcement services, furthering collaboration to streamline and enhance efficiency in delivering animal and related enforcement services within Richmond.

In collaboration with the BC SPCA, staff engaged the community through various initiatives, including:

- Public education campaigns encouraged pet owners to join the BC Pet Registry Program and emphasized the importance of pet first aid kits. Seasonal campaigns covered responsible pet ownership topics such as the dangers of leaving dogs in hot vehicles, dangerous dog education and snow and ice mindfulness for dogs.
- Active participation in city events like Public Works Open House to promote warm-weather pet care tips.
- Installation of a new public art piece titled "Leaping Home" at the front of Richmond Animal Shelter. As well as the installation of new community public art created by Richmond High students inside the shelter as part of the annual art engagement program.
- BC SPCA staff conducted training sessions with Richmond RCMP informing frontline members about best practice for handling large dogs and recognizing animal care indicators when encountering pet owners.

In 2023, the total number of licensed dogs was 7,590. This figure is in line with the three-year average of 7,661 licenses. Staff made significant efforts to address accounts in arrears and at the end of the 2023 licensing period, there were only 120 outstanding accounts. This reflects a 71% (418) reduction compared to the 2022 renewal cycle. As of January 16, 2024, approximately 3,700 dog licences have been renewed representing 48% percent of prior licenses holders.

Efforts made in 2023 to address dog licenses that had not been renewed contributed to a decrease in violation incidents during the canvassing seasons from April through October. This is reflected in Figure 1 below. It is important to note that not all violations result in revenue, as those issued a violation notice for not possessing a valid license will have the notice changed to a warning if a license is purchased within seven days of receiving the violation. This policy contributes to greater overall compliance when enforcement staff encounter unlicensed dogs in Richmond.

Figure 1: Animal Protection Services Violation Issuance Comparison

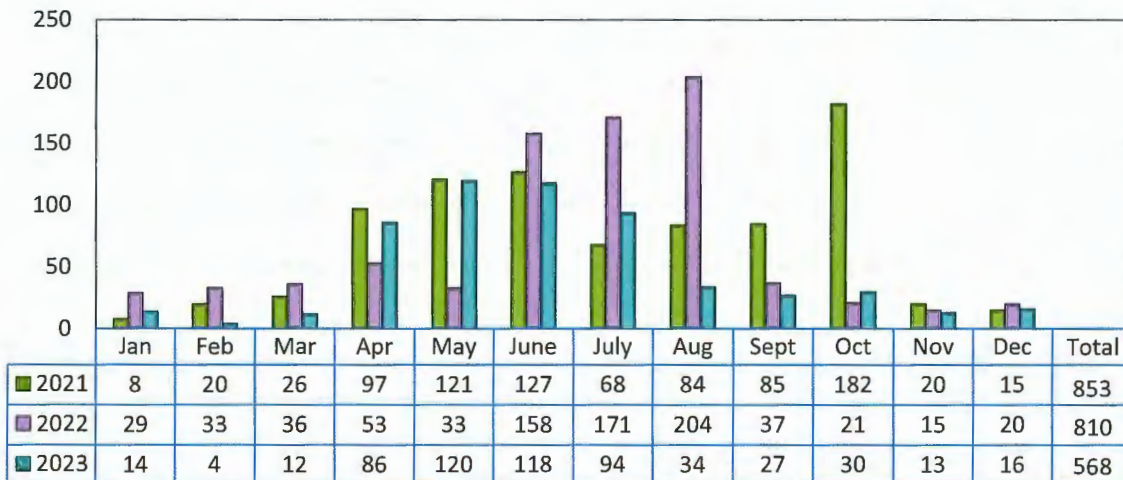
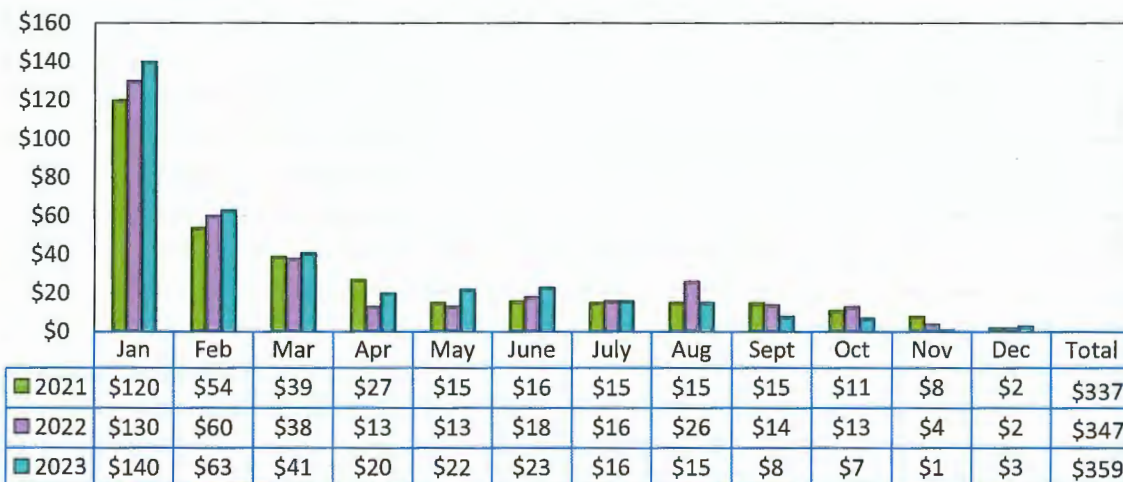
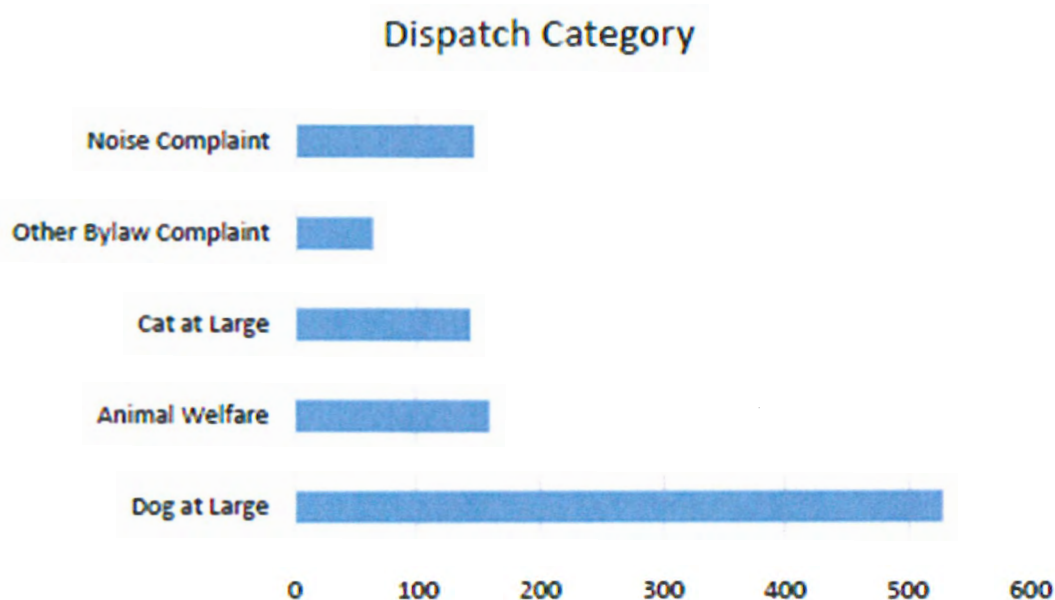


