

**Centennial Animal Services  
December 2010 Monthly Progress Report  
January 21, 2010**

## 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 December 2010. These efforts resulted in Animal Welfare Officers responding to 666 calls for service to include: 33 dogs at large, 13 noisy pets, 333 animal license checks, 7 animal impounds, 6 bite cases and 5 aggressive animals. The Department investigated 19 complaints of animal cruelty and responded to 0 animal rescues. There were 456 telephone calls received and 34 lost and found animal reports taken.

Enforcement activities resulted in 7 individuals being educated/verbal warnings, 19 written warnings, 8 summons and complaints being issued and 17 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in a 71% animal save rate with 24% of animals returned in the field, 41% returned from the kennel, and 6% being transferred to partner agencies.

## Activity

### Field Services

- 666 Calls for Service: 85 - District 1, 107 - District 2, 265- District 3, 193 - District 4, 16 - Outside of City
- Enforcement Action: 7 Education/Verbal Warning, 19 Written Warnings, 8 Summonses
- Dangerous and Potentially Dangerous Animals
  - 5 – Investigation
  - 6 – Animal Bites Reported
  - 1 – Summons and Complaints Issued
  - 2 – Animal Confiscated

### Animals Handled

- 17 Animals Handled: 12 Dogs, 5 Cat, 0 Others
- 71% Animal Save Rate: 24% Returned in the Field, 41% Returned from Kennel, 6% Adopted

### General Information

- 456 Telephone Calls, 22 Citizens Walk Ins, 3,005 Miles Driven

## Revenue

### Monthly

- \$4,869 in revenue was collected
  - \$3,350 Licensing
  - \$1,519 Fees

### Year to Date

- \$67,510 in revenue has been collected, which is approximately **13% above** the 2010 year to date projected budget of \$59,500

## 2010 Goals/Progress

### City Services

#### **Goals**

- Centennial Animal Services will enhance our relationship with Centennial's Public Safety partners
- Continue to implement a cross training program for CAS and Douglas County Animal Services Officers facilitating a more timely and effective response in emergencies and disasters
- Increase number of routine patrols and self-initiated enforcement activities by ten percent (10%)
- Increase the number of State and Nationally accredited Animal Welfare Officers to fifty percent (50%)

#### **Progress**

- Officers were able to live trap a dog that was lost within 5 hours of being adopted from the Dumb Fiends League and had been missing for approximately 90 days
- Rescued a dog that was frozen to the ground—due to a quick response by ACSO, Fire Department, and CAS the injuries to the dog were minimal

### Community Quality of Life/Citizen Engagement

#### **Goals**

- Centennial Animal Services will provide public education and engage in positive community relations
- Participate in Centennial sponsored community events
- Be available to attend District, CENCon, and HOA Meetings
- Distribute new educational materials focusing on Responsible Pet Ownership via print and Web Site
- Continue use of media outlets and newsletter to educate citizens about responsible pet ownership
- Utilize online social networks to increase community awareness and education opportunities
- Investigate the possibility of hosting a Licensing, Microchipping, Vaccination, Spay or Neuter event

#### **Progress**

- Officer Schou complete Level I National Animal Cruelty Investigation School
- Assisted with the transition of the Coyote Management program to CAS

## **Economic Health**

### **Goals**

- CAS will aggressively pursue cost recovery efforts by increasing license sales and maximizing the collection of animal related fees.
- Explore possibility of regional Animal Care and Control Services

### **Progress**

- Cost recovery up 26% from 2009 and 13% above budget YTD
- Licensing revenue up 31% from 2009 and 9% above budget YTD
- Animal License Checks up 279% YTD
- 71% Animal Return to Owner Rate (Wildlife Included) with 24% RTO in Field YTD—Saving Cost of Impound

## **Environment**

### **Goals**

- Explore the possibility of securing funding for 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

