City of Centennial

Centennial Animal Services
August 2011 Monthly Progress Report
August 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 August 2011. These efforts resulted in Animal Welfare Officers responding to 715 calls for service to include: 34 dogs at large, 16 noisy pets, 376 animal license checks, 36 animal impounds, 6 bite cases and 1 aggressive animals. The Department investigated 36 complaints of animal cruelty and responded to 3 animal rescue. There were 806 telephone calls received and 56 lost and found animal reports taken.

Enforcement activities resulted in 64 individuals being educated/verbal warnings, 43 written warnings, 10 summons and complaints being issued and 44 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in 82% animal save rate (including wildlife) with 48% of animals returned in the field, 30% returned from the kennel, and 5% being transferred to adoption partners.

Activity

Field Services

- 715 Calls for Service: 125-District 1, 116-District 2, 328-District 3, 124-District 4, 22-Outside of City
- Enforcement Action: 64 Education/Verbal Warning, 43 Written Warnings, 10 Summonses
- Dangerous and Potentially Dangerous Animals
  - 2 – Investigation
  - 6 – Animal Bites Reported
  - 2 – Summons and Complaints Issued
  - 2 – Animal Confiscated

Animals Handled

- 44 Animals Handled: 39 Dogs, 5 Cat, 0 Others, 0 Wildlife
- 82% Animal Save Rate: 48% Returned in the Field, 30% Returned from Kennel, 5% Adopted

General Information

- 806 Telephone Calls, 74 Citizens Walk Ins, 3,159 Miles Driven

Revenue

Monthly

- $5,821 in revenue was collected
  - o $4,352 Licensing
  - o $1,469 Fees

Year to Date

- $61,063 in revenue has been collected, which is approximately **50% above** the 2011 year to date projected budget of $40,605.

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

- Finalized new performance measurements.
- Averaged 820 calls for service per month well exceeding the goal of 450 calls per month.
- 86% animal live release rate—90% 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

- Staff led or participated in 7 public events during August 2011.
- Continue to provide proactive increased patrols to provide public education and be more available in the community—86 patrols completed

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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

- Issued 263 animals licenses
- Cost recovery efforts 50% above year to date revenue budget
- 17.05% of animals licensed

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

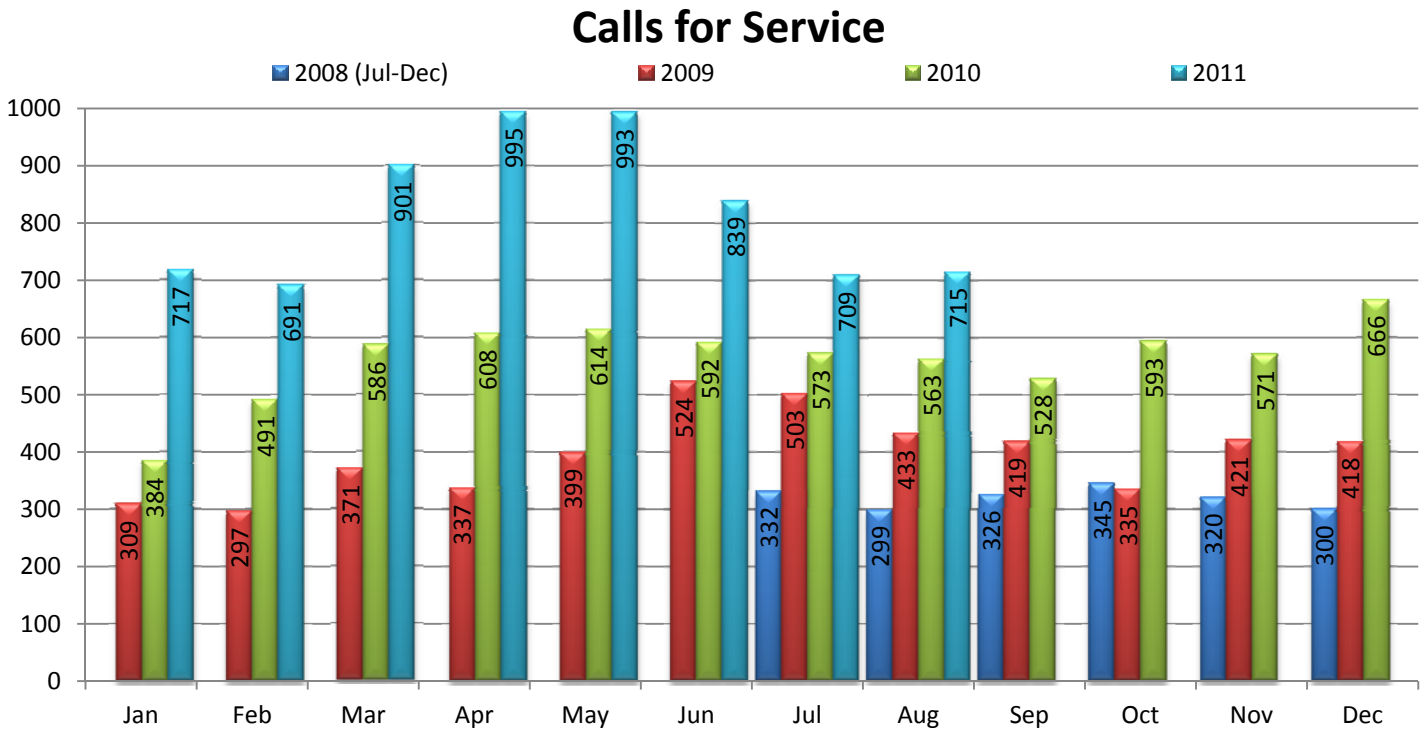
- Implement GIS Mapping, Chameleon software, and Global Positioning Systems to more effectively deploy and utilize staff
- Work towards and secure funding to equip CAS vehicles with Mobile Data Terminals to more closely control the amount of driving required and decrease the quantity of printing
- Maximize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

