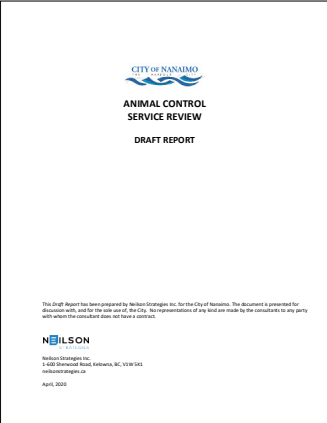



## OVERVIEW

- ▶ Purpose and scope of Service Review
- ▶ Existing Service
- ▶ Key Issues
  - ✓ dog licencing
  - ✓ scope of service
  - ✓ delivery model
  - ✓ staffing level
  - ✓ Pound & Adoption Centre




This Draft Report has been prepared by Nelson Strategies Inc. for the City of Nanaimo. The document is generated for discussion only, and for the use only of the City. No representations of any kind are made by the consultants to any party with whom the consultant does not have a contract.

**NELSON**  
Nelson Strategies Inc.  
4-450 Burrard Street, Victoria, BC, V1W 0A4  
nelsonstrategies.ca  
April, 2020




## OVERVIEW

- ▶ Purpose and scope of Service Review
- ▶ Existing Service
- ▶ Key Issues
  - ✓ cats in Nanaimo
  - ✓ education
  - ✓ *Licensing and Control of Animals Bylaw*
- ▶ Recommendations

  
**ANIMAL CONTROL SERVICE REVIEW**  
**DRAFT REPORT**

This Draft Report has been prepared by Nelson Strangin Inc. for the City of Nanaimo. The document is prepared for discussion only, and for the use and use of the City. No representation of any kind can be made by the consultant to any party with whom the consultant does not have a contract.

**NELSON**  
Nelson Strangin Inc.  
6 Mill Street West, Kelowna, BC, V1W 1G1  
info@strangin.ca  
April, 2015



## PURPOSE & SCOPE

- ▶ Prompted by expiring contract
- ▶ Need for advice on two specific issues
  - ✓ service delivery model
  - ✓ Pound & Adoption Centre

**Request for Proposal No. 1633**  
**ANIMAL CONTROL & POUNDKEEPER SERVICES**

Issue date: June 5, 2015

**Posting Location**  
Purchasing Department  
2020 Lakeshore Road  
Nanaimo, BC V9T 6J9

**City Contact**  
Rod Davidson, Assistant  
Manager, Bylaw Telephone:  
250.755.4466  
Email: [rod.davidson@cityofnanaimo.ca](mailto:rod.davidson@cityofnanaimo.ca)

**Closing date and time**  
Responses must be received at the Purchasing Department before  
**3:00 pm Pacific Time on**  
**June 25, 2015**

**Mandatory Site Visit**  
A mandatory site visit and information session is scheduled to begin at 10:00 a.m., June 11, 2015 at 1260 Nanaimo Lakes Road, Nanaimo, B.C. for Proponents to view the site and ask any questions regarding the scope of work.



## EXISTING SERVICE

- ▶ Broad scope
- ▶ *Licensing and Control of Animals Bylaw*

**CHAPTER 2  
EXISTING ANIMAL CONTROL SERVICE**

The chapter profiles the Animal Control Service as it exists today in the City of Nanaimo. The chapter outlines the purpose and scope of the service, the legislative framework for the service, the service's delivery model, and the City's costs and expenses related to the service. Statistics on service inputs and outcomes are also presented. Finally, other agencies in and around Nanaimo that have roles to play in animal control are reviewed.

**PURPOSE AND SCOPE**  
The City of Nanaimo's existing Animal Control Service exists to regulate the keeping and treatment of animals. As its most central, the control of dogs in the municipality. The primary focus of the service in Nanaimo, however, the service is also in place, however, to address the keeping and care of cats, poultry, rabbits, birds, and livestock.