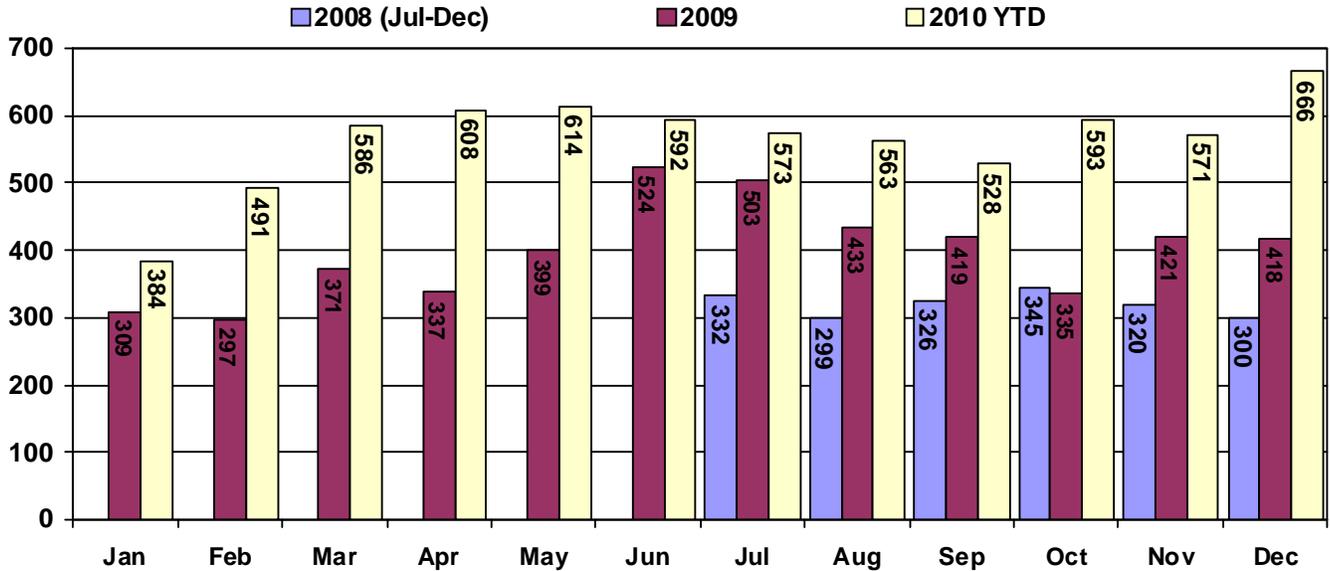
### **Progress**

- Researching the purchase of GPS system and Chameleon software for implantation

## Field Services

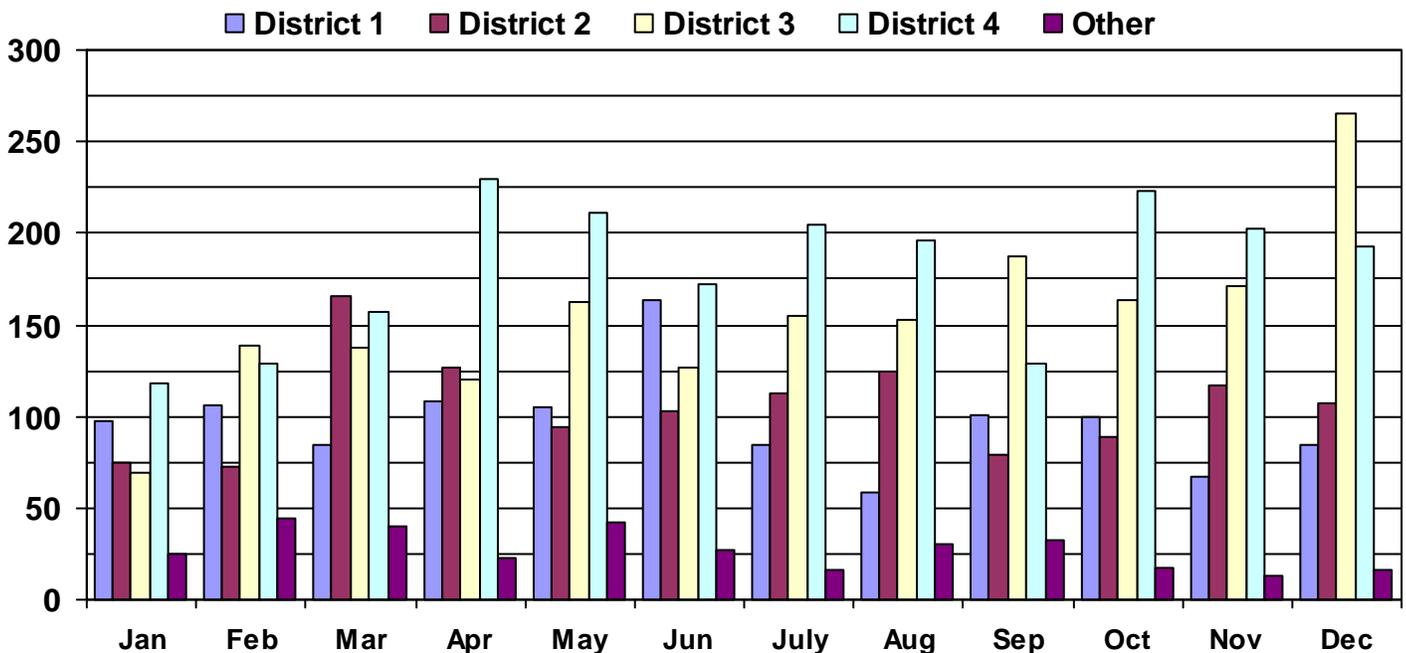
In December 2010 Animal Welfare Officers responded to 666 calls for service to include: 33 dogs at large, 13 noisy pets, 333 animal license checks, 7 animals impounds, 6 bite cases and 5 aggressive animals. The Department investigated 19 complaints of animal cruelty and responded to 0 animal rescues. Enforcement actions have resulted in 7 Education/Verbal Warnings, 19 Written Warnings, and 8 Summons and Complaints.