Progress

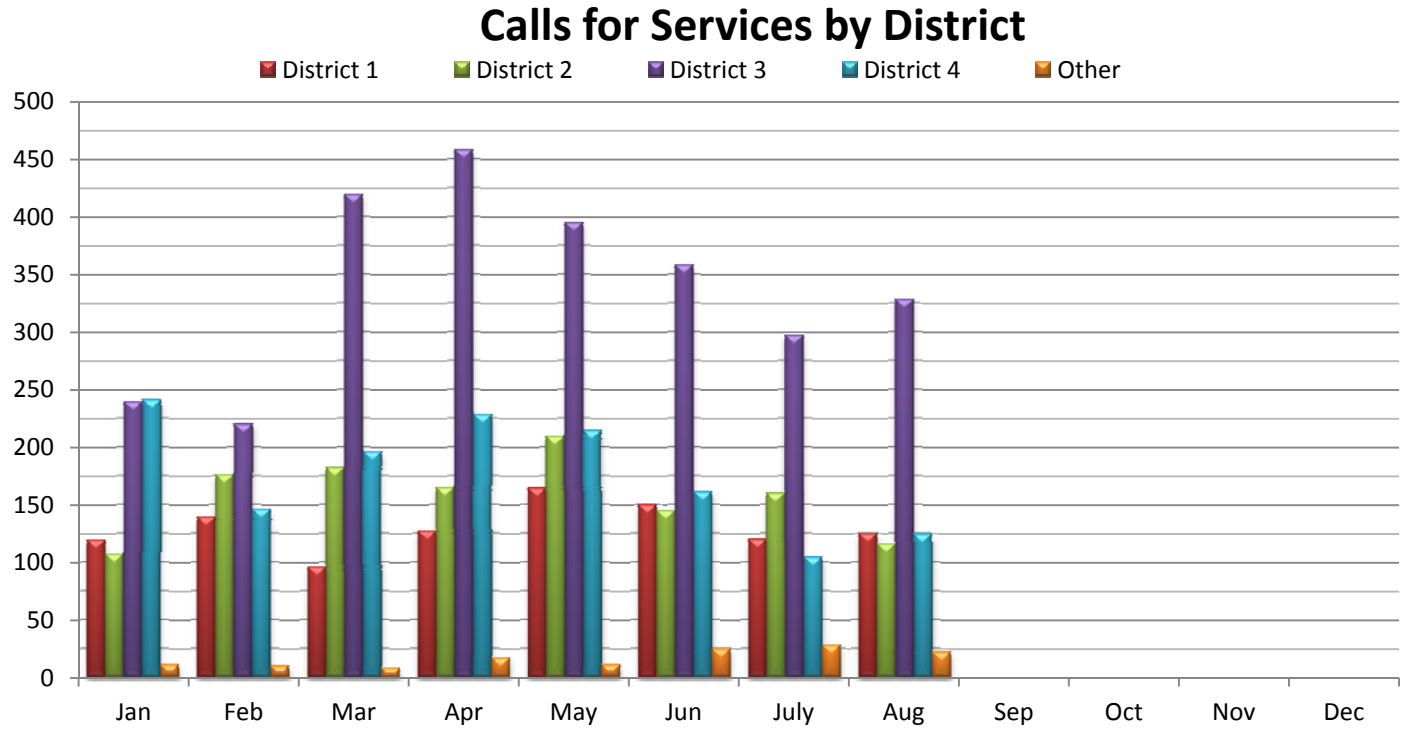
- Staff members scheduled to attend Bike Patrol training with Arapahoe County Sheriff Office
- Continued to increase foot patrols in known dog at large problem areas
- Have reduced totals miles driven to date by 19.5% to date while significantly increasing calls for service

Field Services

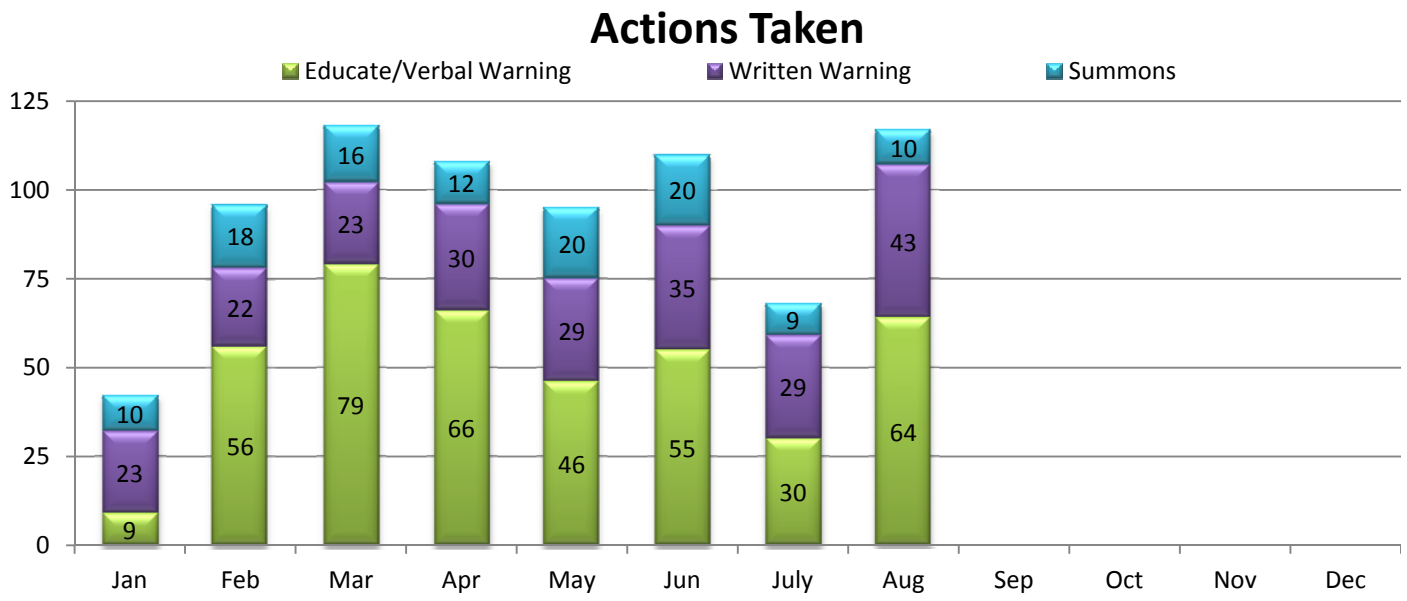
In July 2011 Animal Welfare Officers responding to 715 calls for service to include: 34 dogs at large, 16 noisy pets, 376 animal license checks, 36 animal impounds, 6 bite cases and 2 aggressive animals. The Department investigated 36 complaints of animal cruelty and responded to 3 animal rescue.



Centennial Animal Services has responded to 6,560 calls for service YTD – 1,040 in District 1, 1,260 in District 2, 2,714 in District 3, 1,414 in District 4, and 132 outside of the City. New Districts incorporated into statistics February 14, 2011.

