

**Centennial Animal Services
April 2011 Monthly Progress Report
May 20, 2011**

Summary

Centennial Animal Services (CAS) remained committed to protecting the safety, health, and quality of life in Centennial while protecting the welfare of animals during April 2011. These efforts resulted in Animal Welfare Officers responding to 995 calls for service to include: 39 dogs at large, 14 noisy pets, 489 animal license checks, 16 animal impounds, 7 bite cases and 15 aggressive animals. The Department investigated 22 complaints of animal cruelty and responded to 1 animal rescue. There were 620 telephone calls received and 31 lost and found animal reports taken.

Enforcement activities resulted in 66 individuals being educated/verbal warnings, 30 written warnings, 12 summons and complaints being issued and 28 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in a 86% animal save rate (including wildlife) with 50% of animals returned in the field, 18% returned from the kennel, and 18% being transferred to adoption partners.

Activity

Field Services

- 995 Calls for Service: 127 - District 1, 165 - District 2, 458- District 3, 228 - District 4, 17 - Outside of City
- Enforcement Action: 66 Education/Verbal Warning, 30 Written Warnings, 12 Summonses
- Dangerous and Potentially Dangerous Animals
 - 15 – Investigation
 - 7 – Animal Bites Reported
 - 0 – Summons and Complaints Issued
 - 0 – Animal Confiscated

Animals Handled

- 28 Animals Handled: 23 Dogs, 2 Cat, 0 Others, 3 Wildlife
- 86% Animal Save Rate: 50% Returned in the Field, 18% Returned from Kennel, 18% Adopted

General Information

- 620 Telephone Calls, 52 Citizens Walk Ins, 3,480 Miles Driven

Revenue

Monthly

- \$7,551 in revenue was collected
 - \$6,254 Licensing
 - \$1,297.50 Fees

Year to Date

- \$28,402 in revenue has been collected, which is approximately **133% above** the 2011 year to date projected budget of \$12,205.

2011 Goals/Progress

City Services

Maintain efficient and effective animal care and control services that enhance public safety, health and the welfare of animals while maintaining department and City values.

Goals

- Sustain complete transparency through Monthly Performance Reports and Key Performance Measures
- Track, measure and maintain response times within levels established by policy and procedures
- Complete a minimum of 450 calls for service per month (5,400 per year)
- Thoroughly investigate all reports of aggressive animals and animal bites
- Strive to maintain a 90% Live Release Rate

Progress

- Achieved a 86% live release for April 2011—96% excluding wildlife

Community Quality of Life/Citizen Engagement

Centennial Animal Services will provide responsible pet ownership education and engage in positive community relations to promote a community where animals are inherently valued and owners are committed to their pets.

Goals

- Participate in Centennial sponsored community events
- Be available to attend District, CENCon, and HOA Meetings
- Continue use of media outlets and newsletter to educate citizens about responsible pet ownership
- Explore use of online social networks to increase community awareness and education opportunities
- Attend and provide basic CAS presentation at ACSO Centennial shift reports

Progress

- Effectively using staff resources to complete more education within the community—increased proactive patrol by 50%
- Participated in two public events during April 2011—Presentaiton to Brownie Troop on Responsible Pet Ownership
- Continue to provide proactive increased patrols during periods of stable weather—73 patrols completed
- Staff participated in the Colorado Association of Animal Control Officers Training Conference
- Officer Kayla Kotash successfully passed state Animal Control Officer certification examination—82% of assigned staff are state Certified

Economic Health

Remain fiscally responsible by investing in smart programs which maximize operational effectiveness while ensuring the protection of public safety, health and the welfare of animals.

Goals

- CAS will aggressively pursue cost recovery efforts by increasing license sales and maximizing the collection of animal related fees.
- Continue to explore the possibility of regionalizing animal care and control programs
- Develop and implement an animal licensing marketing/public relations campaign
- Implement an online animal licensing program

Progress

- Cost recovery efforts 133% above year to date revenue budget
- 15.23% of animals licensed—highest percentage of licensed animals in City's history

Environment

Reduce the carbon footprint of CAS by more efficiently and effectively deploying forces while minimizing the use of paper products by fully utilizing technology.

Goals

- Implement GIS Mapping, Chameleon software, and Global Positioning Systems to more effectively deploy and utilize staff
- Work towards and secure funding to equip CAS vehicles with Mobile Data Terminals to more closely control the amount of driving required and decrease the quantity of printing
- Maximize opportunities for staff to conduct bicycle and foot patrol to minimize the use of fossil fuels and promote a healthy lifestyle