The scope of the Animal Control Service today is broad. The full range of activities undertaken through the service includes:

- the enforcement of the City's Licensing and Control of Animals Bylaw, 2005, No. 4822, primarily in response to complaints, but also through proactive patrols;
- the sale and tracking of dog licenses;
- the rescue and impoundment of animals;
- the operation of the City's Pound & Adoption Centre on Nanaimo Lakes Road as a shelter facility to hold and care for animals during periods of impoundment;
- the placement, through adoption, of impounded and unclaimed animals to suitable households;
- emergency responses to deal with vicious dogs and other animal-related incidents;
- the provision of support to Nanaimo Fire Rescue and Nanaimo RCMP in situations involving animals in distress, or animals that may pose a risk to first responders;
- the removal of animal carcasses from public land, including from public highways, parks, and beaches;
- efforts to catch, neuter, spay, and care for injured animals;
- the provision of (limited) public education and information on responsible pet ownership, animal care, and the Animal Control Service;
- the collection of and reporting on service-related statistics.

**ANIMAL CONTROL SERVICE REVIEW**

**U.S.C.N**

**LEGISLATIVE FRAMEWORK**  
The legislative framework for the Nanaimo's Animal Control Service is comprised of:

ANIMAL CONTROL SERVICE REVIEW

U.S.C.N

ANIMAL CONTROL SERVICE REVIEW



## EXISTING SERVICE

- ▶ Broad scope
- ▶ *Licensing and Control of Animals Bylaw*
- ▶ Contract service provider





## EXISTING SERVICE

- ▶ Broad scope
- ▶ *Licencing and Control of Animals Bylaw*
- ▶ Contract service provider
- ▶ Service finances

Figure 2.1  
Animal Control Service Expenses and Revenues  
2017-2019

	2017	2018	2019
<b>Expenses</b>			
Contractor Services	442,473	457,548	483,376
Discounts on Early Licences	30,005	29,275	30,210
Bad Debt Expenses	12,063	16,924	16,981
Materials & Supplies	13,521	6,643	12,783
Pound & Adoption Centre Maintenance	11,343	3,575	9,470
Grant to SPCA*	-	-	12,500
Other Expenses	9,432	9,533	10,132
<b>Total Expenses</b>	<b>518,837</b>	<b>523,498</b>	<b>575,452</b>
<b>Revenues</b>			
Dog Licences	230,115	269,540	245,208
Animal Impound Fees	24,390	14,433	20,030
Fines	18,682	23,900	33,838
Other Revenues	1,886	1,878	2,626
<b>Total Revenues</b>	<b>275,073</b>	<b>309,751</b>	<b>301,702</b>
<b>Total Net Cost</b>	<b>243,764</b>	<b>213,747</b>	<b>273,750</b>
<b>Average Annual Net Cost</b>			<b>243,754</b>

\* Since 2009, the City has provided annual or bi-annual grants, in response to requests, to the SPCA for the agency's Spay/Neuter Incentive Program (SNIP). Grants were not requested (and not given) in 2017 or 2018, but were awarded in 2019 and 2020. Annual requests are expected in future years.




## EXISTING SERVICE

- ▶ Broad scope
- ▶ *Licencing and Control of Animals Bylaw*
- ▶ Contract service provider
- ▶ Service finances
- ▶ Service statistics

Figure 2.2  
Select Data on Service

Select Measures	2016	2017	2018	2019
<b>Incidents</b>				
Reported by Public	1,712	1,677	1,760	1,477
Observed by ACOs	689	1,042	1,039	868
<b>ACO Patrols</b>				
Patrols in Parks	1,504	1,845	1,920	1,970
<b>Dog Matters</b>				
<b>Dog Licences Sold</b>				
Sold by ACO in Field	397	519	392	454
Sold at City Hall & Pound	6,433	7,031	8,368	7,676
Percent Dogs Licensed	46	50	59	52
Dogs at Large	589	612	575	534
Aggressive Dogs	35	48	61	46
Attacks on Animals	54	43	65	51
Attacks on Humans	33	36	45	48
Dogs in Confined Space	38	105	107	111
Dogs Without Leash	129	297	344	303
Dogs Without Licence	484	479	399	324
Deceased Dogs	9	7	3	2
<b>Cat &amp; Other Animal Matters</b>				
Injured Cats	35	43	18	30
Deceased Cats	73	86	80	37
Bylaw Violations Other Animals	46	42	26	37
<b>ACO Actions Taken</b>				
Assist RCMP and Others	41	35	44	59
Dispenses Information Pamphlets	3	4	5	9
Bylaw Offence Notices Issued	142	183	172	287
Bylaw Offence Warnings Issued	872	1,099	1,177	883
Animals Impounded	299	301	241	289
Deceased Animals Taken to Morgue	545	569	916	908
Vicious Dog Caution	48	37	33	34
Vicious Dog Designation	18	15	22	18
Vicious Dog Seizure (Charter s. 49)	-	-	-	1
Animals Euthanized	7	5	17	18