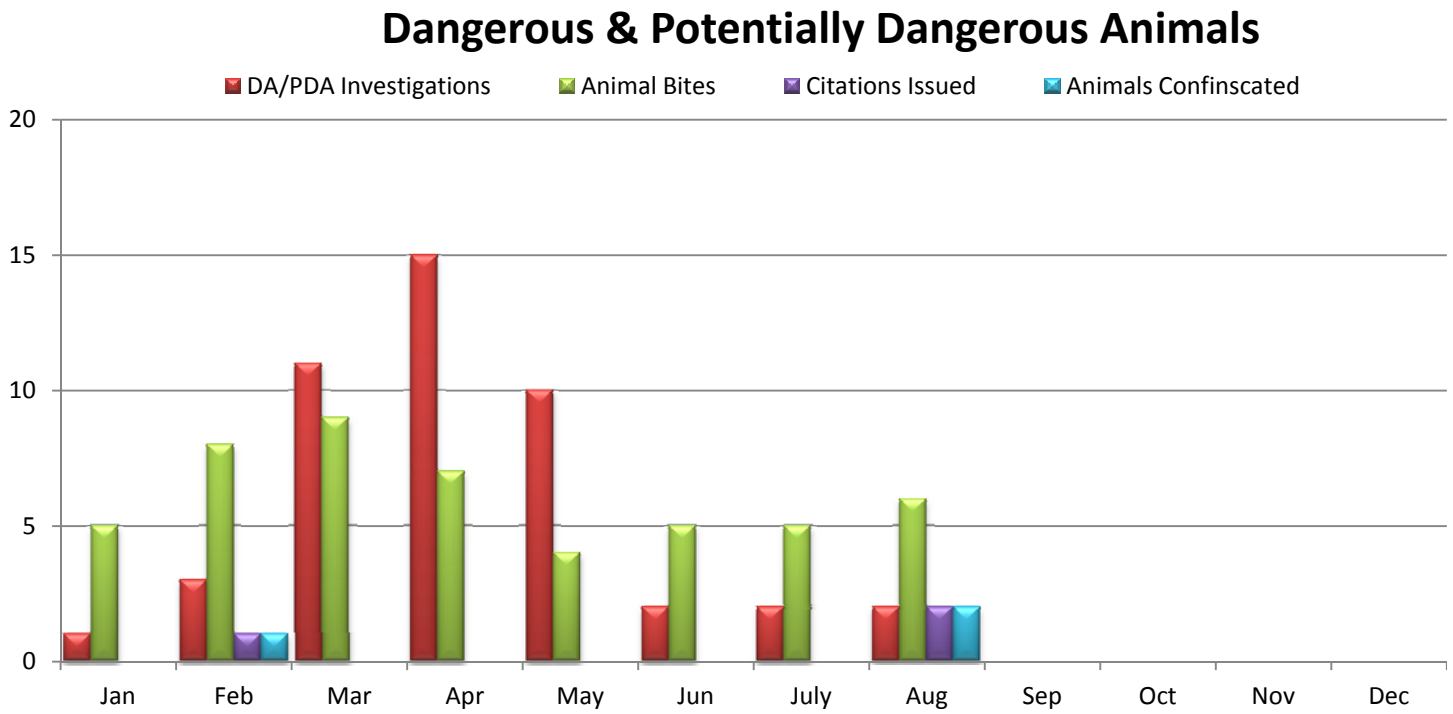


Attempts to educate and mediate are most often the first method of resolution. When these techniques fail a written warning or summons and complaint may be issued. These methods help to reduce the number of repeat offenders, animals impounded, and more effectively manage long-term problems. The actions taken to enhance public safety and protect animal welfare have resulted in 405 education/verbal warnings, 234 written warnings, and 115 summons and complaints year to date.



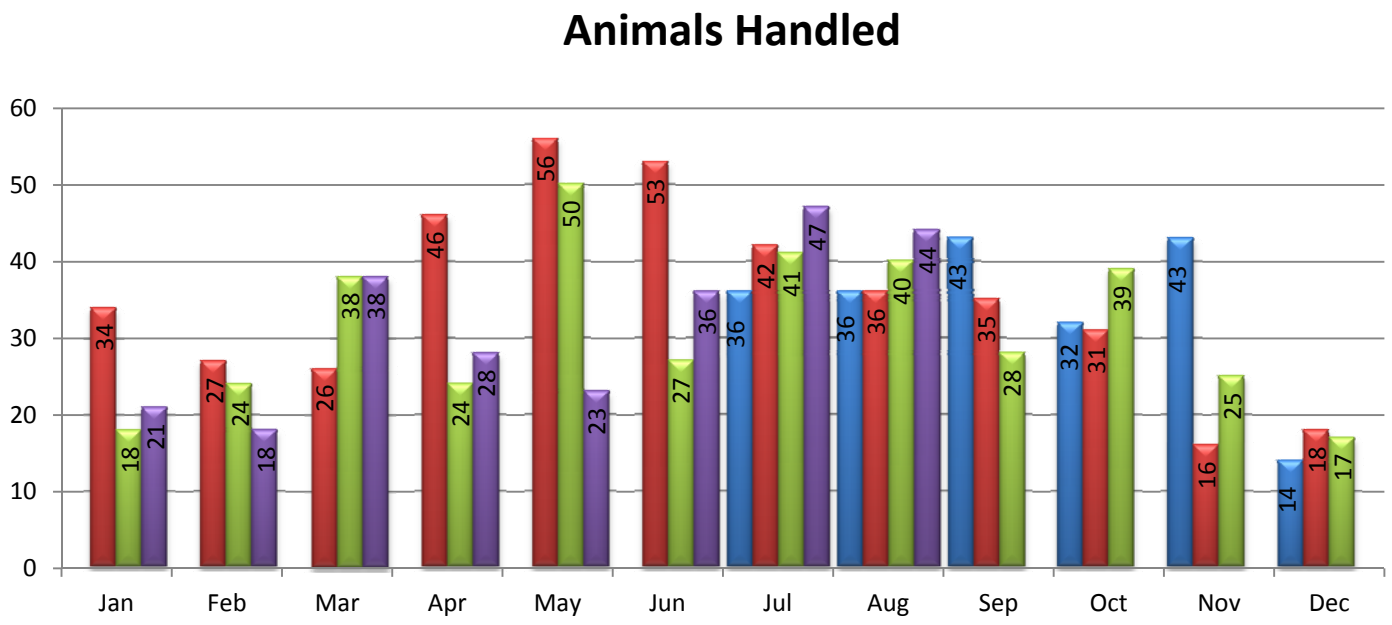
The term Dangerous or Potentially Dangerous Animal (DA/PDA) refers to any response that results from a report of a domestic animal displaying threatening behaviors (growling, hackles raised, baring teeth, chasing, charging), making aggressive physical contact with a person or domestic animal, or causing 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.