### Calls for Service



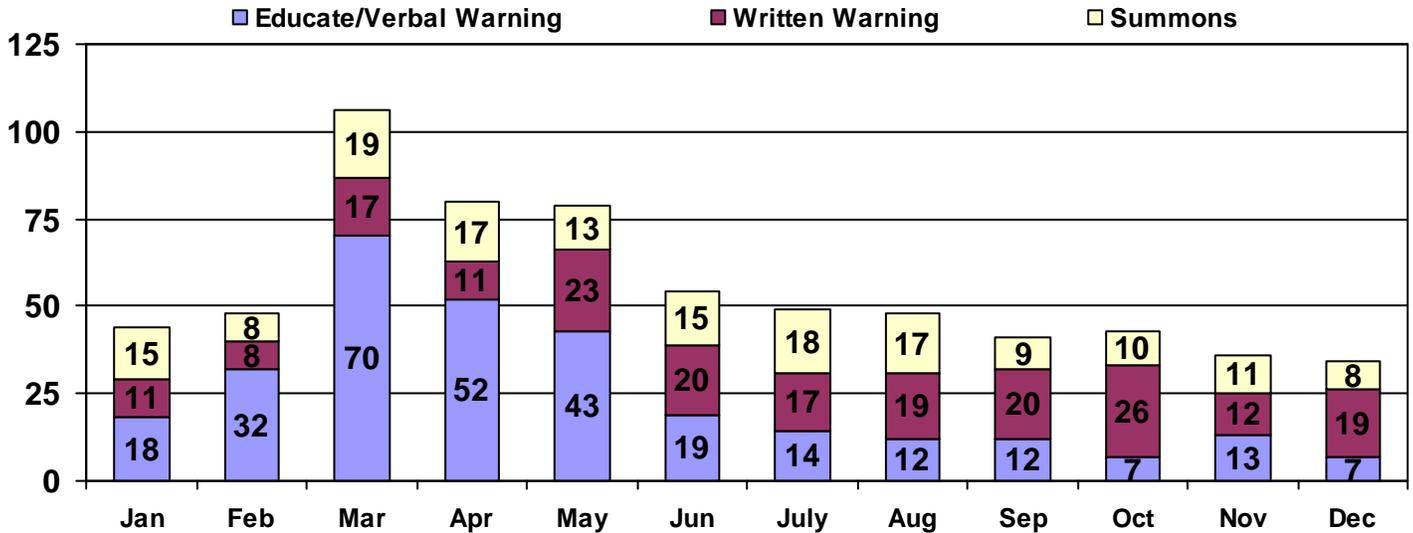
Centennial Animal Services has responded to 6,769 calls for service YTD – 1,160 in District 1, 268 in District 2, 1,850 in District 3, 2,166 in District 4, and 325 outside of the City.

### 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 299 education/verbal warnings, 203 written warnings, and 160 summons and complaints year to date.

