

ANIMAL MANAGEMENT

Annual Report

2020 - 2021



Mihi

Toko ake rā e koutou o te ngākau māhora,
o te hinengaro māhaki,
o te whakaaro nui,
o te wairua atawhai.

Tukua hei a tātou ngā reo mō te wahangū
me te piringa ā-mahue noa.

Koutou i huakina ai ngā tatau o kāinga-rua
ki ngā mōkai a kāinga-tahi
kua kāwhakina ki tāhaki
e whakaaro kore rāua ko manawa poto.
Ki a koutou, ā mātou mihi
me ā mātou whakamānawa.

Tēnei mātou te toro atu nei ki a koutou,
kia kotahi mai tātou ki te kawe ake
i te mānuka e piki ai te mātauranga,
e āhuru ai te noho a o tātou hapori
i ngā mōreareatanga o te kīrehe mohoa
me te mea anō hoki e piki ai
te aronui o te iwi ki ngā kawenga o te tiaki kurī.

E hora ake nei ko tā mātou pūrongo
mō ngā mahi i oti me ngā arohangā
ki ngā mea hei kawe ake ā ngā ra e tū mai nei.
Mauri ora ki a koutou katoa.

Welcome to all you of open heart,
humble mind,
kind thought
and caring spirit.

Let us be voices for the voiceless
and give shelter to the abandoned.

To you who gave a second home
to pets of those who cared less
the pets cast out
by negligence and short-term affection.
To you, we express our thanks
and gratitude.

Again, we reach out to you all,
to act together and help us meet
the challenge that is to increase education,
so that our communities are safe
from the dangers of wayward animals
and to inform
the people of their obligations to dog ownership.

The following is our report
of the work that has been completed already
and the work that is yet to be done.
Greetings to you, one and all.

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Executive Summary

This is the Auckland Council Animal Management annual report on dog control activities during the period of 1 July 2020 to 30 June 2021, as required by section 10A of the Dog Control Act 1996.

Total dogs

The Auckland region has seen a huge increase in the number of known dogs, which has gone from 112,530 in the previous year to 118,552 in this year – an increase of 6,022 dogs (5.4% increase).

The Animal Management unit continued to focus on dog registration compliance this year, and this resulted in a 94.8% success rate, which is 0.4% higher than the previous year. This result is seen as a huge achievement for the team, given the current financial challenges that many people face since the start of the Covid-19 pandemic.

Harm caused by dogs

Reducing the number of incidents where dogs cause harm to people and other animals remains the unit's top priority. The field services teams focussed on high-risk dogs again this year, which has seen an increase in the number of dogs classified as menacing due to their behaviour.

There were 58 fewer attacks on other animals reported this year, but attacks on people increased by 71 cases, which means a rise of 10.4%. In total, the teams investigated 1,585 dog attacks, which is an overall increase of 0.8% from the previous year.

In light of the huge increase in dog numbers in Auckland, this indicates a slight downward trend in aggression-related incidents across the region.

Auckland Council initiated 134 prosecutions during the year against dog owners for serious breaches of the Dog Control Act 1996. There were 20 prosecutions initiated for serious injury caused by a dog, and four of these involved a child victim. A further 11 other prosecutions for dog attacks also involved child victims.

High-risk dogs

At the end of the financial year, there were 4,843 dogs classified as menacing, and 12 dogs were classified as dangerous. This is a 2% increase in menacing dogs, but a 54% decrease in the number of dangerous dogs.

Auckland Council's Policy on Dogs 2019 requires all menacing and dangerous dogs living in Auckland to be neutered, even if they were classified by another council and that council did not require the dog to be neutered.

Overall compliance with the neutering requirement for all menacing and dangerous dogs is currently at 89.8%, which is 3.4% lower than the previous year. During level 3 and 4 lockdown periods, the council is not actively enforcing this neutering requirement due to the closure of most veterinary clinics, or where veterinary services are restricted to emergencies or urgent procedures only.

Field Services teams

Field officers responded to 24,523 requests for service during the year, which is only slightly lower than the previous year. However, this provided the field teams with the opportunity to increase their proactive work relating to beaches, parks, reserves, and other public places.

A total of 7,825 proactive patrols and property visits were completed during the year.

The highest number of service requests still relates to roaming dogs, and the field officers were requested to deal with 7,601 complaints of this nature. The majority (57%) of these complaints were classed as a high priority due to the risk the dogs posed to the public.

In addition to the roaming dogs, field officers also responded to 831 incidents of stock roaming or straying on public roads, and 26 incidents of animals at large on the Auckland motorway network.

Shelter teams

A total of 5,228 dogs were impounded this year in the Auckland animal shelters. This is a decrease of 4.8% from the previous year.

More dogs were successfully returned to their owners this year, which is a great result. A total of 3,728 (71.3%) of all impounded dogs were returned to their owners. The shelters have also seen a 3.7% decrease in euthanasia numbers, which continues the downward trend seen during the last three years.

A total of 328 dogs were adopted from our shelters, which is also another very positive result for the shelter teams.

Specialists team (including Barking Complaints team)

Nuisance barking complaints increased by 7.8% from the previous year – this is believed to be due to the large increase in dog numbers in Auckland, and probably due to more people moving into suburban areas as Auckland continues to grow.

The team of Barking Complaint Advisors and Barking Complaint Investigators responded to 5,929 barking complaints and issued 243 nuisance abatement notices during the year. The Field Services teams actioned a further 334 ongoing or escalated barking complaints where a property visit was required.

The Specialists team completed several projects during the year, including finalising an MOU with SPCA. A new Dog Rehoming and Fostering policy and a comprehensive Pit Bull Terrier guide were also created by the team.

The Specialists also worked extensively with the Shelter teams to design a new database for the shelters to track all their interactions with the dogs in their care, as well as to provide real-time information on outcomes to field staff.

Several projects involving new technology were initiated to assist the Field Services teams and the Barking Complaints team to provide a more efficient service to all their customers, as well as to reduce operational costs.

Dealing with COVID-19

The Animal Management unit continued to deliver essential services during the various alert levels and lockdowns experienced during the year. Staff health and safety is the highest priority, and all teams have an adequate supply of the appropriate PPE to work safely during the pandemic.

The teams are also continuously monitoring processes and systems as the situation is evolving and are closely following the government's operational guidelines.

Community education and training

Due to the restrictions imposed on social events during part of the year, several planned community events were cancelled. However, the unit continued to provide educational advice and training to many organisations that have essential workers or have staff at risk of injury from dog attacks when they have to enter premises.

The Animal Management unit is constantly looking at new ways to do community education and to promote responsible dog ownership. Staff training had to evolve as well, with many internal training programmes now available to staff in an e-learning format.