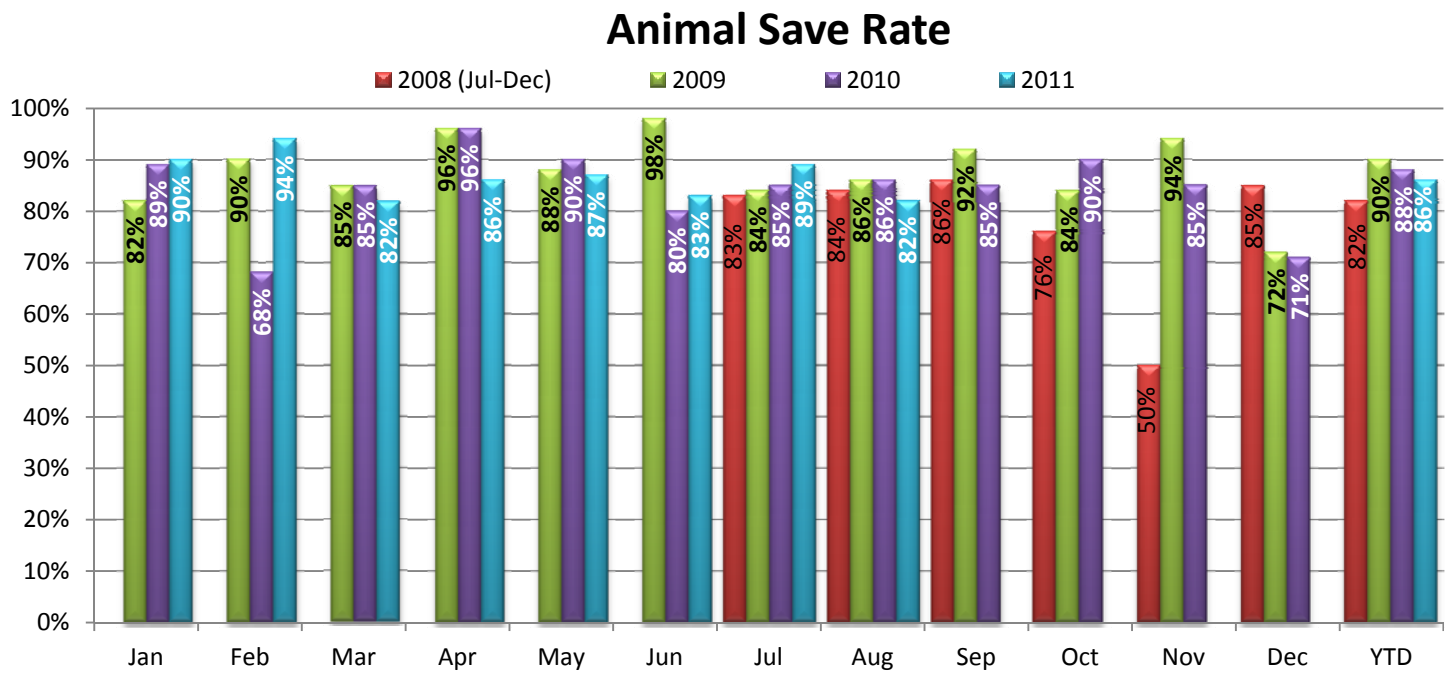
The numbers of DA/PDA Reports, Animal Bites, Citations Issued for DA/PDA, and Animals Confiscated as a result of citations issued are reported below. Year to date CAS has conducted 44 DA/PDA Investigation, processed 49 Animal Bites, Issued 3 DA/PDA Summons, and Confiscated 4 Animals.



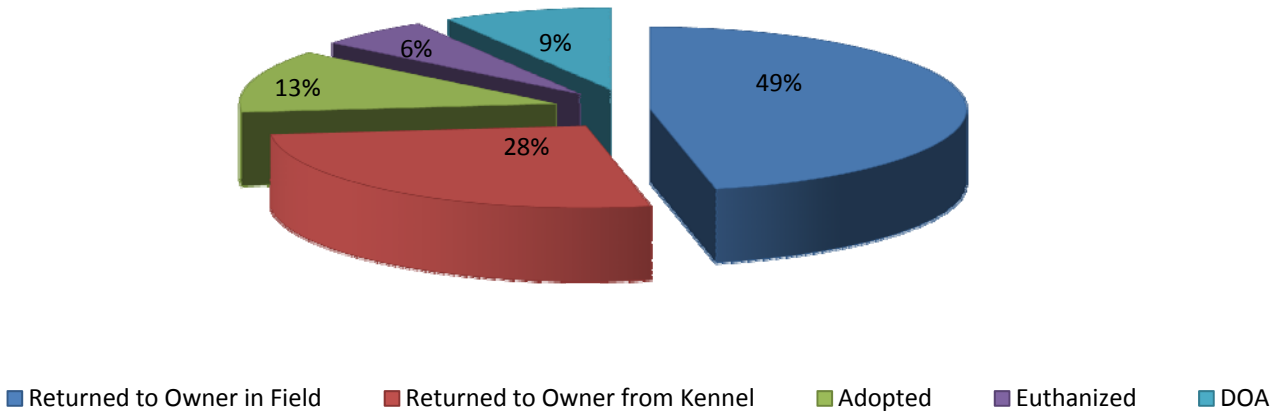
Animals Handled

Year to date CAS has handled 255 animals: 209 Dogs, 30 Cats, 12 wild animals, and 4 Others. 86% of these animals have been saved with 90% of domestic animals being saved (excludes wildlife).