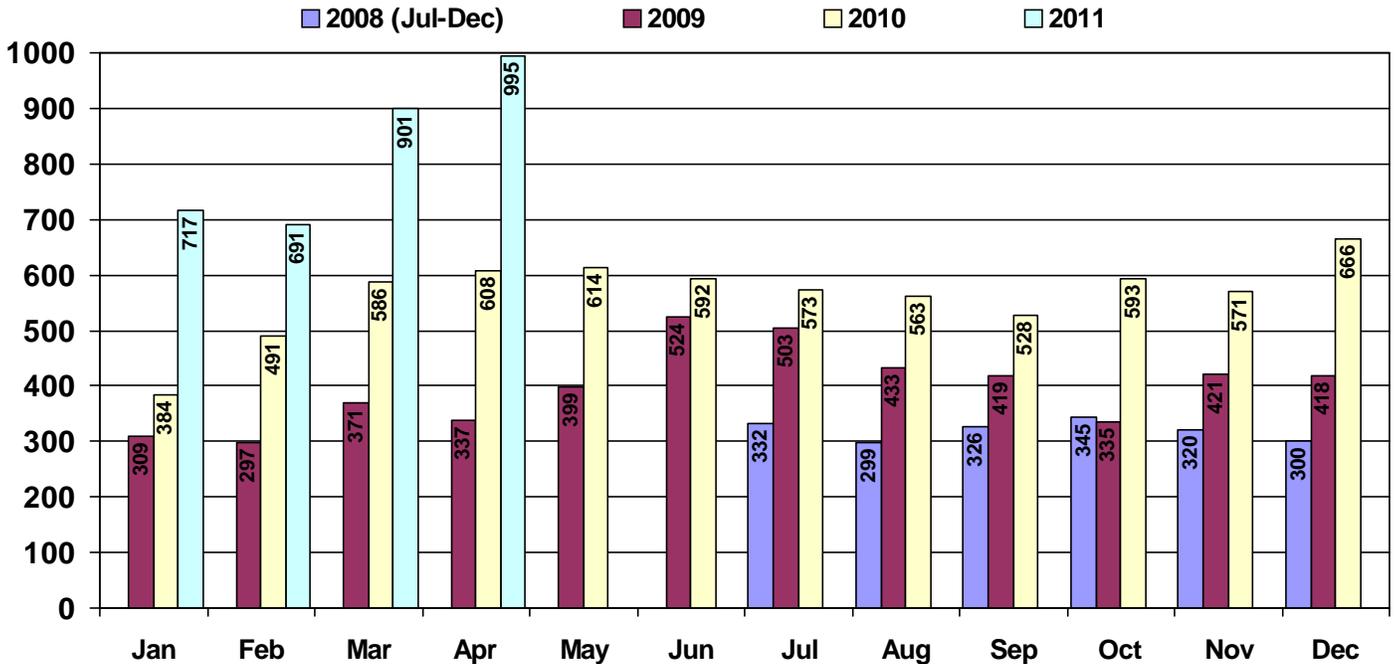
Progress

- Working with service provider to establish GPS systems in Animal Services Vehicles
- Increased foot patrols in known problems dog at large problem areas
- Have reduced totals miles driven to date by 24% while significantly increasing calls for service

Field Services

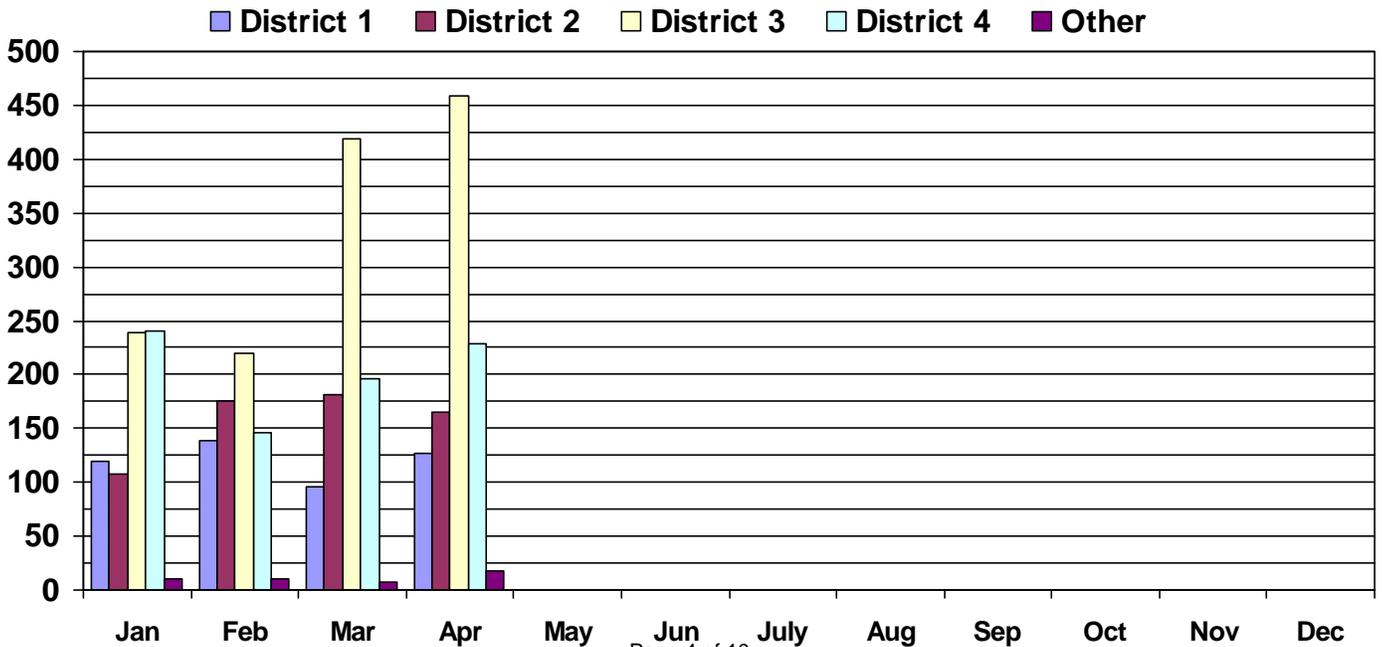
In February 2011 Animal Welfare Officers responded to 995 calls for service to include: 39 dogs at large, 14 noisy pets, 489 animal license checks, 16 animal impounds, 7 bite cases and 15 aggressive animal. The Department investigated 22 complaints of animal cruelty and responded to 1 animal rescue. Enforcement actions have resulted in 66 Education/Verbal Warnings, 30 Written Warnings, and 12 Summons and Complaints.