Future projects

Animal Management continues to improve processes and work practices in an ever-changing environment. The unit still aims to provide their services at the lowest cost possible, and to find the best possible outcome for all dogs in their care.

Further work is currently being done on working collaboratively with other organisations and with other departments within Auckland Council, with the aim of improving the customer experience for everyone. Part of this project is the upgrading of the council's dog registration renewal system, as well as the online systems for dog owners to notify the council of any change of ownership or address.

Auckland Council is also currently working on the potential introduction of a 'tag for life', which has recently been introduced by several other councils in New Zealand. This will allow the council to issue one permanent dog tag for the life of the dog, which will see a huge decrease in plastic waste material from the 100k+ plastic tags issued every year.

Due to the scope of this project and legislative requirements currently being explored, the project should be completed towards the end of the current financial year.

A targeted initiatives project focussed on reducing the number of high risk or high harm incidents to Aucklanders is currently being developed. The project will have a key focus on reducing the number of dog attacks on people and will involve working with community groups, local marae, Local Board members, schools, and the community, to proactively promote responsible dog ownership and provide education around dog safety.

Auckland Council will continue to work alongside Tūpuna Maunga o Tāmaki Makaurau Authority to reduce dog-related harm and nuisance on the 14 maunga across the region, and to promote the historical significance of these precious taonga.

Auckland Council will also undertake a project to actively promote Responsible Dog Owner licensing (RDOL) across the region, with a focus on increasing the percentage per total population of dog owners obtaining an RDOL by the end of the financial year.



Part 1: Introduction

1.1 Purpose of the Annual Report

Section 10A of the Dog Control Act 1996 (**the Act**) requires each territorial authority to report on its dog control policy and practices and to provide specific statistical information.

This report acts as a medium for this statutory requirement, and to provide an update to all stakeholders on the activities and performance of the Auckland Council Animal Management unit.

1.2 Arrangement of the Report

The structure of this report follows a similar arrangement to previous annual reports, to allow for ease of assessing the success of our service delivery.

The Policy Objectives from the Auckland Council Policy on Dogs 2019 form the basis of this report.

Except for the statistics provided in the tables in **Part 4 & 5**, other statistics provided throughout this report are indicated by a  symbol.

Each policy objective is addressed with regards to the achievements and activities of the 2020-2021 year. This includes:

- **Registration and Classification**
Promote dog registration across all of Auckland.
- **Responsible Dog Ownership**
Educate and inform dog owners how to take care of their dogs.
- **Dog Access Principles**
Provide a balanced approach to dog access in council-controlled public places.
- **Monitoring measures of success**
Annually report to the Governing Body (through a public agenda report) and to the national government as required by the Dog Control Act 1996.

1.3 Policy on Dogs 2019 & Dog Management Bylaw 2019

On 1 November 2019, the **Policy on Dogs 2019** and the **Dog Management Bylaw 2019** came into effect.

The main objective of the Policy on Dogs 2019 is to keep dogs as a positive part of the life of Aucklanders by:

- maintaining opportunities for owners to take their dogs into public places,
- adopting measures to minimise the problems caused by dogs, and
- protecting dogs from harm and ensuring their welfare.

Together, the policy and bylaw provide:

- a consistent approach to multiple dog ownership,
- a consistent definition of the time and season rule that apply at beaches,

- a standard lambing season rule in regional parks,
- dog access rules for the protection of wildlife in Regional Parks, and
- a pathway for the owner of a dog that has been classified as menacing due to its behaviour (Section 33A of the Act), to apply for a review of the classification after 12 months.

Due to the revised dog access rules in many areas, a large-scale project is currently underway to replace most of the outdated signage at parks, beaches, and reserves across the Auckland region.

The new signs provide dog owners with clear and consistent advice on the specific access rules, as well as time and season rules that may apply at the specific recreational area.



1.4 Our Services

The Animal Management unit's main function is to ensure that dogs and other animals are sufficiently controlled to prevent harm and nuisance to the public.

This helps to fulfil the overall goal of the Licensing and Regulatory Compliance department of protecting the public of Auckland from nuisance and harm, as well as improving, protecting, and promoting the health of the public of Auckland.

These goals are achieved via a number of services:

- Providing information and education to the public relating to dog control and other animal management issues
- Dog registration and database administration
- Dog access to public places
- Dog bite prevention (including the classification and monitoring of menacing and dangerous dogs)
- Complaint response (including aggression, roaming, and barking nuisance complaints)
- Shelter services (including lost and found, adoption and microchipping)

1.5 Animal Management Structure – Our Teams

Auckland Council operates a single, regional Animal Management unit and currently has a total of **87** staff (including the Manager).

The unit consists of **Field Services** teams, **Animal Shelter** teams, and a **Specialists** team, which includes the **Barking Complaints** team.

A Dog Registration Hub, which operates at the beginning of every new registration year, and a Regulatory Support team within the same department, provide administrative and operational support to the Animal Management unit.

Field Services

The unit has four field officer teams, consisting of **41** Animal Management Officers (AMOs): **North, West, Central** and **South**. The **Hauraki Gulf islands** personnel form part of the West team.



Field officers also deal with stray or roaming livestock on all our roads, and sometimes have to deal with stock trespassing on private property.



These teams are responsible for the field services of the unit. This includes a reactive response and investigations into complaints about dogs that are not under control, or that are causing a nuisance.

Our teams provide a 24/7 response to all urgent and high priority requests.

They work closely with the Animal Shelters to provide support for property inspections that are required for adoptions from the shelters.

Other responsibilities include ensuring compliance with the Dog Control Act 1996, encouraging responsible dog ownership, and actively enforcing the registration of all dogs in our region.

In addition, the officers also do regular patrols in areas with a high volume of complaints.

Proactive work includes visits to most popular parks, reserves, and beaches used by dog owners.

Our field teams cover the entire Auckland motorway network and will respond to all incidents of animals on the motorway as a high priority.

Specialised training is provided to all field staff to deal with motorway incidents.

Requests to deal with other domestic animals are also frequently received.



Animal Shelters

The unit operates three main shelters: **Henderson, Manukau,** and **Silverdale.**

A temporary shelter on Great Barrier Island is managed by the field officers employed on the island and does not have any full-time shelter personnel.

Each of these shelters is responsible for the care and management of impounded animals.

These animals may be the subject of legal prosecutions, or were impounded due to being found wandering at large, not registered, or they were surrendered by their owners.



Animal Shelters promote the adoption of unclaimed, suitable dogs and work collaboratively with other welfare and rescue agencies to find the best possible outcome for these dogs.

Various de-sexing campaigns and other veterinary services have also been offered to the community through the animal shelters.