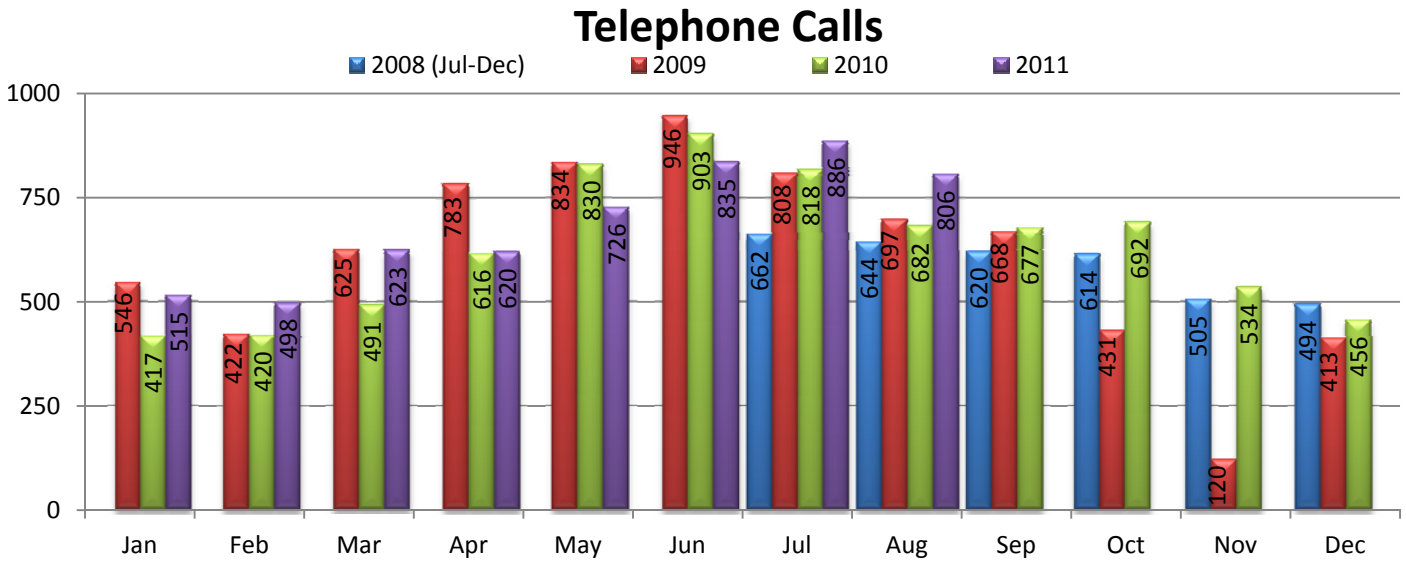


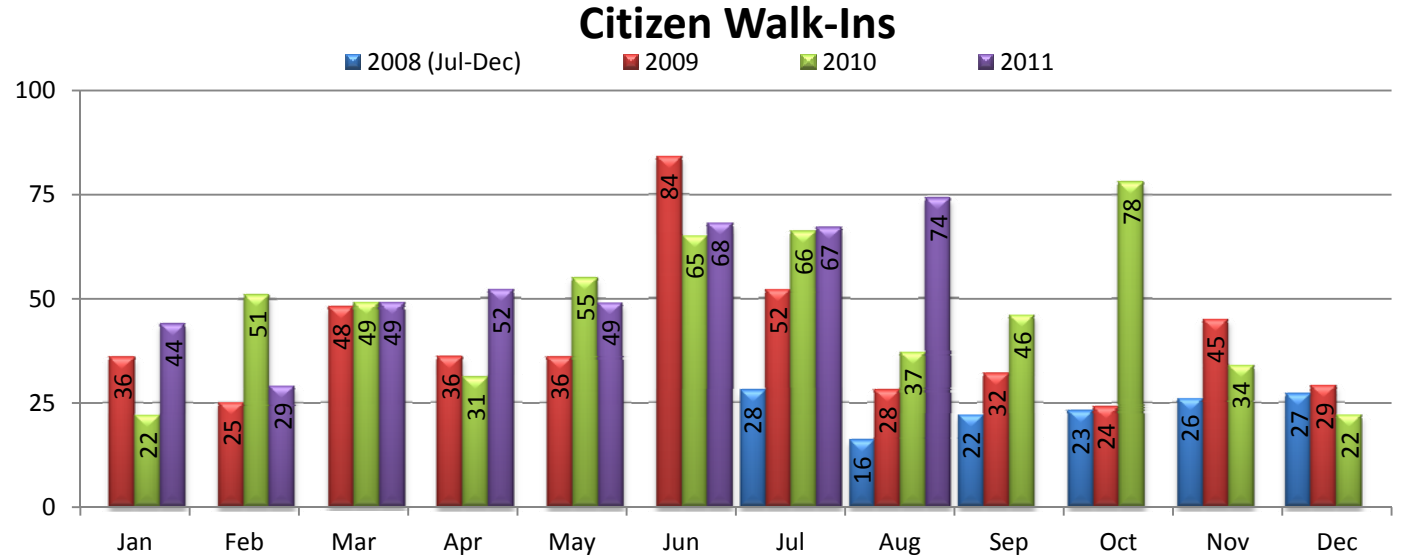
Year to Date Animal Outcomes

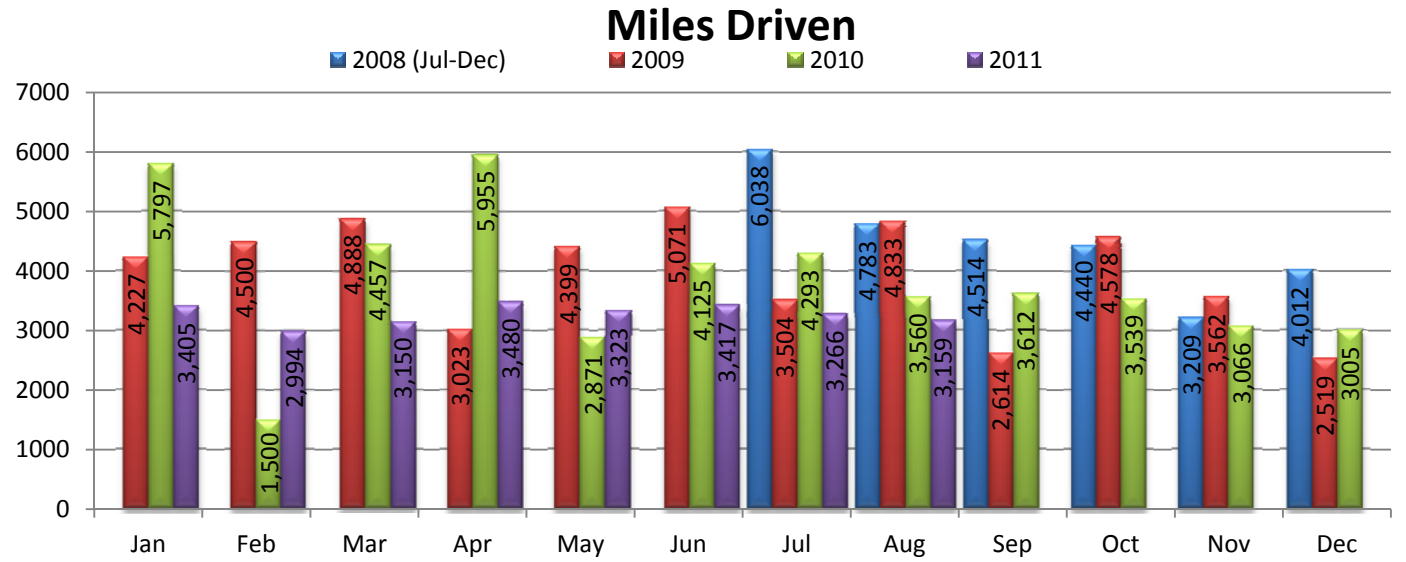


General Information

A total of 5,509 telephone calls have been received, 432 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 26,194 miles without accident or injury.