Select Measures	2016	2017	2018	2019
<b>Incidents</b>				
Reported by Public	1,712	1,677	1,760	1,477
Observed by ACOs	689	1,042	1,039	868
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Dogs Without Leash	129	297	344	203
Dogs Without Licence	484	479	399	524
Deceased Dogs	9	7	3	2
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Vicious Dog Designation	18	15	22	18
Vicious Dog Seizure ( <i>Charter s. 49</i> )	-	-	-	1
Animals Euthanized	7	5	17	18



## EXISTING SERVICE

- ▶ Broad scope
- ▶ *Licensing and Control of Animals Bylaw*
- ▶ Contract service provider
- ▶ Service finances
- ▶ Service statistics
- ▶ Other agencies





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## ISSUES TO ADDRESS

**CHAPTER 3**  
**ISSUES TO ADDRESS**

The chapter identifies and examines a set of regulations with the existing Animal Control Service that the City may wish to address. The list of issues is as follows:

- Dog Licensing
- Scope of Service
- Service Delivery Model
- Level of Staffing
- Pound & Adoption Centre Facility
- Care in Resound
- Education
- Licensing and Control of Animals Bylaw

Each of these issues is examined separately in the report. Changes for the City to be considered for each issue, based on recommendations based on the changes are set out in the report's final chapter.

The list of issues was identified by the consultant based on interviews with local stakeholders including City and local staff, a review of background information on the service, and comparative research on activities in other municipalities. The eight issues in this list do not necessarily represent the definitive set of issues with the service that the City may wish to address. In the view of the consultant, however, the eight issues are the key ones on which to focus current efforts.

**DOG LICENSING**  
**Current Situation**  
Section 3 of the City's Licensing and Control of Animals Bylaw, 2005, No. 4822 sets out a series of provisions related to the licensing of dogs. Section 3(2), for example, states clearly that every person who owns or breeds a dog in Nanaimo must obtain a licence for the dog, and receive the licence every calendar year. Failure to licence a dog in Nanaimo is an offence under section 3(3). Section 3(3)(3) provides for exemptions from the licensing requirement for:

- a guide dog used by persons with vision challenges
- a service dog trained and used by Nanaimo RCMP
- a dog under the age of 12 weeks

**Importance of Licensing**  
The City notes prominently on its website that all dogs within the City must be licensed pursuant to the bylaw. The City also provides a number of points to explain why it is important for owners to comply with the requirements. The City states that:

**CITY OF NANAIMO**  
THE OFFICIAL CITY

## ISSUES TO ADDRESS

- ▶ Dog Licensing
  - ✓ required by law
  - ✓ importance well-established
  - ✓ purchasing a licence
  - ✓ licencing offences

**DOG LICENCE**  
Licensing period from Jan '01 to Dec. 31

Acct #: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_

Sex	M	F	Name of Dog	Fee
				\$
				\$
				\$
				\$
				\$
<b>TOTAL ▶</b>				<b>\$</b>

Debit  Credit

**Comments regulating the care & control of dogs.**  
(except for designated Off-Leash Areas)  
responsible for the removal of any excrement deposited by their dog(s).  
at all times, while the dog is anywhere else than  
r, keep the Dog muzzled to prevent it from biting

Comments/concerns:  
p. 250-616-0233  
no.ca

**YELLOW: CUSTOMER COPY**



## ISSUES TO ADDRESS

- ▶ Dog Licencing – Changes
  - ✓ getting the word out
  - ✓ dropping barriers to purchasing
  - ✓ differential pricing
  - ✓ zero tolerance for choosing to NOT licence
  - ✓ reward program (future)