Specialists

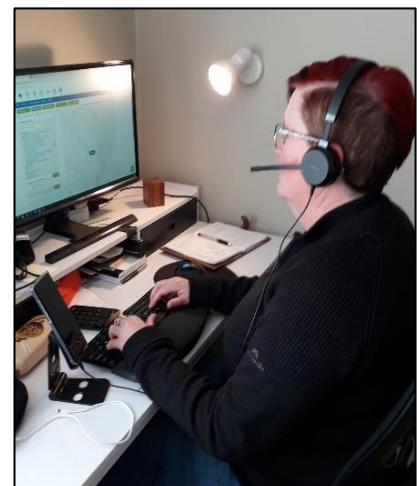
The Animal Management unit has several specialists who provide legal, strategic, and operational support to Field Services, Animal Shelters, and the Barking Complaints team.

The Barking Complaints team consists of three **Barking Complaint Advisors (BCAs)**, three **Barking Complaint Investigators (BCIs)**, and a **Senior Bark Advisor (SBA)**.

BCAs deal with all first-time barking complaints and provide advice to dog owners on practical methods to correct nuisance barking, and they also mediate between neighbours to resolve their issues.

BCIs deal with ongoing or escalated barking complaints, which require further investigation, and these normally involve a property inspection. BCIs will provide site-specific recommendations to dog owners on ways to correct barking issues that could not be resolved during the first part of the process.

If enforcement action is required to resolve any escalated or ongoing complaints, the Barking Complaints team is supported by the Field Services team.



Part 2: Policy Objectives

2.1 Registration and Classification

POLICY STATEMENT: “*All dogs in Auckland, including dangerous and menacing dogs, will be registered with council.*”

2.1.1 Dog registrations

The Act requires all dog owners to register their dogs every year, and it also requires every territorial authority to keep a register of all dogs.

Having dogs registered significantly increases the council’s ability to manage dog-related safety and nuisance issues.

The annual dog registration year runs from 1 July to 30 June the following year. Failure to register a dog can result in a \$300 infringement notice, or a court may impose a fine of up to \$3,000.

- 🐾 Animal Management continued to focus on dog registration compliance during the 2020-2021 year, which saw an increase in the number of known dogs in the Auckland region from **112,530** in the previous year to **118,552** in this registration year.
- 🐾 There are currently **112,329** registered dogs in Auckland, which is **94.75%** of all known dogs. This is an increase of **5.8%** from the previous year.
- 🐾 A total of **1,903** infringement notices were issued to dog owners who failed to register their dogs as required by the Act.

2.1.2 Classification of high-risk dogs

Schedule 4 of the Dog Control Act 1996 requires territorial authorities to classify as menacing all dogs that belong wholly or predominantly to the breeds or the type of dog listed in this section of the Act.

The Policy on Dogs 2019 requires all menacing dogs living in Auckland to be neutered, even if the classification by another territorial authority does not require it.

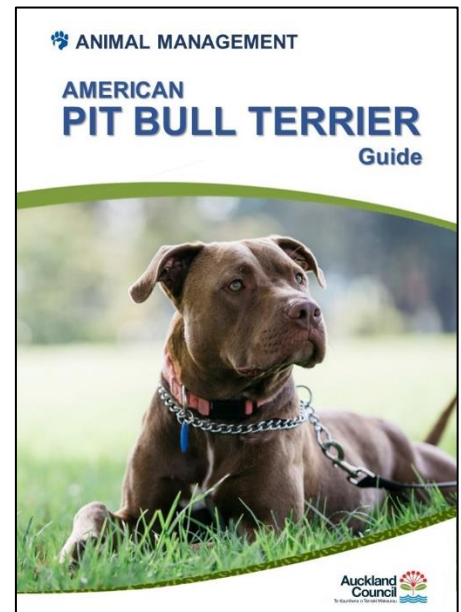
- 🐾 As of 30 June 2021, a total of **4,843** dogs were classified as menacing, and **12** dogs were classified as dangerous.
- 🐾 The majority of menacing classifications (**78.5%**) were issued based on the dogs’ breed or type, as required by the Act.
- 🐾 A total of **4,361 (89.8%)** of all menacing and dangerous dogs are currently neutered.

At the start of the new financial year, the Animal Management team held a workshop to create a comprehensive new guide for field and shelter staff to assist with the identification and evaluation of dogs that appear to be of the type ‘**American Pit Bull Terrier**’, as defined in Schedule 4 of the Act.

This guide now forms the basis for the process to evaluate and classify all ‘Pit Bull’ type dogs as menacing.

Dog owners with dogs classified as menacing due to their behaviour (Section 33A of the Act) can apply for a review of the classification after 12 months.

This review is subject to certain conditions, i.e., the owner must provide a behavioural assessment report and must not have received any infringements relating to the dog during this 12-month period.



2.2 Responsible Dog Ownership

POLICY STATEMENT: “*Dog owners will care for their dogs and control them around people to protect wildlife, other animals, property and natural habitats.*”

2.2.1 RDOL

The council recognises and rewards responsible dog owners by issuing a Responsible Dog Ownership Licence (RDOL).

The RDOL programme creates an additional incentive for dog registrations and an educational opportunity for dog owners.

Operationally, this is an opportunity to increase awareness of responsibilities and to encourage more people to become responsible dog owners.

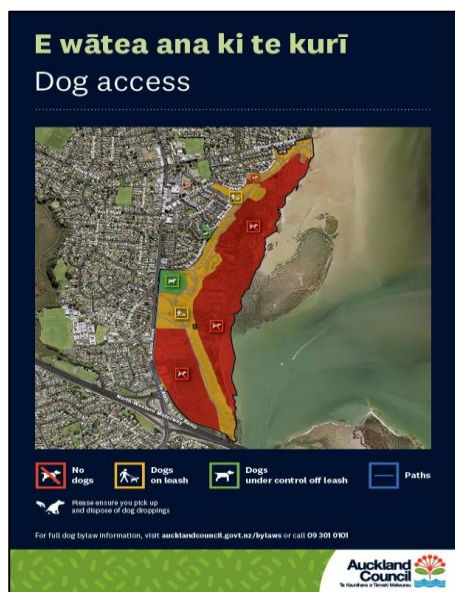
- 🐾 There are currently **28,780** RDOL holders in Auckland. This is an increase of **1,117 (4%)** from the previous year.

2.3 Dog Access Principles

POLICY STATEMENT: “*Provide a balanced use of public places for dogs and their owners that is safe for everyone.*”

Animal Management continues to promote and encourage the safe and responsible presence of dogs in public places.

2.3.1 Beaches, Parks & Reserves



Harbourview-Orangihina Map – Onehunga

As a result of the ongoing signage upgrade project, many areas in Auckland that have a high level of use by dog owners, now have fantastic new signs.