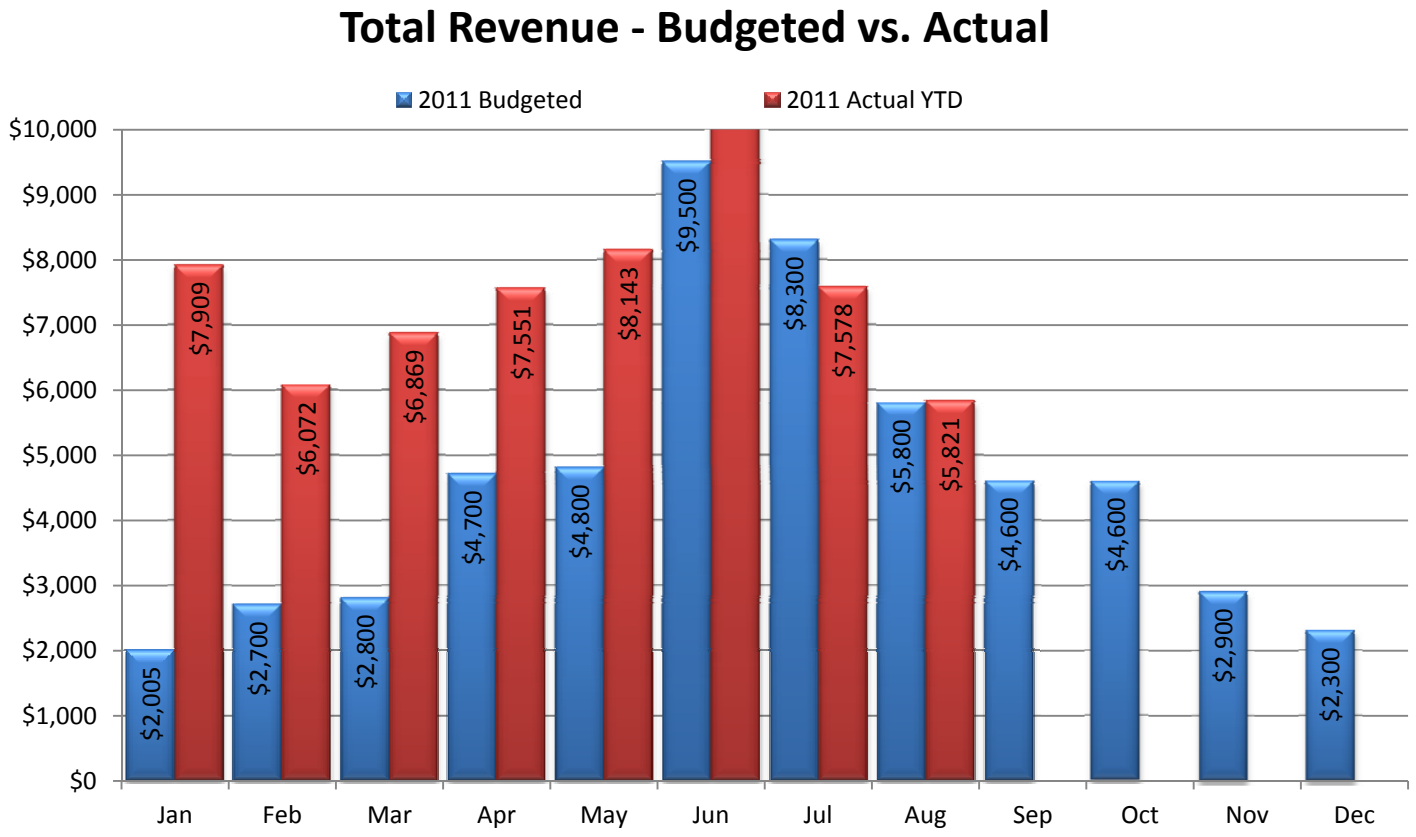


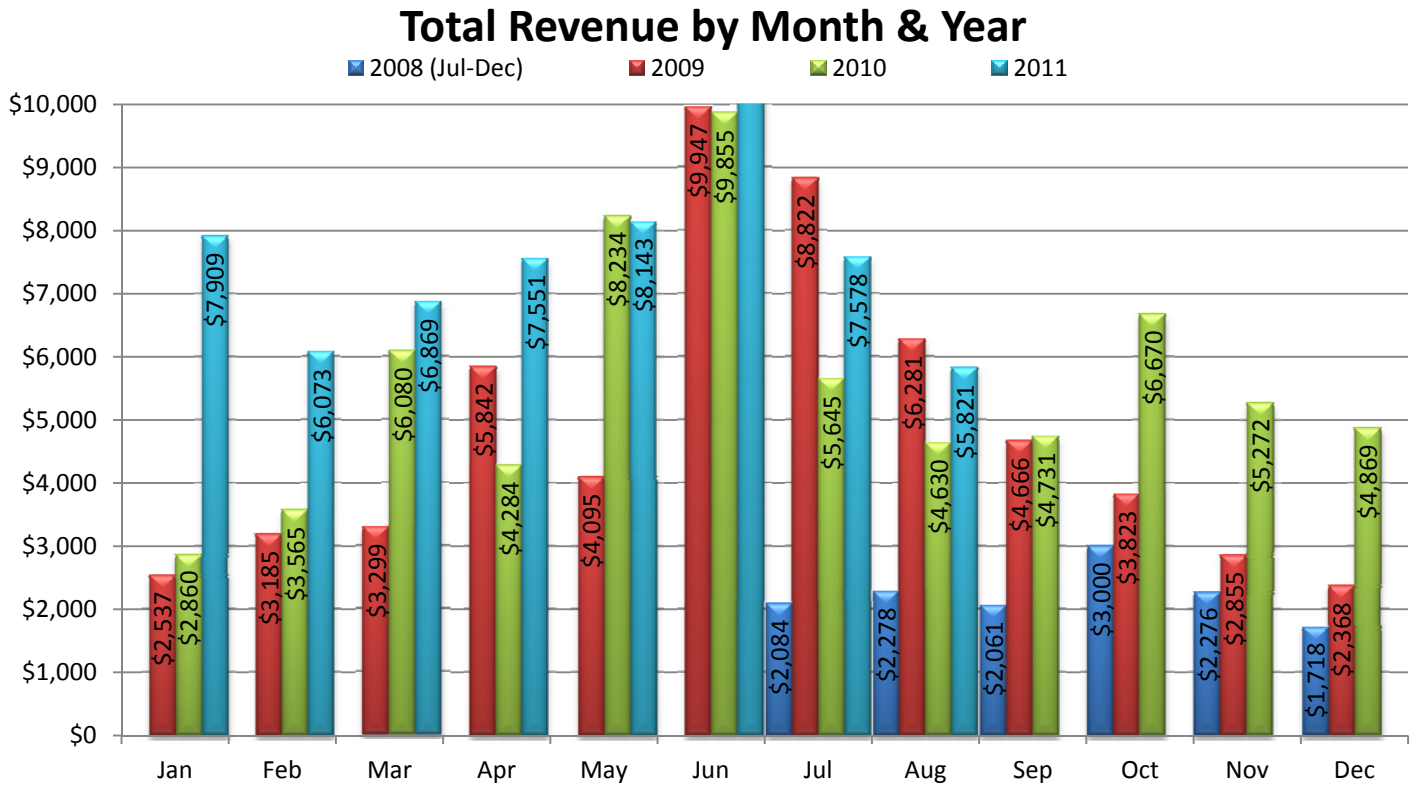


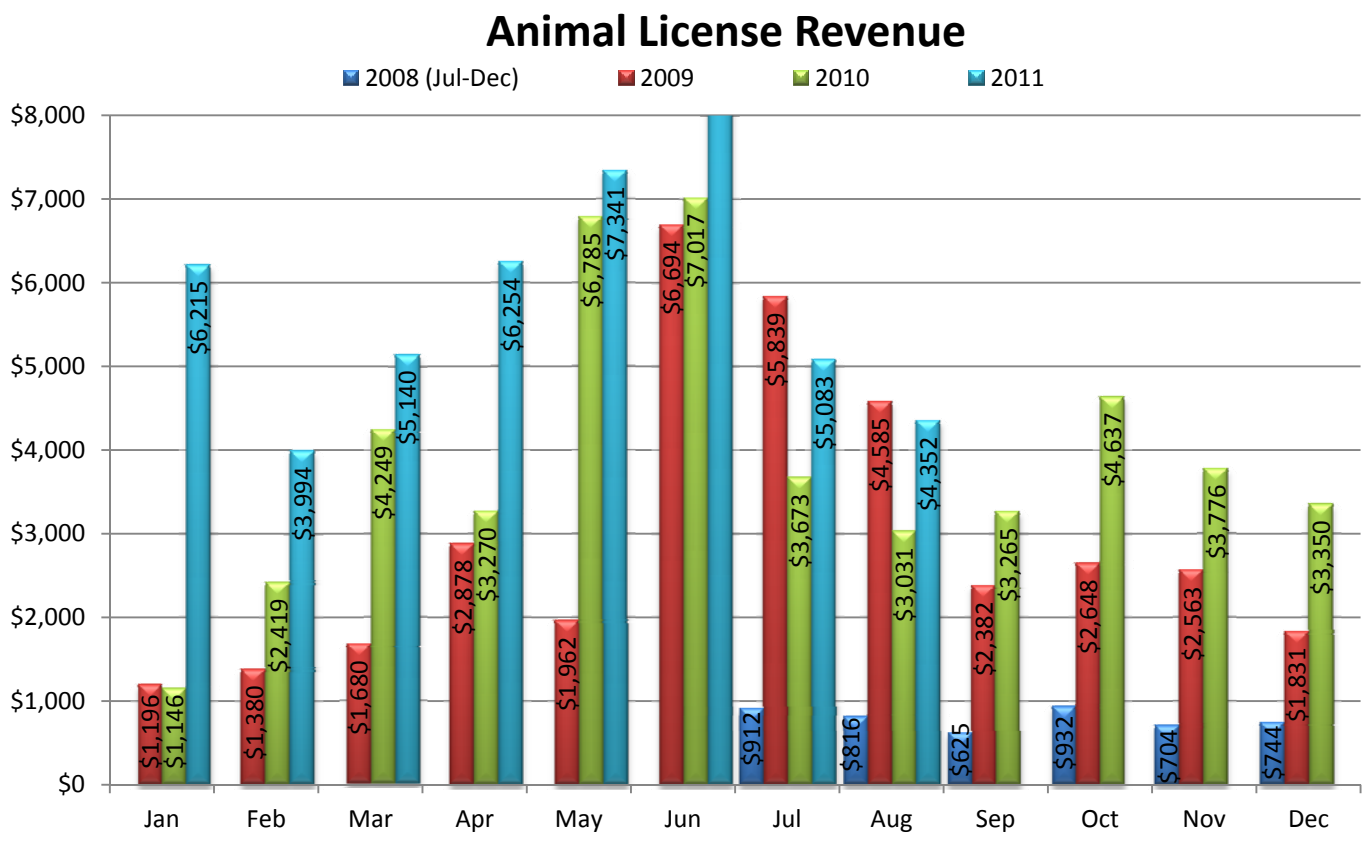
Revenue

