



方卓怡 市議員 **Paula Fletcher**

City Councillor | Ward 14 Toronto-Danforth

September 5th, 2024

Councillor Stephen Holyday
Chair, Service Excellence Committee
Toronto City Hall

RE: SE5.5 & Animal Services Response Time Standards

Dear Chair and Member's of the Service Excellence Committee,

Thank you for your work on this committee.

I am writing to you today regarding item SE5.5 and some of the information contained in the presentation that has raised some questions that I would like to be brought forward.

On Page 10 of the presentation different types of service requests are broken down by level of priority.

Of note, 'Dangerous dog attacks (bite or menace)' had a 2023 service standard of 24 hours, while Page 13 notes that in 2024 Service Requests for a Dangerous Dog attack that did not result in a bite or were related to menacing were moved to 48 hours and 5 business days respectively.

However, I want to focus in on the question of **why a Dangerous Dog attack that results in a bite is not the highest level of priority for Animal Services**. What is the difference between the 'Unknown/stray dog attack' which carries a 2-hour response time and a 'Dangerous Dog attack resulting in a bite' which carries a 24hr response time? The 24hr response time to the severe mauling in my ward was of great concern to the community who felt extremely unsafe until Animal Services officers could gain control of the dogs which had just violently attacked a resident.

I would respectfully request that this committee requests Municipal Licensing & Standards to include this information in their Council-directed report back to the October 23rd, 2024, meeting of Economic and Community Development Committee.

Sincerely,

Paula Fletcher
City Councillor
Ward 14, Toronto-Danforth