These signs not only display each separate dog access area on an aerial map, but they are also colour-coded for ease of interpretation.

Red areas on the map indicate the part of the park, reserve, or beach where dogs are prohibited, and orange and green sections indicate the on-leash and off-leash areas, respectively.



Parris Park Map – Glen Eden

Animal Management staff assisted the Community Facilities department with identifying and documenting inaccurate, missing, or damaged signs, as well as checking and proofreading the new signs before they were installed.

2.3.2 Working with the community

Animal Management is continuing to focus primarily on reducing harm caused by dogs but is also dealing with nuisance issues created by the failure of some dog owners to observe the rules.

In June of this year, Auckland Council was contacted by the Tūpuna Maunga o Tāmaki Makaurau Authority regarding some issues they were experiencing at Te Tātua-a-Riukiuta / Big King Reserve. The maunga is a designated dog off-leash area and is enjoyed by many dog owners and their dogs daily. Due to the high number of dogs and the lack of attention paid by owners to their dogs' fouling, the mowing contractors started refusing to mow certain areas.

The Animal Management Central team met with Tūpuna Maunga o Tāmaki Makaurau Authority staff and contractors to kōrero about the issues and to learn more about the historical significance of the maunga. The Community Facilities manager also attended the hui and is committed to working on signage options to assist in raising public awareness of this precious taonga.

The Animal Management team has undertaken regular patrols of Te Tātua-a-Riukiuta, educating the public on its historical significance and the issues being experienced, and are delighted to have noticed a marked improvement in the situation.

The council received great feedback from a number of dog owners stating that now they understand the issues and the significance of the maunga.

The Animal Management team is committed to continuing to strengthen their relationship with the Tūpuna Maunga o Tāmaki Makaurau Authority, and to work alongside each other to protect these taonga for future generations.



Chatting to dog owners at Te Tātua-a-Riukiuta / Big King Reserve about dog-related issues on a chilly Friday morning

The Manukau Animal Shelter received a large donation of dog food, which prompted the Central team to visit Orakei Marae, Makaurau Marae and Te Puea Memorial Marae to drop off some dog food for those most in need of assistance.



AMOs delivering dog food to three marae

The team also used this opportunity to educate dog owners about their obligations, with the aim of developing future initiatives to help gain voluntary compliance.

Several other smaller donations of dog food were also delivered to properties where officers knew the owners were financially struggling to look after their dogs.

All recipients of the dog food were very appreciative.

Just before the Christmas holidays last year, the NZ Police contacted Animal Management after they received a large donation of dog food from Paw Justice.

Animal Management staff met with the police officers and together they went to several addresses to deliver these donations of dog food to families in need.

There were a lot of surprised and happy faces all around!

It was a very positive experience for staff to be able to visit and build rapport with dog owners in this way.



Police and AMOs working together

2.4 Monitoring Measures of Success

POLICY STATEMENT: “Annually report to the Governing Body (through a public agenda report) and to the national government as required by the Dog Control Act 1996”

This annual report represents a thorough and reliable account of all Animal Management activities during the 2020-2021 financial year.

Part 3: Service Delivery and Other Activities

3.1 Education

3.1.1 Community events

Animal Management attended the very popular Bark in the Pool event again this year – hosted in April 2021 by Bark NZ and proudly supported by Purina New Zealand and CLM Pt. Erin Pools.



Dogs having a fun time at the Bark in the Pool event.



3.1.2 At-risk workers

During the year, 'dog safety' education has been provided again to many organisations with 'at-risk' workers, as part of the Adults@Risk programme.

The organisations that participated in this programme include:

- New Zealand Post
- Auckland Airport
- Electrix
- ATWC – Family Start Programme
- Oranga Tamariki
- Intercoll
- Thomas Consultants
- HealthWEST – Outreach Immunisation

Education sessions were also provided to other departments or units within Auckland Council, namely:

- Food Safety and Health Enforce
- Environmental Services & Wai Ora Partnerships
- Planning Grads Compliance Monitoring



3.2 Animal Shelter Services

3.2.1 Impounds

Fewer dogs were impounded this year at the three main animal shelters in Auckland, compared to the previous year.

The majority of impounded dogs were collected at the request of members of the public. More dogs were returned to their owners during this year.

 There were **5,228** dogs impounded in Auckland's animal shelters throughout the region during the 2020-2021 year.

 A total of **3,728** dogs were returned to their owners, which is **71.3%** of all impounds.

3.2.2 Adoptions

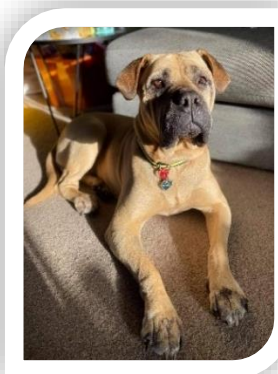
The shelter staff again found some amazing 'forever' homes for some of the dogs that entered our shelters.

This is by far the most rewarding part of the job for our team members, especially when they get feedback from the new owners on how the addition to their family is settling in.

A new database recently developed for the shelters will allow the staff to share information on suitable dogs and makes it easier for the staff to keep clear and concise records on each dog's stay in the shelter, as well as keeping records on all temperament tests and veterinary care provided to them.



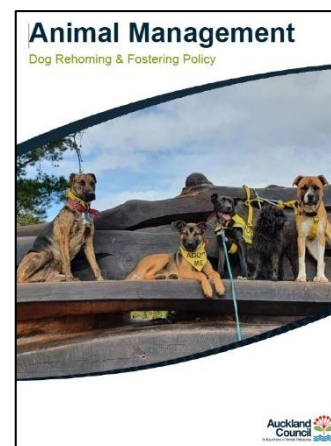
 A total of **328** dogs were adopted from the shelters during the 2020-2021 year.



The animal shelters continue to work closely with rescue organisations and to utilise social media or internet platforms, like Facebook, Pets on the Net, etc. to find as many suitable homes as possible.

A new '**Dog Rehoming and Fostering**' policy has been created a few months ago, and this document now clearly outlines Auckland Council's policy on rehoming dogs from any of the animal shelters.

This will ensure regional consistency between all shelters and provide staff with clear guidelines on selecting dogs for rehoming, as well as finding the best suitable home for each dog approved for rehoming.



3.2.3 Success stories

Tui, the 8-year-old Staffordshire Bull Terrier, comes from a loving home; however, her owners were not able to keep her contained, so her family made the difficult decision to hand her over to the shelter.