**DOG LICENCE**  
 Licencing period from Jan '01 to Dec. 31

Acct #: \_\_\_\_\_  
 Postal Code: \_\_\_\_\_  
 Email: \_\_\_\_\_

Sex	Name of Dog	Fee
M F NS		
		\$
		\$
		\$
		\$
<b>TOTAL ▶</b>		\$

Debit  Credit

**Regulations regulating the care & control of dogs.**  
 (except for designated Off-Leash Areas)  
 disposal of any excrement deposited by their dog(s).  
 use a noise disturbance at any time (24 hrs).  
 at all times, while the dog is anywhere else than  
 keep the Dog muzzled to prevent it from biting

Phone/concerns:  
 ☎ 250-616-0233  
 no.ca

**YELLOW: CUSTOMER COPY**



## ISSUES TO ADDRESS

- ▶ Scope of Service
  - ✓ broad scope – some common elements; some unique

**Request for Proposal No. 1633**

**ANIMAL CONTROL & POUNDKEEPER SERVICES**

*Issue date: June 5, 2015*

**Posting Location**  
 Purchasing Department  
 2020 Lakeside Road  
 Nanaimo, BC V9T 6J9

**City Contact**  
 Rod Davidson, Assistant  
 Manager, Ryan Terhune  
 250-755-4466  
 Email: [Rod.Davidson@nanaimo.ca](mailto:Rod.Davidson@nanaimo.ca)

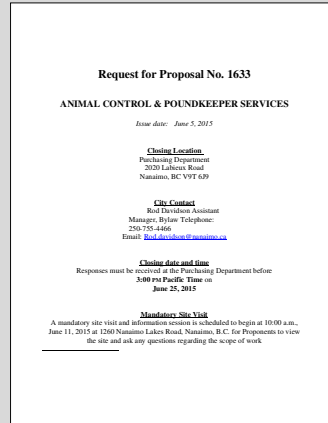
**Closing date and time**  
 Responses must be received at the Purchasing Department before  
 3:00 PM Pacific Time on  
 June 25, 2015

**Mandatory Site Visit**  
 A mandatory site visit and information session is scheduled to begin at 10:00 a.m.,  
 June 11, 2015 at 1260 Nanaimo Lakes Road, Nanaimo, B.C. for Proposers to view  
 the site and ask any questions regarding the scope of work



## ISSUES TO ADDRESS

- ▶ Scope of Service – Changes
  - ✓ responsibility for deceased animals to Public Works
  - ✓ dog-related noise complaints to Animal Control



## ISSUES TO ADDRESS

- ▶ Delivery Model
  - ✓ contracted to for-profit private company

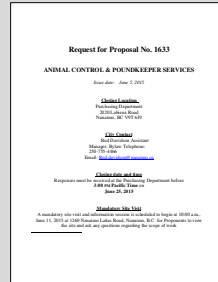






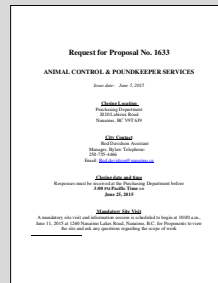
## ISSUES TO ADDRESS


- ▶ Delivery Model
  - ✓ contracted to for-profit private company
  - ✓ question is whether to continue to contract, or bring in house



## ISSUES TO ADDRESS


- ▶ Delivery Model – Considerations
  - ✓ which costs more?
  - ✓ flexibility
  - ✓ degree of control desired
  - ✓ what others are doing
  - ✓ the City's experience





## ISSUES TO ADDRESS

- ▶ Level of Staffing
  - ✓ 2.33 FTE Animal Control Officers
  - ✓ 2.5 FTE Pound & Adoption Centre
  - ✓ NAC Manager (Senior ACO)



SERVICES AGREEMENT No. 2019  
ANIMAL CONTROL AND POUNDKEEPER SERVICES

THIS SERVICES AGREEMENT is made as of the 21 day of November 2018 and will extend to June 30, 2020. There are no allowable extensions under this contract.