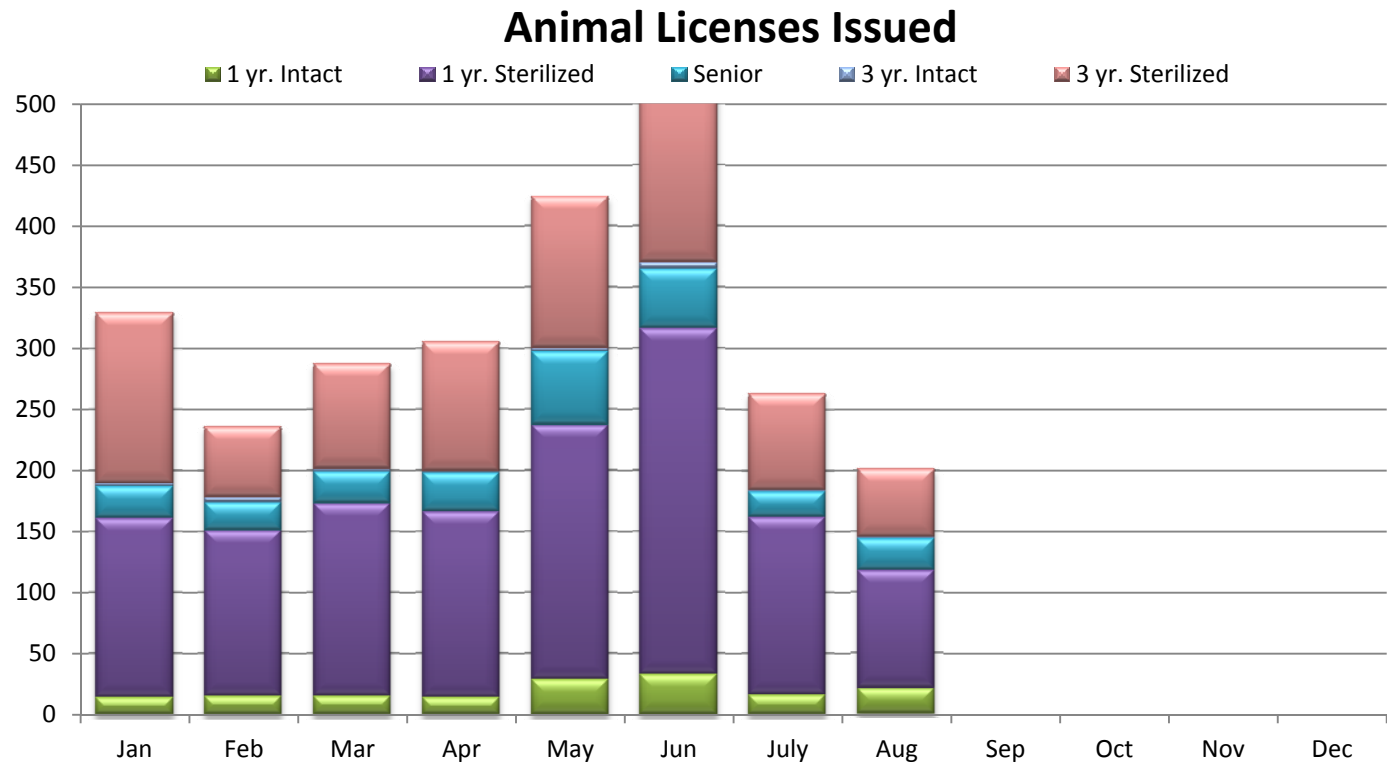
CAS has generated total revenue of $61,063 year to date. This is approximately **50% Above** the $40,605 budgeted year to date.