Shelter staff approached Barbara from Choppers Dog Training to come and see Tui. Barbara organised a professional photoshoot for Tui's adoption profile. After more than two months of patiently waiting, a wonderful family from Tauranga came to see her, and it was love at first sight! With her favourite toy in tow, Tui was off to live her best life!

Her new family says: *"Tui has been amazing the last few weeks. She walks the kids to school and picks them up, she loves getting out and about. She loves the beach and equally loves snuggling with her humans."*



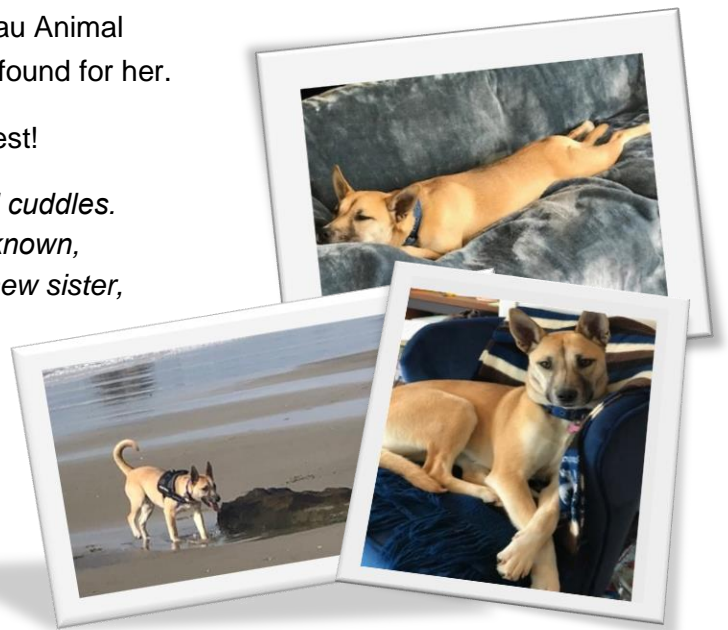
Chit Chat Tamaska stayed in the Manukau Animal Shelter for 71 days before a forever home was found for her.

She is one lucky dog – now living life to the fullest!

Her new family says: *"She's full of mischief and cuddles. She's the most affectionate dog we have ever known, and we all get lots of snuggles. She loves her new sister, Taffy, and they play constantly!"*

She really enjoys going up to our house at Mangawhai and spending time racing about on the beach and on our acre.

Thank you so much for allowing her into our lives!"



Barnacle, aka Barney

Barney's new owner says: *"He has been accepted into the SDA USAR Search Dog Training Programme and has taken to the training like a duck to water. He is showing all the characteristics of a motivated search dog and his training is progressing nicely."*

As part of Barney's training, he recently flew to Christchurch to take part in the SDA National Training Weekend, which involved a number of firsts for him and pushed him out of his comfort zone. But he handled all that was asked of him faultlessly.

All going to plan he should be operational within 12 to 18 months.

Thank you for all the work you guys do, Barney has been a real find."



3.2.4 Projects and Training

Shelter staff completed some enhancements at their facilities during the year, and some new projects were started, like the new stock yards at the Henderson Animal Shelter.

The shelters also completed some refresher training for their own staff, but mostly assisted with training new field officers.

This training is done in a secure and controlled environment and gives the new officers a great opportunity to get some 'hands-on' experience.



New stockyards being built at HAS



Learning how to clean a dog from a clandestine lab



Fire extinguisher training for staff

3.3 Field Services




3.3.1 Proactive work

Field officers proactively visit properties and patrol most of the popular beaches and parks that have a high volume of users.

-  A total of **7,825** proactive property visits and patrols were done during the year.

3.3.2 Response to requests for service – roaming dogs and other general incidents

Roaming and uncontrolled dogs continue to be a major issue for field staff to deal with.

-  AMOs responded in total to **18,594** requests for service. This is not including their proactive work.
-  The field teams responded to **1,575** reports of dogs behaving aggressively to people or other animals. This number is almost the same as the previous year, but in light of the huge increase in dog numbers in Auckland, it shows a downward trend in aggression-related incidents.
-  AMOs responded to **7,601** complaints about roaming dogs, and **4,352 (57%)** of these were classed as a high priority due to the risk the dogs posed to the public.

🐾 Roaming or uncontrolled dogs make up the largest number of service requests, and together with requests from members of the public to collect confined stray dogs, account for **48.9%** of all requests for service.

🐾 Roaming dogs are categorised as either 'general' roaming or 'risk to public' roaming. The risk category includes incidents where the dog is in traffic, near a school, displaying aggression, or behaving a certain way.



3.3.3 Response to requests for service – serious incidents

The dog population in Auckland has increased considerably during this year, but the teams have only seen a slight increase in serious incidents.

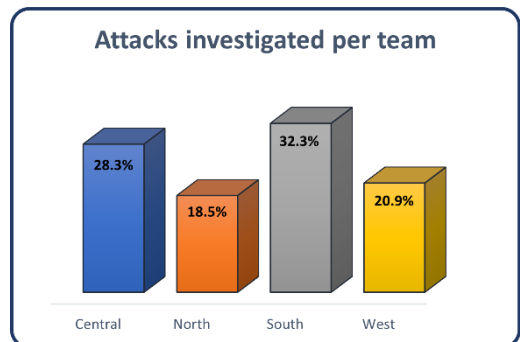
🐾 A total of **1,585** dog attacks were investigated during the 2020-2021 year.

🐾 There were **58** fewer attacks on other animals reported, but **71** more attacks on people.

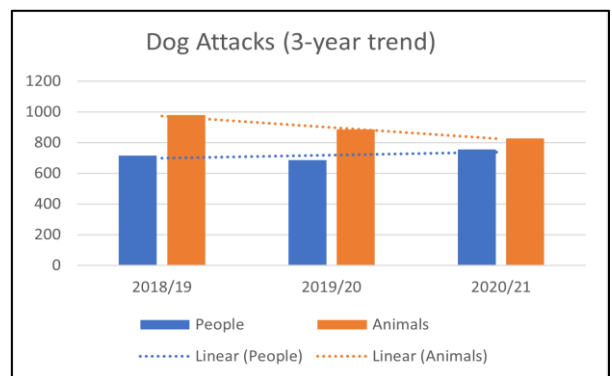
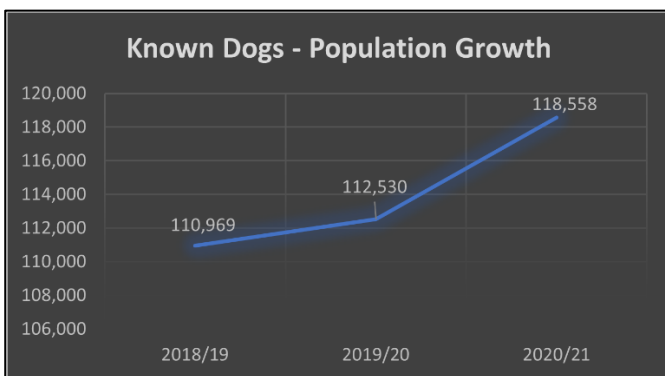
🐾 Overall, this is a **0.8%** increase in dog attacks this year, which is significantly lower than the increase in dog population.