**BETWEEN:** CITY OF NANAIMO  
455 Wilfrid Street Nanaimo, BC V9S 1A6  
(Hereinafter called the "City")


**AND:** NANAIMO ANIMAL CONTROL SERVICES LTD.  
Unit 303 - 111 Blenheim Street Victoria, BC V8W 2P7  
(Hereinafter referred to as "Contractor")

**ON THE FIRST PART**

**ON THE SECOND PART**


The Contractor, in order to perform the Services as described in the attached Schedule 'A'

- a. The City wishes to retain the Services of the Contractor, for the Animal Control and Poundkeeper Services.
- b. The Contractor, in order to perform the Animal Control and Poundkeeper Services perform the Services with the required degree of care, skill and diligence normally provided by a qualified and experienced Contractor performing services similar to the Services, and on the understanding that the City relies on the Contractor's experience and expertise.
- c. The Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Animal Control and Poundkeeper Services.
- d. The Contractor is willing to provide the Services at the fees as outlined in the attached handwritten updated pricing.
- e. The City has constructed certain facilities, including the Pound and Caretaker Dwelling within the City limits, as shown on Schedule 'B' attached to this Services Agreement.



## ISSUES TO ADDRESS

- ▶ Level of Staffing – Considerations
  - ✓ levels in other places
  - ✓ what staff are expected to do
  - ✓ changing nature of Nanaimo
  - ✓ financial realities



SERVICES AGREEMENT No. 2019  
ANIMAL CONTROL AND POUNDKEEPER SERVICES

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**ON THE FIRST PART**

**ON THE SECOND PART**

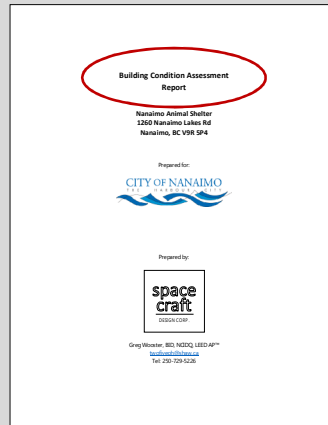
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- c. The Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Animal Control and Poundkeeper Services.
- d. The Contractor is willing to provide the Services at the fees as outlined in the attached handwritten updated pricing.
- e. The City has constructed certain facilities, including the Pound and Caretaker Dwelling within the City limits, as shown on Schedule 'B' attached to this Services Agreement.



## ISSUES TO ADDRESS

- ▶ Pound & Adoption Centre
  - ✓ extensively renovate?
  - ✓ build a new facility?
  - ✓ partner with an existing shelter?



## ISSUES TO ADDRESS

- ▶ Cats in Nanaimo
  - ✓ stray cats
  - ✓ surrendered cats
  - ✓ feral cats





## ISSUES TO ADDRESS


- ▶ Cats in Nanaimo
  - ✓ limited role for Animal Control at present
  - ✓ limited ability to receive, assess, care for stray cats



## ISSUES TO ADDRESS




- ▶ Cats in Nanaimo
  - ✓ SPCA cares for and adopts out surrendered cats
  - ✓ Cat Nap deals with feral cats through TNR program






## ISSUES TO ADDRESS

- ▶ Cat-related issues in Nanaimo
  - ✓ lack of provisions to promote responsible cat ownership
  - ✓ shortage of capacity to deal with stray cats
  - ✓ feral cat populations and the ability to contain them



## ISSUES TO ADDRESS

- ▶ Cat-related issues – Changes
  - ✓ bylaw changes

CITY OF NANAIMO  
BYLAW NO. 4922  
A BYLAW TO PROVIDE FOR THE LICENSING AND CONTROL OF ANIMALS WITHIN THE CITY OF NANAIMO

WHEREAS the Council may, pursuant to Section 524 of the Municipal Act, provide for the licensing of dogs and for the establishment and collection of licence fees; and

WHEREAS the Council may, pursuant to Section 525(2)(b) of the Municipal Act control animals, prohibit cruelty to animals and provide for the destruction of animals suffering from an incurable disease; and

WHEREAS the Council may, pursuant to Sections 523(1)(b)-(i), (2)-(4) and 524.1 of the Municipal Act regulate or prohibit, or area, the keeping of animals, birds and horses, control, regulate and control animals, including through methods, standards and require a general facility, regulate and fine and lease, sell or destroy impounded animals, and provide for the laying of an information pursuant to the Municipal Act and the Offence Act;