Calls for Service



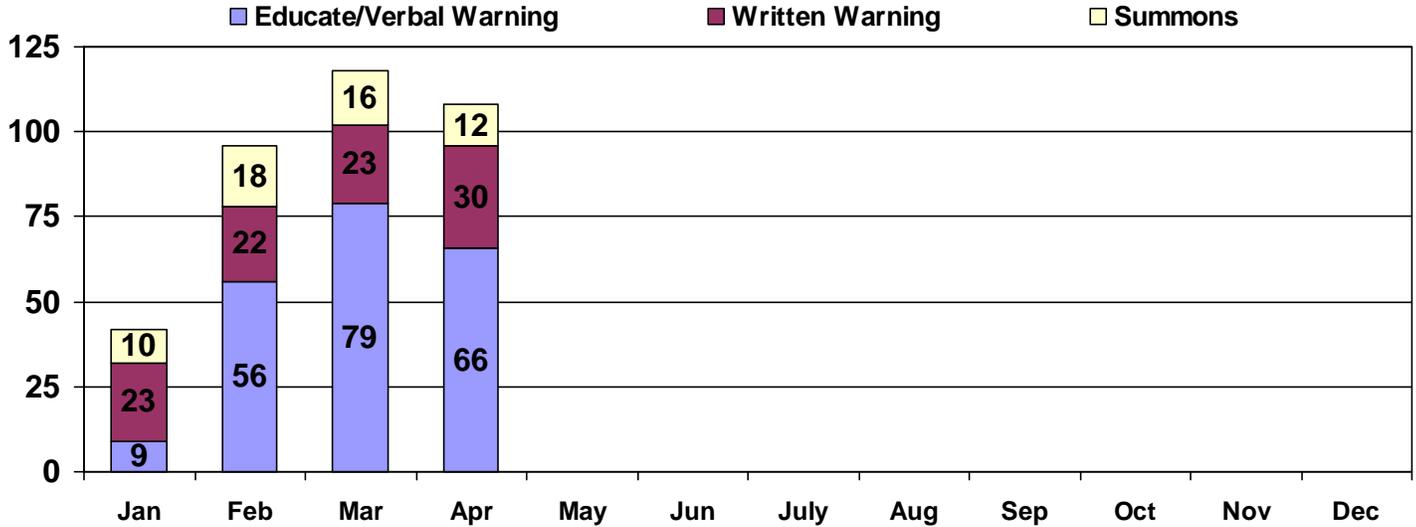
Centennial Animal Services has responded to 3,304 calls for service YTD – 481 in District 1, 630 in District 2, 1,336 in District 3, 811 in District 4, and 46 outside of the City. New Districts incorporated February 14, 2011.

Calls for Services by District



Attempts to educate and mediate are most often the first method of resolution. When these techniques fail a written warning or summons and complaint may be issued. These methods help to reduce the number of repeat offenders, animals impounded, and more effectively manage long-term problems. The actions taken to enhance public safety and protect animal welfare have resulted in 210 education/verbal warnings, 98 written warnings, and 56 summons and complaints year to date.

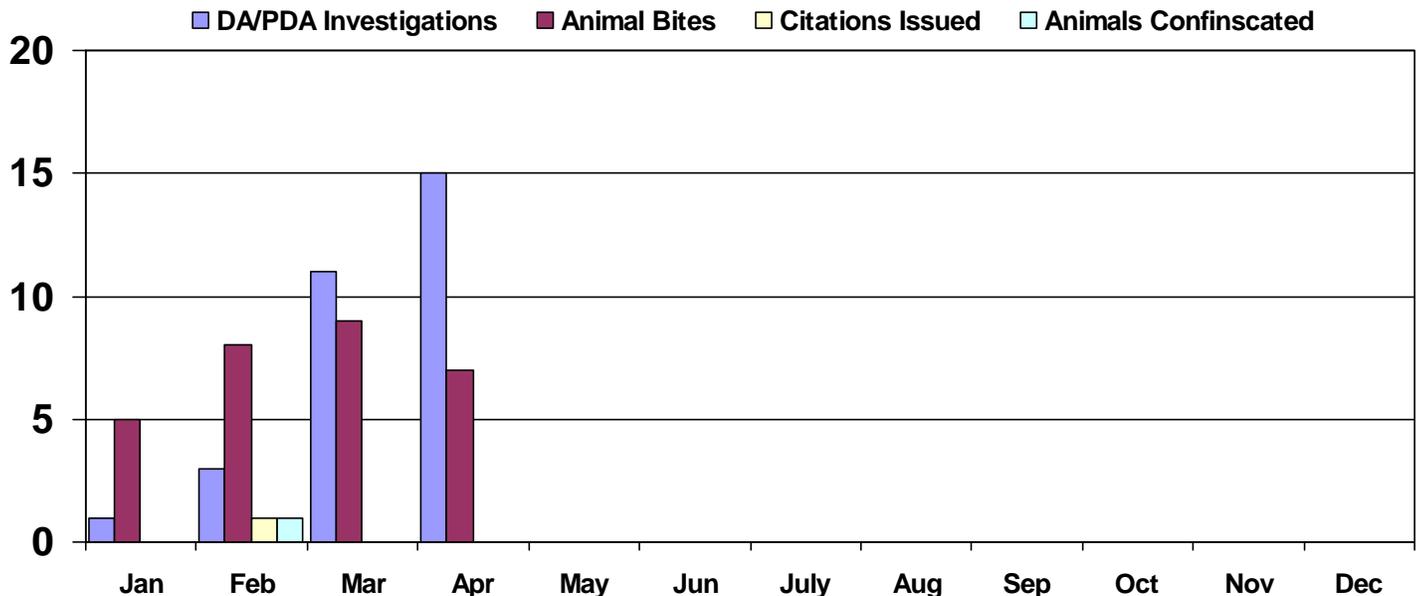
Actions Taken



The term Dangerous or Potentially Dangerous Animal (DA/PDA) refers to any response that results from a report of a domestic animal displaying threatening behaviors (growling, hackles raised, baring teeth, chasing, charging), making aggressive physical contact with a person or domestic animal, or causing bodily or serious bodily injury. An animal bite occurs when a bite from a domestic or wild animal causes a break in the skin of a human. Every DA/PDA and animal bite is promptly investigated and appropriate action is taken.

The numbers of DA/PDA Reports, Animal Bites, Citations Issued for DA/PDA, and Animals Confiscated as a result of citations issued are reported below. Year to date CAS has conducted 30 DA/PDA Investigation, processed 26 Animal Bites, Issued 1 DA/PDA Summons, and Confiscated 2 Animals.