Attacks investigated by Field Team:

Field Team	Attacks on people	Attacks on animals
Central	235	214
North	120	173
South	245	267
West	156	175



Population Growth and Dog Attack Trends



3.3.3 Enforcement activities

Animal Management operates on a graduated enforcement model, which includes warnings, infringement notices, and in serious cases, prosecutions.

- 🐾 During the year, field officers issued a total of **5,126** infringement notices for all offences under the Act.

Proactive enforcement:

AMOs conducted several proactive enforcement operations in areas where there are high numbers of non-compliance with dog registration and classification requirements.

On some of these operations, the shelter staff accompanied AMOs to get some field experience, and to better understand the challenges the field officers face daily.

Likewise, field staff have been helping out at the shelters in order to get valuable transferrable skills, and to experience the shelter environment from a different perspective.



Joint operations by the Field and Shelter teams, as well as some members of the Specialists team.

Prosecutions:

- 🐾 A total of **134** prosecutions were initiated against dog owners in the 2020-2021 year for serious offences against the Act.

3.3.4 Other duties

Our field officers' duties also include dealing with stray or roaming livestock on roads and in other public places, including the entire Auckland motorway network.

This work is time-consuming and sometimes dangerous, and accounts for a large part of the officers' after-hours responses.

- 🐾 Officers responded to **831** incidents of stray or roaming stock during the year – down **25%** from the previous year.
- 🐾 A total of **26** incidents related to animals roaming at large on the motorway network were reported.





3.4 Specialists Team

3.4.1 Barking complaints

The Barking Complaints team actioned **5,929** nuisance barking complaints during the year.

These complaints account for the second largest number of complaints (after roaming dogs) and have increased by **7.8%** from the previous year.

Investigating these complaints sometimes take much longer to resolve than other nuisance complaints, as some cases require multiple phone calls, written correspondence, and in some instances, several property visits.

-  A total of **6,263** barking-related complaints were received in the 2020-2021 year, which is **26%** of all requests for service (not including proactive work).
-  These complaints resulted in the issuing of **242** nuisance abatement notices during the year to dog owners who failed to reduce the barking of their dogs.

3.4.2 New technology

The Specialists team is always looking at new ways for Animal Management to use technology to work more efficiently, and to provide a faster, more effective service to our customers.

ZYTE Project

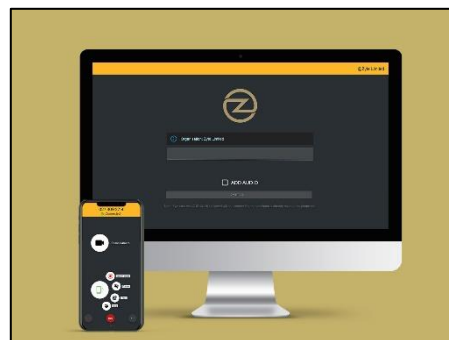
Not one to shy away from the ever-evolving technology sector, the Barking Complaints team is embarking on a new journey with ZYTE. A platform for virtual viewing and smart video calling, ZYTE boasts an easy-to-use, no software required interface – perfect for conducting inspections and for gathering information remotely.

The team will be able to utilise ZYTE to conduct investigations in a more efficient manner and will have the ability to carry out property inspections from their desks. Time that is normally spent on travelling can now instead be used to create better outcomes and experiences for complainants and dog owners.

With this tool, they will be able to take images and record videos to gather the information needed to provide dog owners with recommendations, and in real-time, show and direct owners to areas that would benefit from change – all without being physically on site.

Trials with ZYTE will commence early in the new financial year, with the Barking Complaint Investigators using the technology to assess its functionality and suitability for the team.

In a world where there are now frequent limitations to social contact, the Barking Complaints team is looking forward to a possible future with ZYTE, and to create a better, safer, and more effective experience for all our customers.



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Body-worn cameras

Auckland Council AMOs have been equipped with Reveal body-worn cameras for a few years now, and recently our BCIs have been issued with cameras as well.

Cameras enhance the safety of staff when undertaking their duties by both recording interactions with customers and acting as a deterrent when situations escalate. The forward-facing screens enable customers to see themselves and their behaviour when interacting with Council staff.

Some of the cameras currently deployed are now ageing and encountering operational issues. A replacement camera with an improved battery life and more robust construction is currently being issued to all field officers.



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3.5 Dealing with COVID-19



Animal Management continues to be impacted by the threat of COVID-19, and the team spent considerable time and effort during the year to prepare for future lockdowns or social contact restrictions.

All teams now have an adequate supply of the appropriate PPE for their staff, and processes have been amended to allow teams to perform their essential services sufficiently in the event of further outbreaks in Auckland.



3.6 Supporting Other Agencies

Animal Welfare

Working collaboratively with other organisations and stakeholders is very important to Animal Management.

At the end of the last financial year, the team finalised a Memorandum of Understanding (MOU) between **Auckland Council** and **SPCA**. This project focussed on strengthening the relationship between the organisations, in light of our common goals and functions.



This MOU is a great step forward for both organisations, and it will provide a more effective channel of communication between the organisations when dealing with animal welfare and control issues.

Another MOU currently being drafted is between **Auckland Council** and **Pet Refuge New Zealand Charity Trust**.

This agreement will allow Animal Management to support this organisation with the great work they are doing in providing pets affected by domestic violence with temporary shelter and care; keeping them safe while their owners escape abuse.

This MOU should be finalised in the near future.



NZ Police

The Animal Management team is also supporting the New Zealand Police on many occasions where they encounter dogs on properties.

The North team recently assisted Police in the execution of five different search warrants, resulting in multiple dog seizures, new registrations, and dog classifications.



Regional Parks

Although Animal Management does not normally operate in the Regional Parks, ongoing work is also being done with the local Park Rangers to assist in dealing with people taking dogs into the Auckland Regional Parks.