THEREFORE BE IT RESOLVED that the Municipal Council of the City of Nanaimo in open meeting assented, HEREBY ENACTS AS FOLLOWS:

**Title**

1. This Bylaw may be cited for all purposes as the "LICENSING AND CONTROL OF ANIMALS BYLAW 1995 NO. 4922".

**Interpretation**

2. In this Bylaw unless the context otherwise requires:

"Automatic Verification" means a device for verification by means of open windows or operating (Bylaw No. 4463-19)

"Mechanical device" means a device that supplies fresh or cooled air;

"Animal Control Officer" means any person appointed from time to time by Council to administer and enforce the provisions of the Bylaw and includes Bylaw Enforcement Officers and Peace Officers;

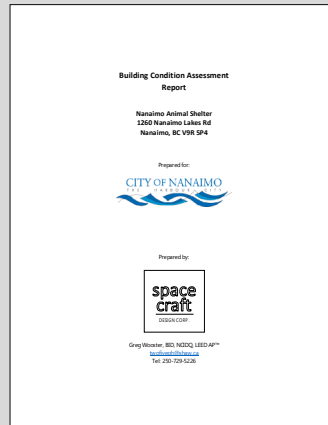
"Animal" (Bylaw 5753) includes a Dog, Cat, Household Animal, Rabbit, Deer, Poultry, Bird and Livestock;

"All Litter" means being elsewhere than on the lands or premises owned or occupied by the Dog Owner and not on a Leash;



## ISSUES TO ADDRESS

- ▶ Cat-related issues – Changes
  - ✓ bylaw changes
  - ✓ Pound & Adoption Centre



## ISSUES TO ADDRESS

- ▶ Cat-related issues – Changes
  - ✓ bylaw changes
  - ✓ Pound & Adoption Centre
  - ✓ support for efforts to control feral cats



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## ISSUES TO ADDRESS

- ▶ Education – Changes
  - ✓ information program

**CITY OF NANAIMO**  
THE OFFICIAL CITY

## ISSUES TO ADDRESS

- ▶ Education – Changes
  - ✓ information program
  - ✓ Pet Ambassadors

**News Release**

1088 G. St. West  
Kelowna, BC V1Y 9S2  
Tel: 250-860-3000  
www.rdcokanagan.ca

May 29, 2019

**Your Friendly Dog Ambassadors Are Back**

You can't miss them. This summer look for the brightly coloured shirts and friendly faces as the Regional District of Central Okanagan Dog Ambassadors hit all the popular dog hotspots.

They'll be stopping by local beaches, parks and popular walkways talking with dogs and their handlers. The goal of the Ambassadors is not to enforce, but rather to act as a resource educating and informing all dog owners about the [Regional Dog Legislation](http://www.rdcokanagan.ca/legislation) as well as the My Dog Makes program and the free My Dog Park FINDER feature.

Throughout the summer they'll be cycling and walking in many different parks in the Region from Lake Country to Peachland. They have dog leashes, bandanas and baby heads to reward their new furry friends. Our ambassadors are an excellent information source on everything from where dog friendly parks, businesses and dog beaches are located, to how to check if your license is valid. They're especially helpful for visitors who vacation in the Central Okanagan with their dogs and may not fully understand what's expected in our parks and public areas and where dog parks are located.

As well, during the summer months, Dog Control Officers will be out on patrol in vehicles and on bike during extended hours. All dog owners in the Central Okanagan are reminded that they must have a current license. There is zero tolerance for unlicensed dogs in the Central Okanagan. Dog owners are reminded of their responsibility to pick up and properly dispose of their pet waste.

If you lose or find a dog, please contact the Regional District Dog Pound at 250-868-6268 as soon as possible so that we can help reunite the dog and its owner.