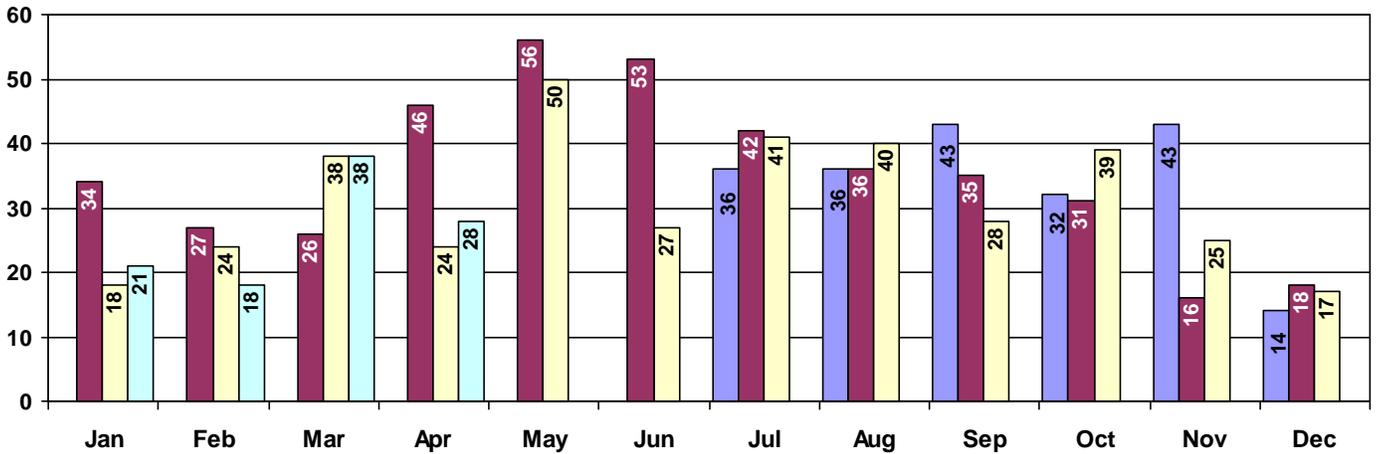
Dangerous & Potentially Dangerous Animals



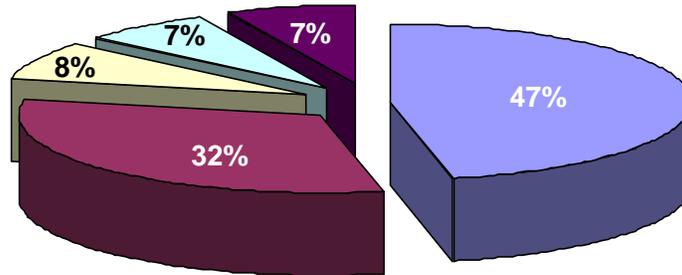
Animals Handled

Year to date CAS has handled 105 animals: 88 Dogs, 10 Cats, 6 wild animals, and 1 Others. 87% of these animals have been saved with 90% of domestic animals being saved.

Animals Handled

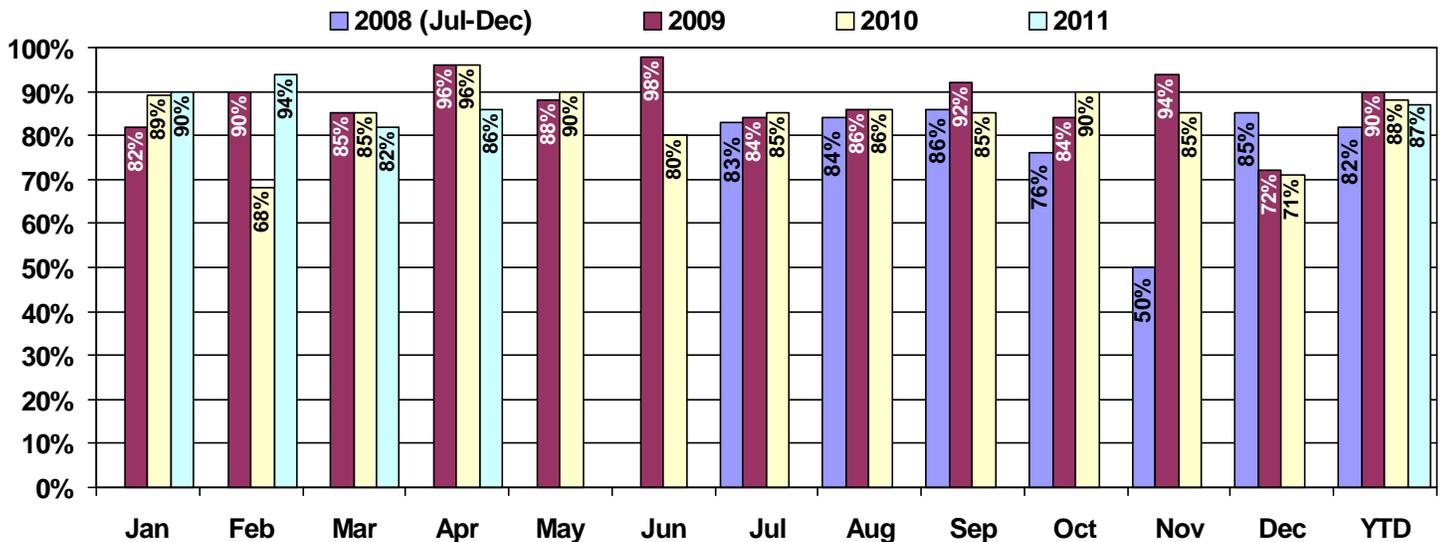


Year to Date Animal Outcomes



■ Returned to Owner in Field
 ■ Returned to Owner from Kennel
 ■ Adopted
 ■ Euthanized
 ■ DOA

