

**REGIONAL DISTRICT OF CENTRAL OKANAGAN
PROGRAM PERFORMANCE MEASURE RESULTS - October to December 2020**

MEASURES	Oct	Nov	Dec	Q4	Q4 %	Year to Date	Year to Date %	% Pop.*	2019 Q4	2019 Year to Date	% Change from Previous Years Quarter	% Change from 2019 YTD
Complaints Received	130	128	105	363		1623			360	1,692	1%	-4%
General Complaints	130	119	100	349		1522			347	1,594	1%	-5%
Dangerous & Aggressive Dog (alleged) (Not including Aggressive Warnings)	7	9	5	21		108			13	98	62%	10%
Concluded: Dangerous	0	0	0	0		7			0	9	0%	-22%
Aggressive	0	0	0	0		19			8	39	-100%	-51%
Aggressive Warnings	7	2	0	9		35			5	34	80%	3%
Aggressive Complaints	7	9	5	21		101			13	28	62%	261%
Emerg Pages requiring a callout	7	3	12	22		54			2	26	1000%	108%
Patrols (Proactive)												
Staff Generated Complaints (Proactive)	49	91	309	449		2789			1,820	3,846	-75%	-27%
Complaints by Area												
Kelowna	85	74	66	225	64%	989	65%	66%	251	1,153	-10%	-14%
West Kelowna	19	24	18	61	17%	289	19%	17%	59	239	3%	21%
Lake Country	13	10	8	31	9%	145	9%	7%	24	134	29%	8%
Peachland	2	8	2	12	3%	51	3%	3%	4	47	200%	9%
Electoral East	2	0	2	4	1%	19	1%	2%	4	24	0%	-21%
Electoral West	4	0	0	4	1%	11	1%	1%	6	20	-33%	-45%
WFN	5	3	4	12	3%	26	2%	5%	6	21	100%	24%
Total Complaints	130	119	100	349		1530		100%	354	1,638	-1%	-7%
Dog Licenses by Area												
Kelowna	188	171	315	674	69%	14218	64%	69%	787	14,003	-14%	2%
West Kelowna	44	38	85	167	17%	4294	19%	18%	232	4,327	-28%	-1%
Lake Country	27	22	32	81	8%	1996	9%	7%	97	1,958	-16%	2%
Peachland	8	6	15	29	3%	896	4%	3%	30	928	-3%	-3%
Electoral East	3	0	9	12	1%	465	2%	2%	33	499	-64%	-7%
Electoral West	1	3	7	11	1%	239	1%	1%	20	209	-45%	14%
Total Dog Licenses	271	240	463	974		22108		100%	1,199	21,924	-19%	1%
<i>New Dog Licenses (included in totals)</i>	235	223	201	659		3667			539	3716	22%	-1%
Kennels Renewed	0	0	1	1		41			2	41	-50%	0%
New Kennel Licenses	0	1	0	1		3			1	4	0%	-25%
Impounds by Area												
Kelowna	24	14	11	49	64%	223	66%	66%	72	312	-32%	-29%
West Kelowna	9	1	4	14	18%	55	16%	17%	10	65	40%	-15%
Lake Country	3	2	0	5	7%	32	9%	7%	6	32	-17%	0%
Peachland	0	0	0	0	0%	15	4%	3%	1	9	-100%	67%
Electoral East	0	0	0	0	0%	1	0%	2%	1	6	-100%	-83%
Electoral West	1	0	0	1	1%	2	1%	1%	1	1	0%	100%
WFN	1	3	3	7	9%	12	4%	5%	3	15	133%	-20%
Total Dogs Impounded	38	20	18	76		340		100%	94	440	-19%	-23%
Dogs Reunited with Owners - RDCO	17	5	8	30	39%	156	46%		71	341	-58%	-54%
Dogs Reunited with Owners - Other Jurisdiction	1	0	2	3	4%	26	8%		6	32	-50%	-19%
Dogs Reunited with Owners - WFN	1	2	2	5	7%	10	3%		3	15	67%	-33%
Dogs Impounded Without Licences	13	5	5	23	30%	93	27%		29	139	-21%	-33%
Transferred to Rescue Agency	0	2	0	2	3%	10	3%		1	8	100%	25%
Transferred to SPCA	5	3	1	9	12%	33	10%		10	30	-10%	10%
Adopted (Through Pound)	0	1	0	1	1%	2	1%		2	6	-50%	-67%
Dogs Euthanized	0	2	1	3	4%	10	3%		1	8	200%	25%
Bylaw Initiated (aggression)	0	0	0	0	100%	2	100%		0	2	0%	0%
Owner Initiated (aggression)	0	0	1	1		3			0	4	100%	-25%
Owner Initiated (fee charged)	0	0	0	0		0			0	0	0%	0%
Other (not adoptable or by SPCA)	0	2	0	2		5			0	0	200%	500%
MTI Issued	0	0	1	1		5			0	4	100%	25%
BON Warnings Issued	17	7	9	33		196			41	175	-20%	12%
Bylaw Offence Notices Issued	28	18	7	53		207			110	445	-52%	-53%
No Dog License Tickets Issued	16	10	4	30		103			87	321	-66%	-68%
Dangerous Dog Applications (Community Charter)												
Pending for trial or Outstanding				0					0	0	0%	0%
Concluded by Consent Order Agmts				0					0	0	0%	0%

*Kelowna: 127380; Lake Country: 12922; Peachland: 5428; West Kelowna: 32655; Electoral West: 1981; Electoral East: 3824; WFN (IR9 and IR10): 9028; Source: 2016 Census of Canada