

**REGIONAL DISTRICT OF CENTRAL OKANAGAN
PROGRAM PERFORMANCE MEASURE RESULTS - October to December 2021**

MEASURES	Oct	Nov	Dec	Q4	Q4 %	Year to Date	Year to Date %	% Pop.*	2020 Q4	2020 Year to Date	% Change from Previous Years Quarter	% Change from 2020 YTD
Complaints Received	148	167	105	420		2189			363	1,623	16%	35%
General Complaints	148	167	105	420		2152			349	1,522	20%	41%
Dangerous & Aggressive Dog (alleged) (Not including Aggressive Warnings)	12	16	10	38		140			21	108	81%	30%
Concluded: Dangerous	0	0	0	0		3			0	7	0%	-57%
Aggressive	2	2	2	6		18			0	19	#DIV/0!	-5%
Aggressive Warnings	2	1	2	5		42			9	35	-44%	20%
Aggressive Complaints	12	16	10	38		155			21	101	81%	53%
Emerg Pages requiring a callout	4	6	7	17		108			22	54	-23%	100%
Patrols (Proactive)												
Staff Generated Complaints (Proactive)	1,017	1,290	724	3,031		8771			449	2,789	575%	214%
Complaints by Area												
Kelowna	93	123	76	292	70%	1383	71%	66%	225	989	30%	40%
West Kelowna	22	21	11	54	13%	285	15%	17%	61	289	-11%	-1%
Lake Country	24	10	9	43	10%	136	7%	7%	31	145	39%	-6%
Peachland	2	6	2	10	2%	56	3%	3%	12	51	-17%	10%
Electoral East	3	6	2	11	3%	49	3%	2%	4	19	175%	158%
Electoral West	2	0	5	7	2%	20	1%	1%	4	11	75%	82%
WFN	2	1	0	3	1%	32	2%	5%	12	26	-75%	23%
Total Complaints	148	167	105	420		1941		100%	349	1,530	20%	27%
Dog Licenses by Area												
Kelowna	199	160	2,182	2,541	68%	16935	64%	69%	674	14,218	277%	19%
West Kelowna	42	46	596	684	18%	5107	19%	18%	167	4,294	310%	19%
Lake Country	23	10	261	294	8%	2437	9%	7%	81	1,996	263%	22%
Peachland	2	1	90	93	2%	963	4%	3%	29	896	221%	7%
Electoral East	3	2	74	79	2%	693	3%	2%	12	465	558%	49%
Electoral West	1	0	42	43	1%	347	1%	1%	11	239	291%	45%
Total Dog Licenses	270	219	3,245	3,734		26482		100%	974	22,108	283%	20%
<i>New Dog Licenses (included in totals)</i>	251	127	92	470		4965			659	3667	-29%	35%
Kennels Renewed	0	0	3	3		45			1	41	200%	10%
New Kennel Licenses	0	0	0	0		5			1	3	-100%	67%
Impounds by Area												
Kelowna	23	25	24	72	77%	245	72%	66%	49	223	47%	10%
West Kelowna	1	3	1	5	5%	34	10%	17%	14	55	-64%	-38%
Lake Country	7	1	3	11	12%	27	8%	7%	5	32	120%	-16%
Peachland	0	1	0	1	1%	10	3%	3%	0	15	#DIV/0!	-33%
Electoral East	0	0	2	2	2%	15	4%	2%	0	1	#DIV/0!	1400%
Electoral West	0	0	1	1	1%	2	1%	1%	1	2	0%	0%
WFN	1	1	0	2	2%	6	2%	5%	7	12	-71%	-50%
Total Dogs Impounded	32	31	31	94		339		100%	76	340	24%	0%
Dogs Reunited with Owners - RDCO	17	15	16	48	51%	187	55%		30	156	60%	20%
Dogs Reunited with Owners - Other Jurisdiction	1	1	2	4	4%	29	9%		3	26	33%	12%
Dogs Reunited with Owners - WFN	1	2	0	3	3%	10	3%		5	10	-40%	0%
Dogs Impounded Without Licences	7	7	9	23	24%	87	26%		23	93	0%	-6%
Transferred to Rescue Agency	0	1	0	1	1%	3	1%		2	10	-50%	-70%
Transferred to SPCA	6	2	3	11	12%	27	8%		9	33	22%	-18%
Adopted (Through Pound)	0	0	0	0	0%	3	1%		1	2	-100%	50%
Dogs Euthanized	0	1	1	2	2%	6	2%		3	10	-33%	-40%
Bylaw Initiated (aggression)	0	1	0	1	98%	1	104%		0	2	#DIV/0!	-50%
Owner Initiated (aggression)	0	0	1	1		3			1	3	0%	0%
Owner Initiated (fee charged)	0	0	0	0		0			0	0	#DIV/0!	#DIV/0!
Other (not adoptable or by SPCA)	0	0	0	0		2			2	5	-100%	-60%
MTI Issued	1	0	0	1		6			1	5	0%	20%
BON Warnings Issued	12	16	8	36		183			33	196	9%	-7%
Bylaw Offence Notices Issued	30	23	18	71		237			53	207	34%	14%
No Dog License Tickets Issued	16	11	7	34		100			30	103	13%	-3%
				0								
Dangerous Dog Applications (Community Charter)												
Pending for trial or Outstanding	0			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