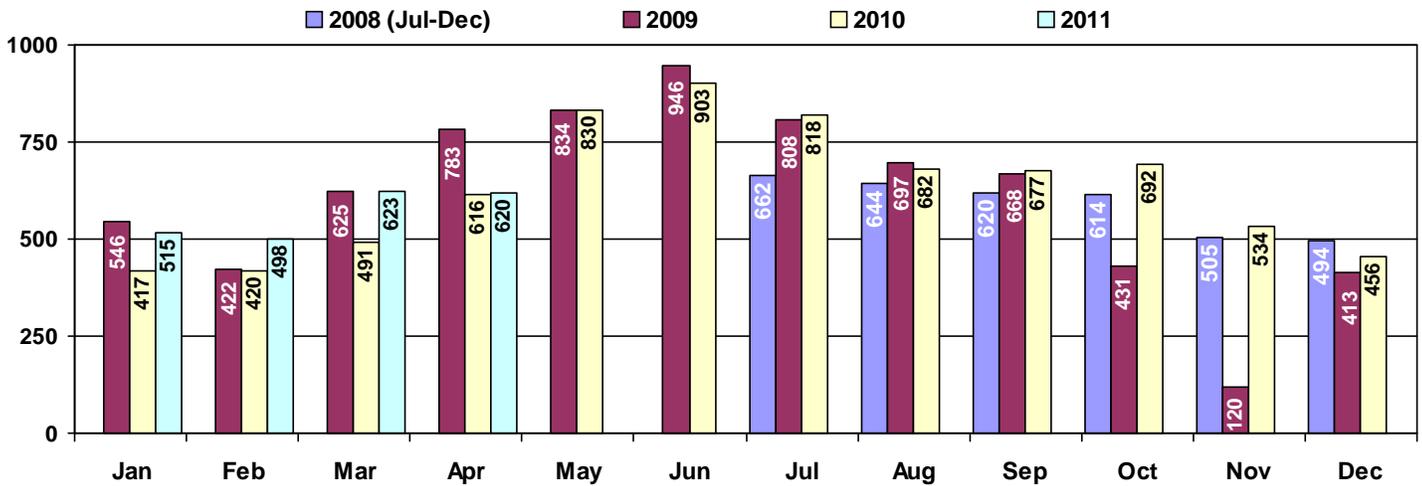
Animal Save Rate



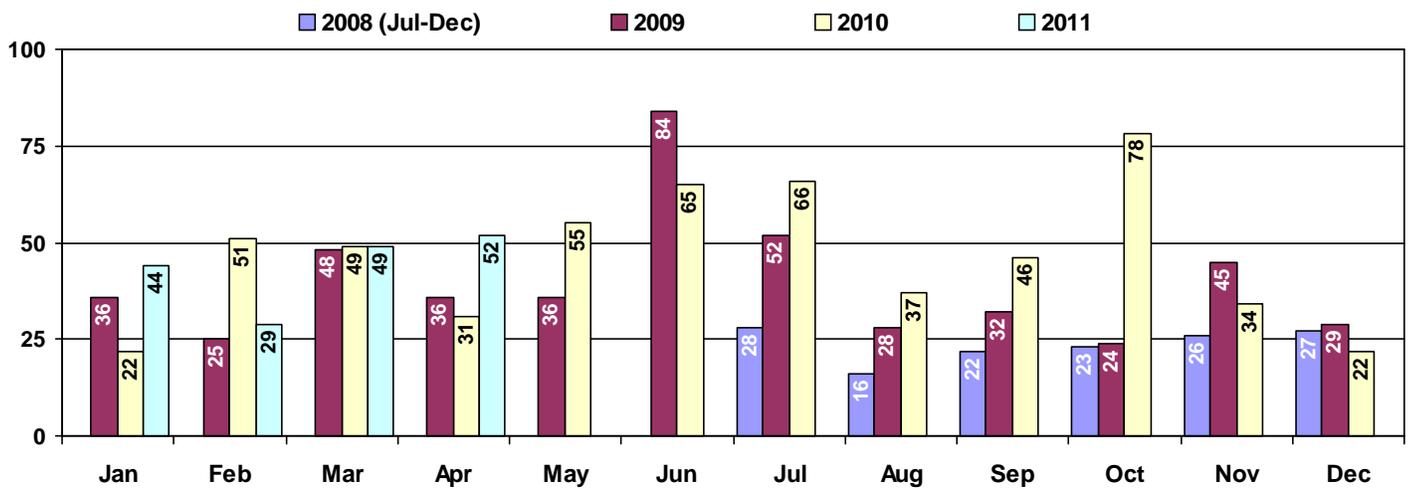
General Information

A total of 2,256 telephone calls have been received, 174 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 13,029 miles without accident or injury.

