



# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	December 12, 2023
<b>SUBJECT:</b>	Hamilton Animal Services Paperless Licence Renewal Update (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Monica Ciriello Director, Licensing & By-law Services Planning and Economic Development Department
<b>SIGNATURE:</b>	

The purpose of this Communication Update is to advise Council that beginning in 2024 Hamilton Animal Services Licence Renewals will be administered electronically, when pet owners have provided staff email addresses. This change is in response to Licensing and By-law Services ongoing continuous improvement climate action initiatives for 2024.

In September of 2023, Animal Services undertook a review, of internal processes inclusive of the historical process of Licence Renewals. Currently there are approximately 55,000 pets registered within the City. This means that 55,000 paper copies of Licence Renewals are mailed out annually to pet owners throughout the City.

Animal Services determined that implementing a paperless renewal option, would reduce the sections carbon footprint by going paperless, improve process efficiency, save money spent on paper, envelopes, printers, ink, postage, office space for files, as well as reduce employee time spent managing the paperwork. By making this internal process change, Animal Services anticipates an annual savings of approximately \$56,000, not including staff time.

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe, and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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Implementing this process improvement will allow the renewals to be go out electronically via email to coincide with the online payment portal. If Animal Services does not have an email address from a pet owner, a Licence Renewal mailout will be provided. Animal Services has set a target to be 80% paperless with Licence Renewals by the end of the first quarter of 2024.

If you require any further information on the above matter, please contact Kelly Beaton, Manager, Animal Services by e-mail [Kelly.Beaton@hamilton.ca](mailto:Kelly.Beaton@hamilton.ca) or at (905) 546-2424 Ext.1105.

**APPENDICES AND SCHEDULES ATTACHED**

Not Applicable.

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