Everything you need to know about dog [licensing and responsible dog ownership](http://www.rdcokanagan.ca/legislation) in the Central Okanagan can be found at [www.rdcokanagan.ca/legislation](http://www.rdcokanagan.ca/legislation)

**Contact:**  
Briana Smith  
Communications Officer  
250-469-4339



## ISSUES TO ADDRESS

- ▶ *Animal Control Bylaw – Changes*
- ✓ several suggestions provided

CITY OF NANAIMO  
BYLAW NO. 4923

A BYLAW TO PROVIDE FOR THE LICENSING AND CONTROL OF ANIMALS WITHIN THE CITY OF NANAIMO

WHEREAS the Council may, pursuant to Section 524 of the Municipal Act, provide for the licensing of dogs and for the establishment and collection of licence fees; and

WHEREAS the Council may, pursuant to Section 320(2)(a) of the Municipal Act control animals, provide custody to animals and provide for the destruction of animals suffering from an incurable disease; and

WHEREAS the Council may, pursuant to Sections 320(1)(b)-(i), 321(4) and 324.1 of the Municipal Act regulate or provide, in areas, the keeping of animals, birds and animals, control, impound and detain animals unlawfully at large, establish, maintain and operate a pound facility, regulate and for traps and traps, and of display restricted animals, and provide for the laying of an information pursuant to the Municipal Act and the Offence Act;

THEREFORE BE IT RESOLVED that the Municipal Council of the City of Nanaimo in open meeting assembled, HEREBY ENACTS AS FOLLOWS:

**Title**

1. This Bylaw may be cited for all purposes as the "LICENSING AND CONTROL OF ANIMALS BYLAW 1995 NO. 4923".

**Interpretation**

2. In this Bylaw unless the context otherwise requires:

"Adequate Ventilation" (Bylaw No. 4880 (2)) means fresh air ventilation by means of open windows or operating mechanical device that supplies fresh or control air;

"Animal Control Officer" (Bylaw No. 4880 (3)) means any person appointed from time to time by Council to administer and enforce the provisions of the Bylaw and include Bylaw Enforcement Officers and Police Officers;

"Animal" (Bylaw 272) includes a Dog, Cat, Household Animal, Rabbit, Deer, Poultry, Bird and Livestock;

"At Large" means being elsewhere than on the lands or premises owned or occupied by the Dog Owner and not on a leash.



## RECOMMENDATIONS

- ▶ Dog Licencing
- ▶ Scope of Service
- ▶ Delivery Model
- ▶ Level of Service
- ▶ Pound & Adoption Centre
- ▶ Cats in Nanaimo
- ▶ Education
- ▶ Bylaw Changes

CITY OF NANAIMO  
**CHAPTER 4  
RECOMMENDATIONS**

This report has provided the existing Animal Control Services at the City of Nanaimo, has identified a series of service-related issues for the City to address, and has outlined various changes for the City to consider. This final chapter of the report presents a list of recommendations that speak to the changes outlined. The chapter also provides comments on implementation.

**RECOMMENDATIONS**  
Figure 4-1 sets out recommendations for each of the issues identified in Chapter 3.

**Figure 4-1  
Recommendations by Issue**

Issue	Recommendations
<b>Dog Licensing</b>	<ul style="list-style-type: none"> <li>▶ That the City develop a communication or sign on the importance of licensing and on licensing requirements, targeted at pet owners who need new licences, and at owners who must renew their existing licence.</li> <li>▶ That the City enable new dog licences to be sold online at no-charge.</li> <li>▶ That the City expand the number of sites at which new licences can be purchased in person, but only in the event that new licences cannot be obtained for sale online.</li> <li>▶ That the City develop a tiered approach to dog licence pricing with higher prices for intact dogs and aggressive dogs.</li> <li>▶ That the City adopt a zero tolerance approach for failure-to-licence offences.</li> <li>▶ That the City increase the failure-to-licence fee to \$225 (\$100 if paid within 14 days).</li> </ul>
<b>Scope of Service</b>	<ul style="list-style-type: none"> <li>▶ That the City transfer responsibility for dealing with animal carcasses, other than those of cats and dogs, to the City's public works crew.</li> <li>▶ That the City transfer responsibility for dealing with dog-related noise complaints to the Animal Control Officers.</li> </ul>

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CITY OF NANAIMO  
GOVERNANCE AND PRIORITIES COMMITTEE

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June 8, 2020  
Nanaimo City Hall

**NEILSON**  
STRATEGICS

CITY OF NANAIMO  
1947 - 2022