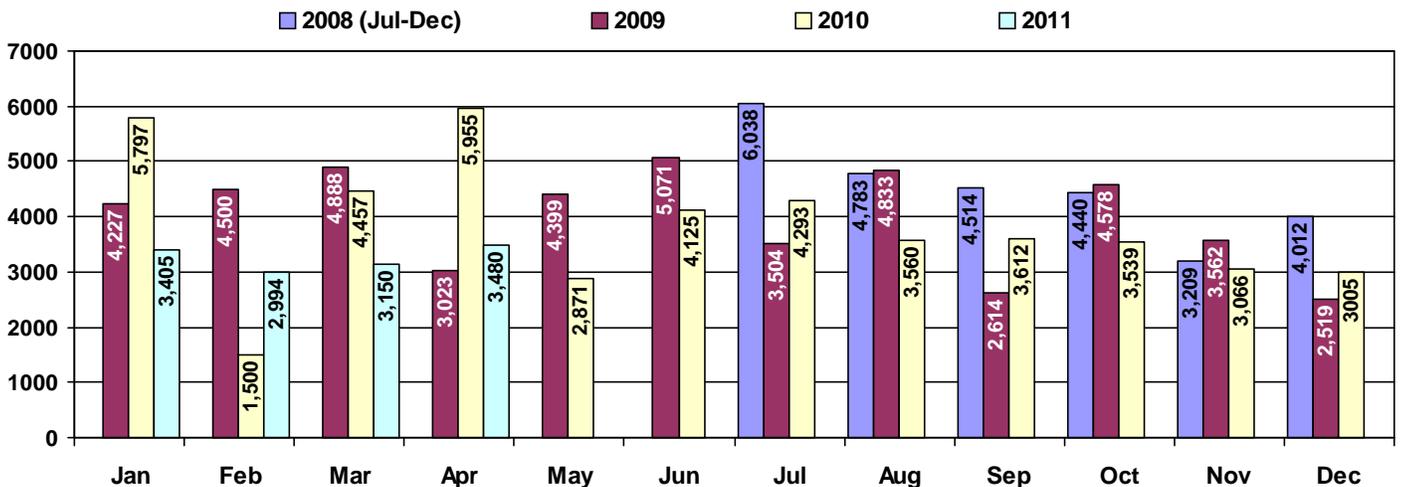
Telephone Calls



Citizen Walk-Ins



Miles Driven

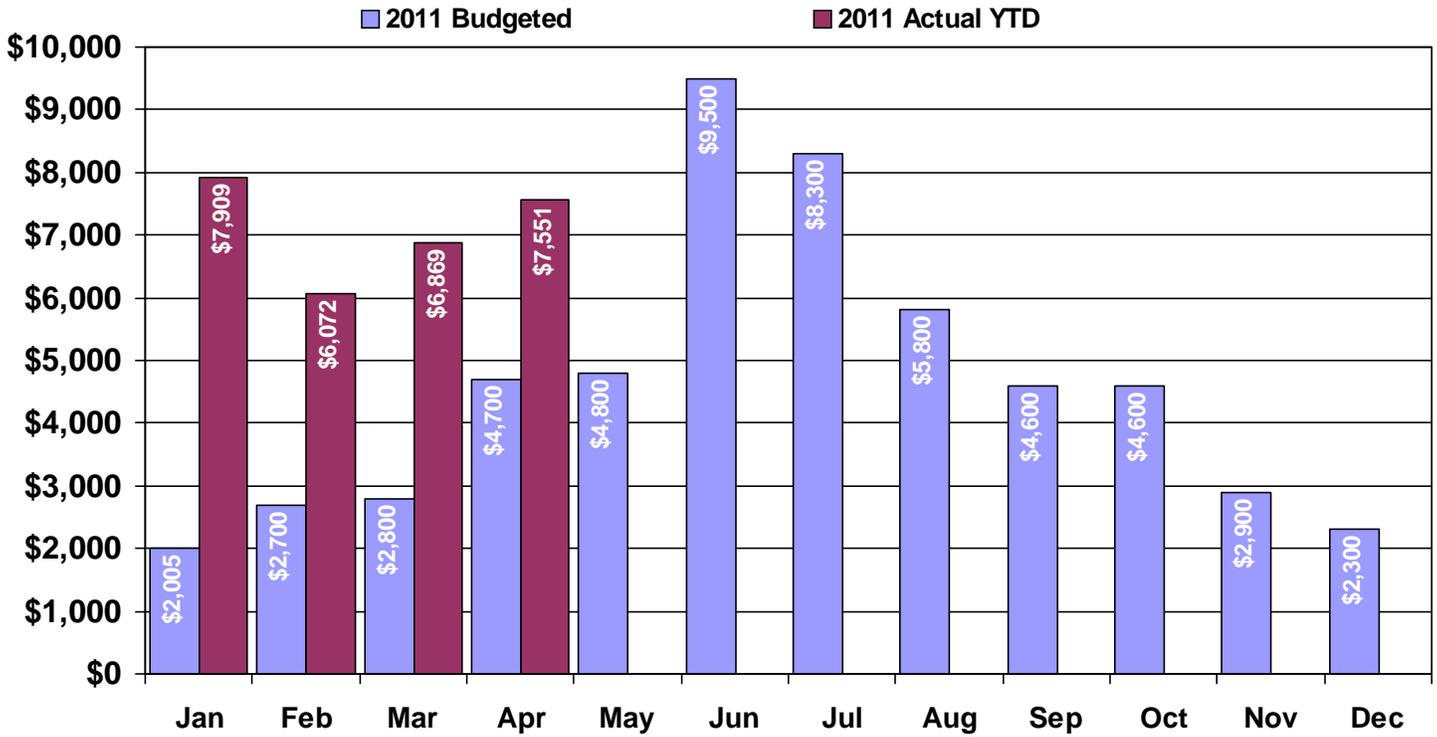


Revenue

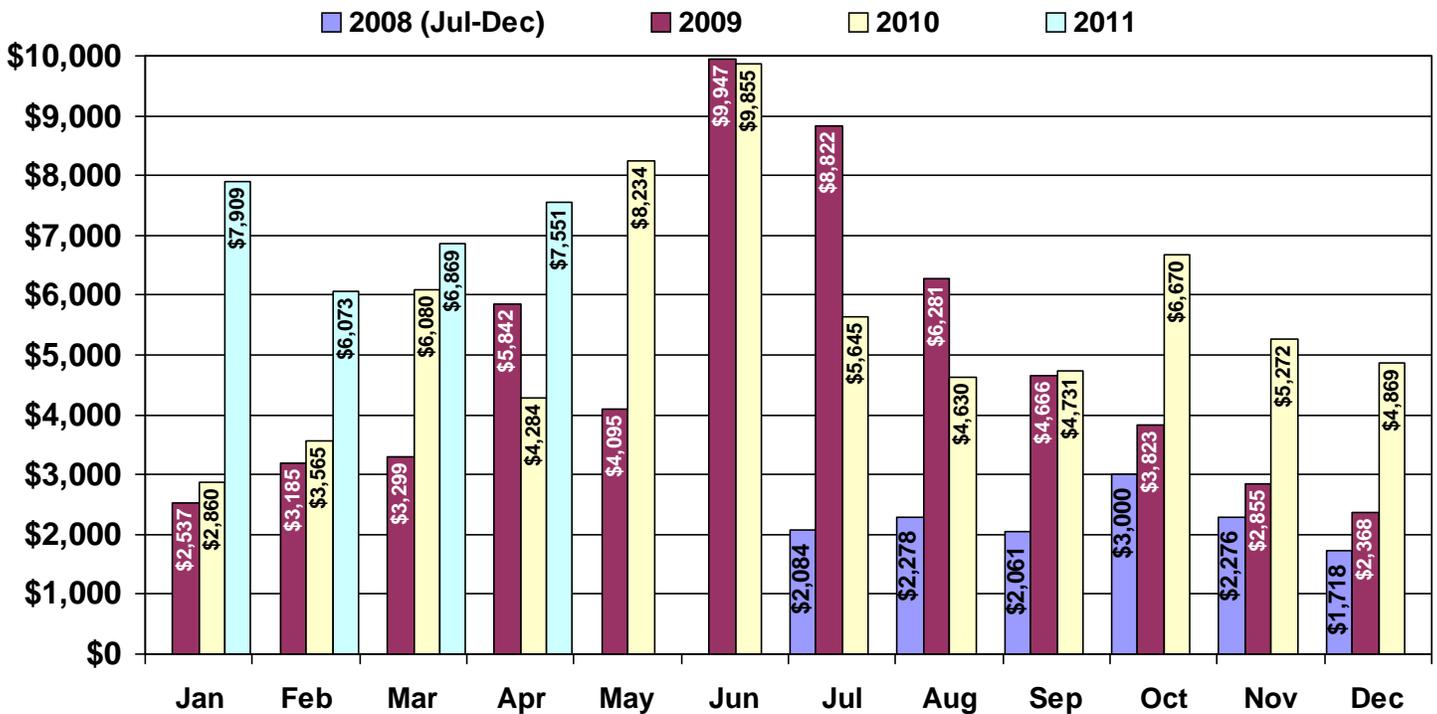
CAS has generated total revenue of \$28,402 year to date. This is approximately **133% Above** the \$12,205 budgeted year to date.

