

Key Performance Measures



Measure	2022	2023	2024 Estimate	2025 Plan
Shelter save rate for cats and dogs	96%	95%	97%	95%
Parking ticket accuracy	94%	96%	96%	96%
Animal call response time within target timeframe ¹	94%	86%	90%	95%
Parking enforcement service requests inspected within target timeframe ²	84%	85%	82%	85%
Property standards, zoning and nuisance service requests inspected within target timeframe ³	100%	100%	83%	95%

¹ Target response times for animal calls are: urgent calls, within 45 minutes; deceased animal calls, within 24 hours; dog bite calls, 48 hours

² Target timeframe for completion of parking enforcement service request inspections: one hour for safety concerns; 12 or 24 hours based on priority for all other requests

³ Target timeframe for completion of initial inspection of property standards, zoning and nuisance service requests: within five days