Part 4: The Auckland Region – our people and their dogs

4.1 Dog owners in Auckland

- As of 30 June 2021, the Auckland Region had a total of **99,223** dog owners, which is an increase of **5,638 (6.02%)** from the previous year.
- The average age of all dog owners in the region is **48.7** years, and Auckland's oldest dog owner is **102.2** years old.
- A total of **28,780 (29%)** of these owners currently hold an RDOL and **4,359** dog owners qualify for a discount on dog registration with their SuperGold card.¹

4.2 Dogs in Auckland

- The total number of known dogs in Auckland increased from **112,530** in 2019-2020 to **118,552** in 2020-2021 – an increase of **5.4%**.
- 62,145 (52%)** of all dogs are male, and **56,407 (48%)** are female. **75%** of all female dogs and **72%** of all male dogs are desexed.
- The number of dogs that were registered for the 2020-2021 registration year increased to **112,329** – this is **6,147** more than the previous year and accounts for **94.75%** of all dogs in Auckland.
- A total of **4,843** dogs are classified as menacing and **12** dogs are classified as dangerous.

4.2.1 Most popular dog breeds in Auckland

Ranking	Primary Breed	Male	Female	Total
1	Labrador Retriever	7,525	6,925	14,450
2	Staffordshire Bull Terrier	2,987	3,453	6,440
3	Border Collie	2,861	2,885	5,746
4	Shih Tzu	2,407	2,083	4,490
5	Miniature Schnauzer	2,339	2,060	4,399
6	German Shepherd	2,093	1,963	4,056
7	Jack Russell Terrier	2,148	1,897	4,045
8	Maltese	1,814	1,507	3,321
9	Golden Retriever	1,865	1,436	3,301
10	Bichon Frise	1,700	1,440	3,140
11	Huntaway	1,522	1,570	3,092
12	American Pit Bull Terrier	1,764	1,327	3,091
13	Cavalier King Charles Spaniel	1,616	1,390	3,006
14	Fox Terrier (Smooth)	1,377	1,383	2,760
15	Toy Poodle	1,190	1,176	2,366

¹ For SuperGold Community Services combo card, SuperGold card and Community Services card, or Veteran Gold card holders only.

4.2.2 Most preferred suburbs & dog names

Ranking	Area / Suburb	No. of dogs
1	Papakura	3,947
2	Pukekohe	3,607
3	Manurewa	2,465
4	Henderson	2,350
5	Remuera	2,198
6	Waiuku	2,021
7	Massey	1,957
8	Howick	1,792
9	Titirangi	1,727
10	Papatoetoe	1,504
11	Glen Eden	1,468
12	Torbay	1,423
13	Stanmore Bay	1,251
14	Onehunga	1,207
15	Drury	1,203

Ranking	Most popular name	No. of dogs
1	Bella	1,562
2	Charlie	1,285
3	Max	985
4	Molly	921
5	Poppy	903
6	Coco	884
7	Ruby	806
8	Buddy	683
9	Luna	681
10	Daisy	622
11	Bailey	614
12	Rosie	612
13	Roxy	611
14	Toby	598
15	Rocky	572

4.2.3 Menacing classifications by predominant breed²

Top classified breeds – menacing			
Section 33A (behaviour)		Section 33C (breed or type)	
Primary breed	No. of dogs	Primary breed	No. of dogs
Staffordshire Bull Terrier	147	American Pit Bull Terrier	2,786
Labrador Retriever	86	American Staffordshire Terrier	808
German Shepherd	82	Dogo Argentino	4
Siberian Husky	51		
Shar Pei	46		
Rottweiler	45		
Mastiff	32		
American Bulldog	32		
Huntaway	30		
Border Collie	26		

Note

It is standard practice for Animal Management not to issue a **S.33A** classification on a dog if the dog is already classified as menacing under **S.33C**.

Owners with a dog classified under **S.33A** may apply after 12 months for a review of the classification.

4.2.4 Menacing classifications by suburb

Top suburbs with menacing dogs			
Section 33A (behaviour)		Section 33C (breed or type)	
Suburb	No. of dogs	Suburb	No. of dogs
Papakura	46	Manurewa	438
Massey	42	Otara	285
Manurewa	41	Papakura	271
Papatoetoe	40	Mangere	199
Mangere	29	Mangere East	195

² The 'predominant breed' is the breed most identifiable by visual means, or as provided by the dog owner on the registration documentation. Some dogs may display the visual characteristics of multiple breeds, and sometimes only the primary breed is recorded.

Part 5: Dog Control Statistics – 1 July 2020 to 30 June 2021

5.1 Registrations

Category	Total	Previous year
Known dogs	↑ 118,552	112,530
Registered dogs	↑ 112,329	106,182
% Known dogs registered	↑ 94.8%	94.4%
RDOL holders	↑ 28,780	27,663
SuperGold Card Holders ³	4,359	Not supplied

5.2 Classifications

Category	Total	Previous year
Dog owners		
Probationary owners	↑ 59	46
Disqualified owners	↑ 10	4
Total (Owner Classifications)	↑ 69	50

Menacing dogs		
Section 33A (observed or reported behaviour)	↑ 1,042	759
Section 33C (breed or type in Schedule 4)	↓ 3,801	3,986
Total (Menacing Classifications)	↑ 4,843	4,745

Dangerous dogs		
Section 31(1)(a) – owner conviction	↓ 3	9
Section 31(1)(b) – sworn evidence	↓ 9	14
Section 31(1)(c) – owner admitted in writing	↓ 0	3
Total (Dangerous Classifications)	↓ 12	26

³ SuperGold Community Services combo card, SuperGold card and Community Services Card, or Veteran Gold Card holders only.

Compliance with neutering requirement	Ratio	Total Neutered
Menacing dogs (S.33A) neutered	90.4%	942
Menacing dogs (S.33C) neutered	89.6%	3,407
Dangerous dogs neutered	100%	12

5.3 Requests for Service (RFS)

5.3.1 RFS completed per team and priority (including proactive work)

Category	Barking Complaints Team	Central	North	South	West	Total
P1 (high priority)	0	3,464	2,644	4,218	2,775	13,101
P2 (non-priority)	5,929	3,311	2,950	3,915	3,142	19,247
Total RFS actioned	5,929	6,775	5,594	8,133	5,917	32,348

5.3.2 RFS breakdown by type – reactive response

Category	Total	Previous year
Aggressive behaviour to other animals	↑ 344	333
Aggressive behaviour to people	↑ 1,231	1,214
Barking	↑ 6,263	5,810
Bylaw breach	↓ 894	1,319
Dog attack on animals	↓ 829	887
Dog attack on people	↑ 756	685
Dog / stock on motorway	↓ 26	36
Miscellaneous (property visits, dog trap requests, service of notices, etc.)	↑ 241	179
Pick up - dog (contained)	↓ 4,394	4,928
Pick up - stock (contained)	↓ 138	157
Police / SPCA assistance	↑ 75	49
Property inspection	↑ 471	417
Relinquish dog	↑ 75	45