- Animal Licensing—\$21,603 YTD
- Animal Fees—\$6,779 YTD

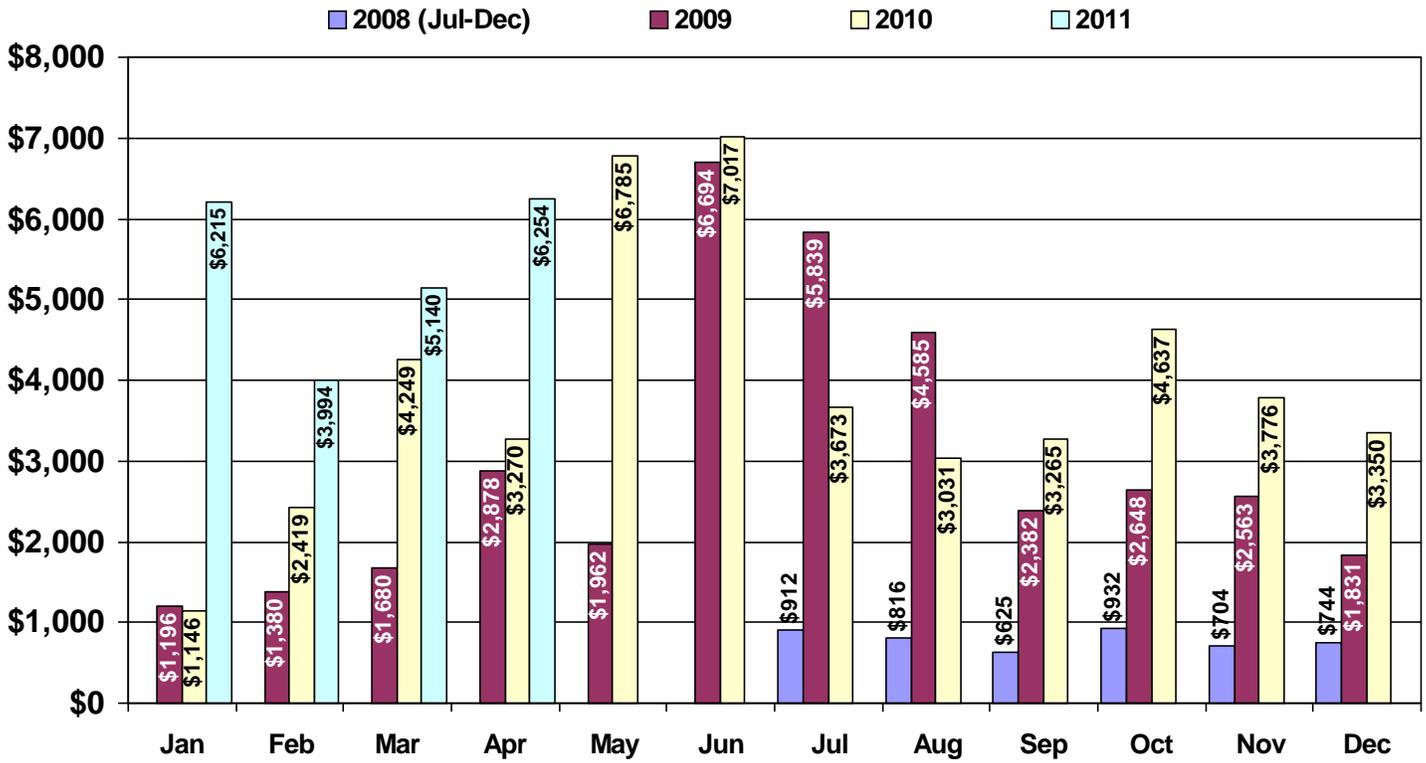
**Total Revenue
Budgeted vs. Actual**



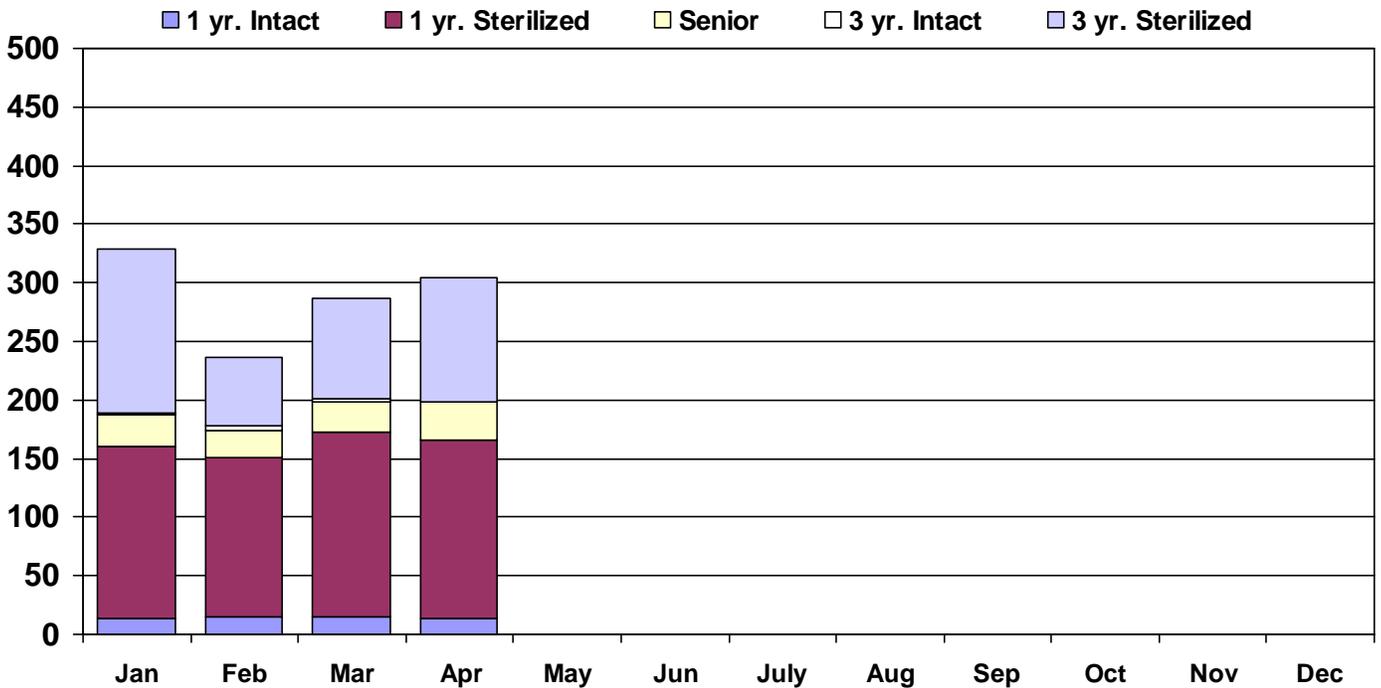
Total Revenue by Year



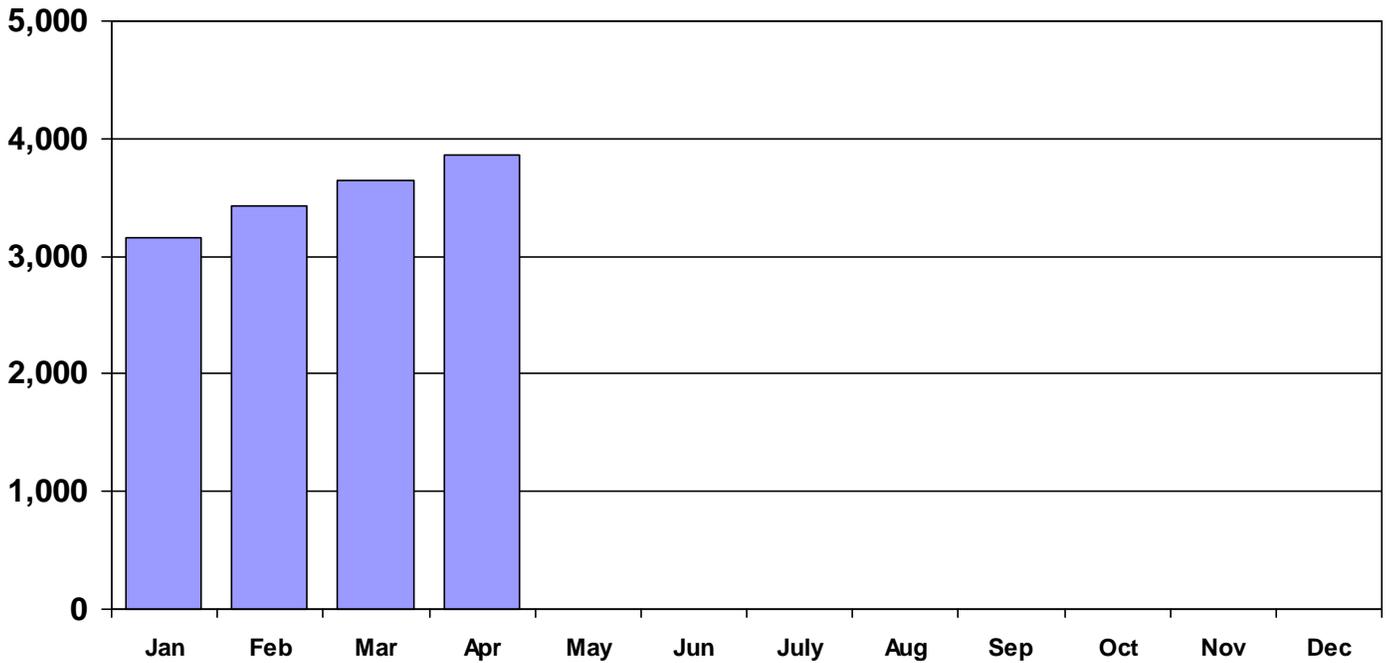
Animal License Revenue



Animal Licenses Issued



2011 Total Number of Licensed Animals



The total number of licensed animals fluctuates month-to-month based upon new and expired licenses. As of the end of April, the total number of licensed animals in the City is 3,866 or 15.23% of the estimated canine population of 25,375.

Fee Revenue