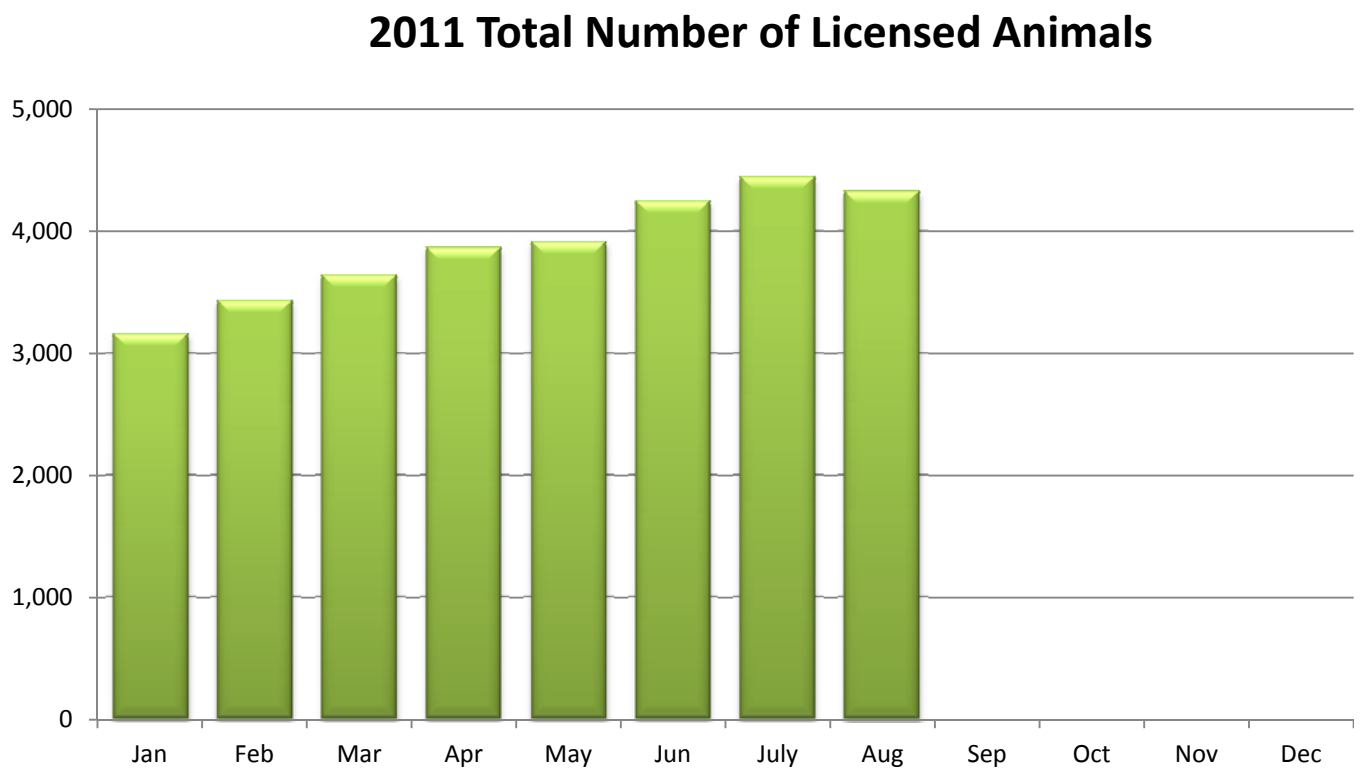
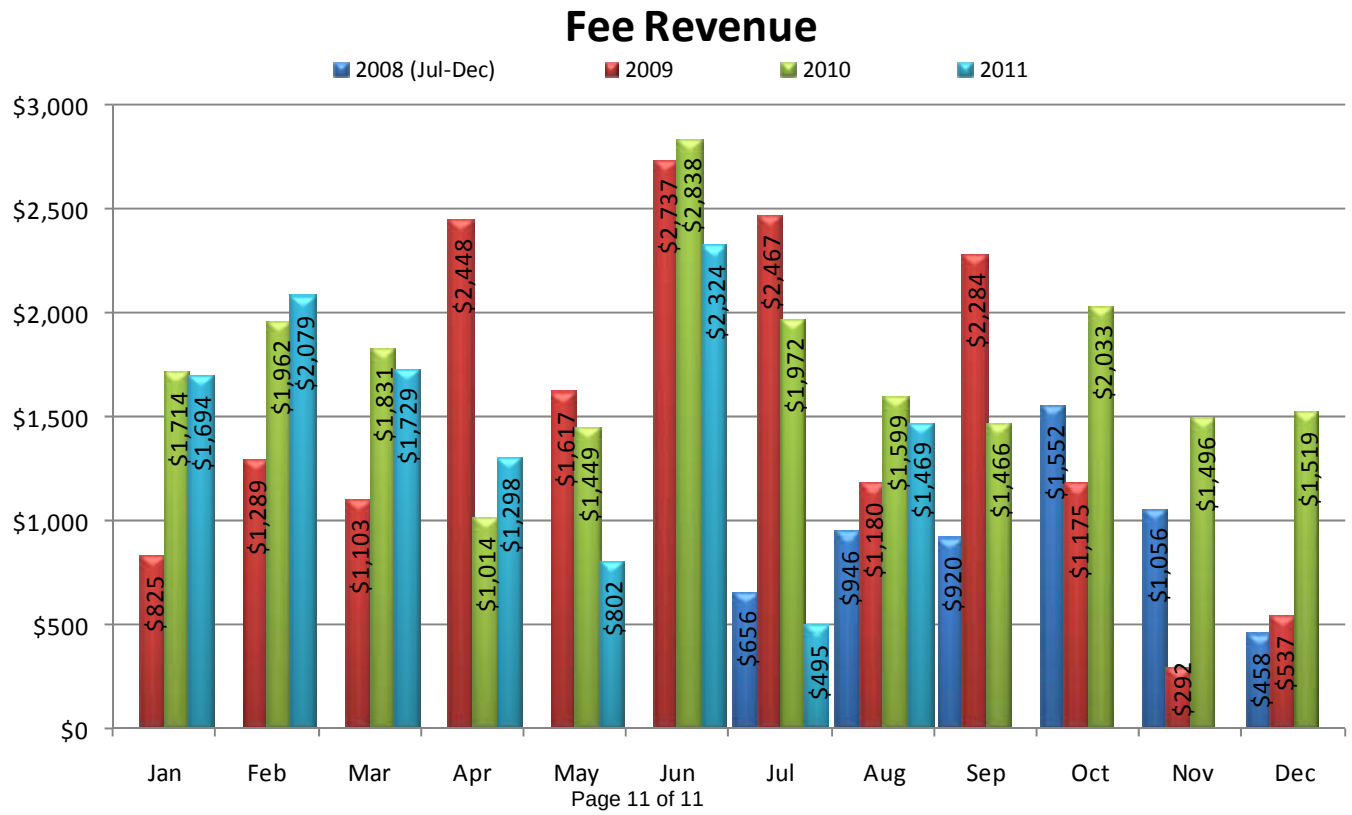
- Animal Licensing–$47,174 YTD
- Animal Fees–$13,888 YTD






Animal License Revenue
2008 (Jul-Dec)
2009
2010
2011
$8,000
$7,000
$6,000
$5,000
$4,000
$3,000
$2,000
$1,000
$0
$1,196
$1,146
$6,215
$1,380
$2,419
$3,994
$1,680
$4,249
$5,140
$2,878
$3,270
$6,254
$1,962
$6,785
$7,341
$6,694
$7,017
$912
$5,839
$3,673
$5,083
$816
$4,585
$3,031
$4,352
$625
$2,382
$3,265
$932
$2,648
$4,637
$704
$2,563
$3,776
$744
$1,831
$3,350
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec


Animal Licenses Issued
1 yr. Intact
1 yr. Sterilized
Senior
3 yr. Intact
3 yr. Sterilized
500
450
400
350
300
250
200
150
100
50
0
Jan
Feb
Mar
Apr
May
Jun
July
Aug
Sep
Oct
Nov
Dec



The total number of licensed animals fluctuates month-to-month based upon new and expired licenses. As of the end of July, the total number of licensed animals in the City is 4,326 or 17.05% of the estimated canine population of 25,375.