Roaming dog – general	↓	3,249	3,477
Roaming dog – risk to public	↑	4,352	3,863
Roaming stock	↓	831	1,109
Welfare	↑	154	127
Total	↓	24,523	24,635

5.3.3 RFS breakdown by type – proactive work

Category		Total	Previous year
Patrolling public areas (inc. bylaw breaches, roaming dogs, etc.)	↑	3,735	2,943
Targeted compliance (monitoring classifications, serving notices, etc.)	↑	731	549
Unregistered dogs	↓	3,034	4,179
Other proactive work (<i>not specified by category</i>)	↓	325	480
Total	↓	7,825	8,151

5.4 Enforcement

5.4.1 Prosecutions

Court		Total	Previous year
Auckland District Court		25	20
Manukau District Court		42	52
North Shore District Court		28	25
Papakura District Court		12	14
Pukekohe District Court		7	14
Waitakere District Court		20	29
Total number of prosecutions (<i>there may be more than one charge in many of these prosecutions</i>)	↓	134	154

5.4.2 Nuisance abatement notices (NANs)

Category		Total	Previous year
NANs issued		243	256

5.4.3 Infringement notices

Infringement notices issued		Total	Previous year
Section	Description of offence		
18	Wilful obstruction of dog control officer or ranger	21	13
19(2)	Failure or refusal to supply information or wilfully providing false particulars	1	1
19A(2)	Failure to supply information or wilfully providing false particulars about dog	2	1
20(5)	Failure to comply with any bylaw authorised by the section	1,415	1,011
23A(2)	Failure to undertake dog owner education programme or dog obedience course (or both)	0	0
24	Failure to comply with obligations of probationary owner	0	0
28(5)	Failure to comply with the effects of disqualification	6	8
32(2)	Failure to comply with the effects of classification of dog as dangerous dog	4	1
32(4)	Fraudulent sale or transfer of dangerous dog	0	0
33EC(1)	Failure to comply with effects of classification of dog as menacing dog	234	157
33F(3)	Failure to advise person of muzzle and leashing requirements	0	1
36A(6)	Failure to implant microchip transponder in dog	33	22
41	False statement relating to dog registration	1	1
41A	Falsely notifying death of dog	4	1
42	Failure to register dog	1,903	1,138
46(4)	Fraudulent procurement or attempt to procure replacement dog registration label or disc	2	0
48(3)	Failure to advise change of dog ownership	2	1
49(4)	Failure to advise change of address	4	6
51(1)	Removal, swapping, or counterfeiting of registration label or disc	0	0
52A	Failure to keep dog controlled or confined	140	106
53(1)	Failure to keep dog under control	1,302	980
54(2)	Failure to provide proper care and attention, to supply proper and sufficient food, and to provide adequate exercise	1	2
54A	Failure to carry leash in public	0	2
55(7)	Failure to comply with barking dog abatement notice	47	27
62(4)	Allowing dog known to be dangerous to be at large unmuzzled or unleashed	1	1
62(5)	Failure to advise of muzzle and leashing requirements	2	0
72(2)	Releasing a dog from custody	0	0
Total		↑ 5,126	3,480

5.5 Animal Shelters

5.5.1 Impounded dogs - summary

Category	% of all impounds	MAS	HAS	SAS	HGI	Total	Previous year
Dogs impounded		2,903	1,673	628	24	↓ 5,228	5,492
Returned to owner	↑ 71.3%	1,858	1,319	517	19	↑ 3,728	(68%) 3,732
Euthanised	↓ 21.5%	796	262	64	1	↓ 1,123	(25.2%) 1,388
Adopted	↓ 6.3%	220	69	39	0	↓ 328	(6.8%) 372

5.5.2 Impounded dogs – reason for impounding

Reason	% of all impounds	MAS	HAS	SAS	GBI	WI	Total
At large / roaming	12.4%	511	123	10	1	1	646
Pick up request	52.3%	1,171	1,120	425	8	11	2,735
Seized by AMO	31.3%	1,107	377	151	1	2	1,638
Handed over	3.6%	101	43	42	0	0	186
Dead on arrival	0.4%	13	8	0	0	0	21
Found in trap	< 0.1%	0	2	0	0	0	2

5.5.3 Euthanasia

Reason for euthanasia	Total	Previous year
Failed temperament test	519	530
Menacing dog	516	669
Dangerous dog	6	Not Supplied
Health Issues	59	172
Court order for destruction	23	17
% of all dogs euthanised due to menacing status	46%	48%

5.5.5 Impounded dogs – Top 10 by predominant breed⁴

Manukau	
Breed	Total
American Pit Bull Terrier	819
Staffordshire Bull Terrier	286
Labrador Retriever	256
American Staffordshire Terrier	155
Mastiff	148
Shar Pei	122
German Shepherd	113
Rottweiler	107
Huntaway	89
Border Collie	84

Henderson	
Breed	Total
American Pit Bull Terrier	258
Staffordshire Bull Terrier	189
Labrador Retriever	161
Shar Pei	78
Huntaway	72
Mastiff	63
German Shepherd	62
American Staffordshire Terrier	54
Collie, Border	47
Rottweiler	47

Silverdale	
Breed	Total
Staffordshire Bull Terrier	63
Labrador Retriever	62
American Pit Bull Terrier	54
Collie, Border	36
German Shepherd	33
Huntaway	30
Siberian Husky	21
American Staffordshire Terrier	20
Mastiff	18
Shih Tzu	15

5.5.6 Impounded dogs – Top 10 by suburb

Manukau	
Suburb	Total
Manurewa	448
Papakura	334
Otara	244
Papatoetoe	200
Mangere	185
Pukekohe	143
Manukau Central	139
Mangere East	120
Clendon Park	92
Takanini	81

Henderson	
Suburb	Total
Henderson	172
Massey	127
Glen Eden	84
Ranui	73
Mount Wellington	63
Te Atatu South	57
Avondale	55
Mount Albert	48
New Lynn	45
Mount Roskill	43

Silverdale	
Suburb	Total
Silverdale	47
Beach Haven	29
Kumeu	27
Orewa	23
Albany	22
Glenfield	20
Helensville	19
Stanmore bay	16
Schnapper Rock	15
Browns Bay	14

Abbreviations and indicators

MAS = Manukau Animal Shelter	HGI = Hauraki Gulf Islands (WI and GBI combined)
HAS = Henderson Animal Shelter	WI = Waiheke Island
SAS = Silverdale Animal Shelter	GBI = Great Barrier Island

↑ = up from the previous year	↓ = down from the previous year	↕ = unchanged from the previous year
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⁴ The 'predominant breed' is the breed most identifiable by visual means, or as provided by the dog owner on the registration documentation.

Auckland Council – Animal Management

Dog Control Annual Report for FY 2020-2021

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