Figure 2: Animal Protection Services Revenue Comparison (000's)



In 2023, BC SPCA Officers responded to 2,344 calls for service pertaining to a range of animal control and dog licencing violations. Animal control officers also engaged in a total of 391 park patrols covering numerous parks, dikes and school grounds. In addition to the standard patrol locations of Garry Point, Garden City Park and MacDonald Beach, due to public feedback, Tait Waterfront Park, Terra Nova Rural Park and Grauer Elementary were hotspots accounting for a combined 70 park patrols. Figure 3 below highlights the top five calls for services received for BC SPCA investigation in 2023.

Figure 3: BC SPCA - 2023 Calls for Service



In addition to the calls for service noted above, Animal Control Officers responded to 107 dog bite calls in 2023. These calls require thorough investigations and analysis of the incidents to determine the facts of the complaint and the issuance of the appropriate violations or declaration of dangerous dog status as required. A total of 30 complaints regarding animals in hot vehicles were received in the past year, resulting in 18 violations being issued.

#### Richmond Animal Shelter Activity

A total of 587 adoptions and 203 redemptions took place at the Richmond Animal Shelter in 2023. In addition, officers responded to and retrieved 621 DOA domestics or wildlife animals in the community. The shelter operator also:

- Offered support to wildlife rehabs and the provincial government through the bird flu Highly Pathogenic Avian Influenza pandemic in spring 2023 by transporting live and deceased birds;
- Provided guidance to the public on coyote-human interactions and humane harassment;
- Provided free emergency boarding for animals in need in Richmond after emergency incidents;



- Distributed pet food and supplies in the community to citizens in need of support.

#### Administrative Staff Activity

Animal protection staff received a total of 3,565 calls from the public in 2023. These calls consisted of a variety of subject matters related to dog licences, bylaw infractions, off leash dogs in parks, adjudication process and general inquiries.

#### Revenue and Expenses

The Animal Protection Services department derives revenue from dog licences and fines as shown in Table 1. Table 2 highlights Animal Protection Services revenue and expenses for December YTD. The zero figures in the Budget and Actual columns in Table 1 below were due to advance 2024 dog licencing payments. These deferred payments will be accounted for in the 2024 monthly reports. Staff efforts to ensure dog license accounts are in good standing resulted in surpassing the budgeted figure for dog licenses in 2023 by 17%.

Table 1: Animal Protection Services Revenue by Source

Program Revenue	Budget Dec 2023	Actual Dec 2023	YTD Budget Dec 2023	YTD Actual Dec 2023*
Dog Licences	0	0	255,100	297,419
Fines	405	2,650	10,200	61,665
<b>Total Revenue</b>	<b>405</b>	<b>2,650</b>	<b>265,300</b>	<b>359,084</b>

\* Preliminary financial information. Information may change subject to year-end adjustments and audit.

Table 2: Animal Protection Services Revenue and Expenses

	YTD Budget Dec 2023	YTD Actual Dec 2023*
Revenue	265,300	359,084
Expenses	1,617,000	1,786,298
<b>Net Revenue (Expense)</b>	<b>(1,351,700)</b>	<b>(1,427,214)</b>

\* Preliminary financial information. Information may change subject to year-end adjustments and audit.

#### **Financial Impact**

None.

## **Conclusion**

Staff administer a wide range of bylaws and programs related to animal protection and shelter operations, which includes patrols public parks and school grounds, dog licencing and animal control. This report provides a summary of enforcement and administrative activity that occurred in 2023, including revenue and expenses.

A handwritten signature in black ink, appearing to read 'G Bramhill', with a stylized, cursive script.

Geoffrey Bramhill  
Acting Manager, Animal Protection Services and Contract Administration  
(604-276-4136)