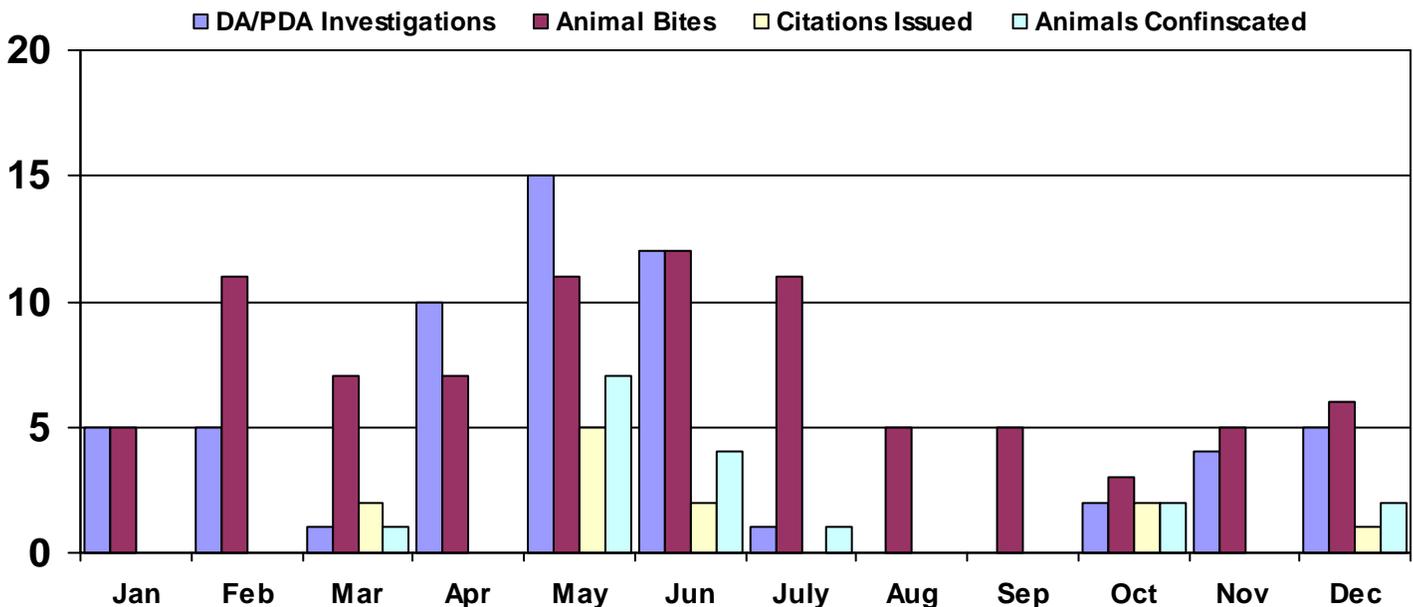
### Actions Taken



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 88 DA/PDA Investigations, processed 92 Animal Bites, Issued 13 DA/PDA Summons, and Confiscated 16 Animals.

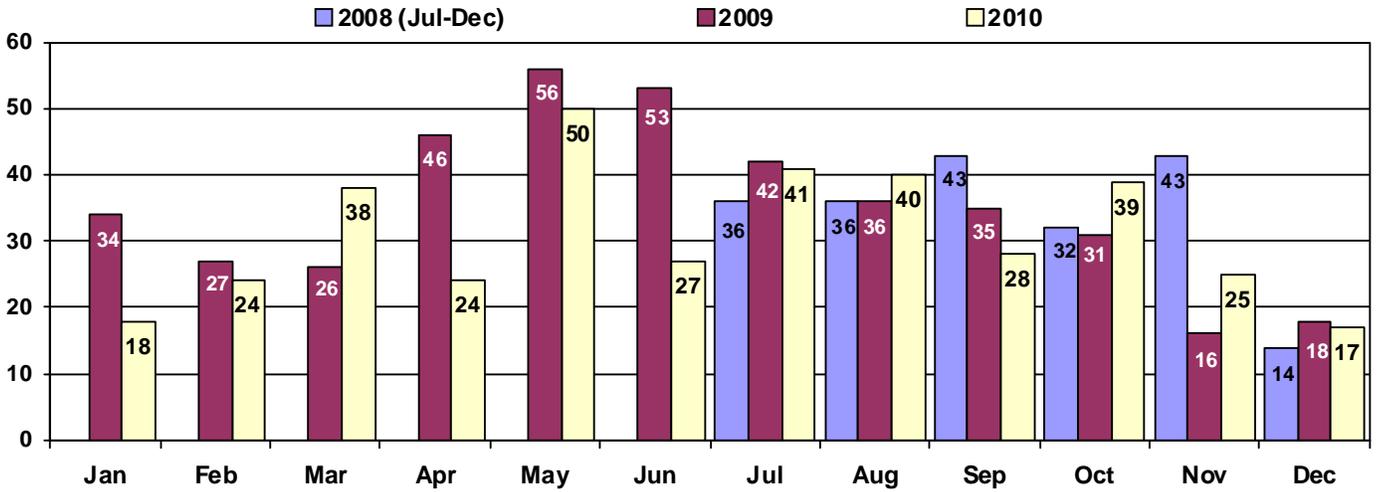
### Dangerous & Potentially Dangerous Animals



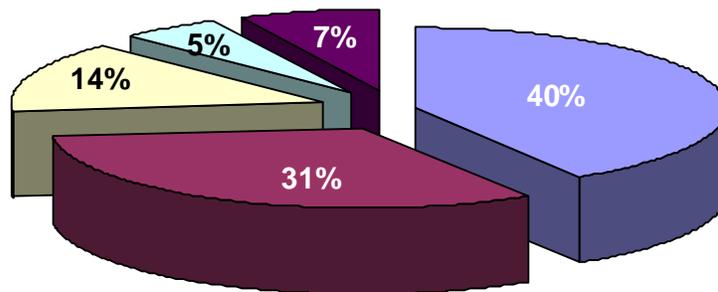
## Animals Handled

Year to date CAS has handled 363 animals: 280 Dogs, 57 Cats, 26 Others. 85% of these animals have been saved.

### Animals Handled

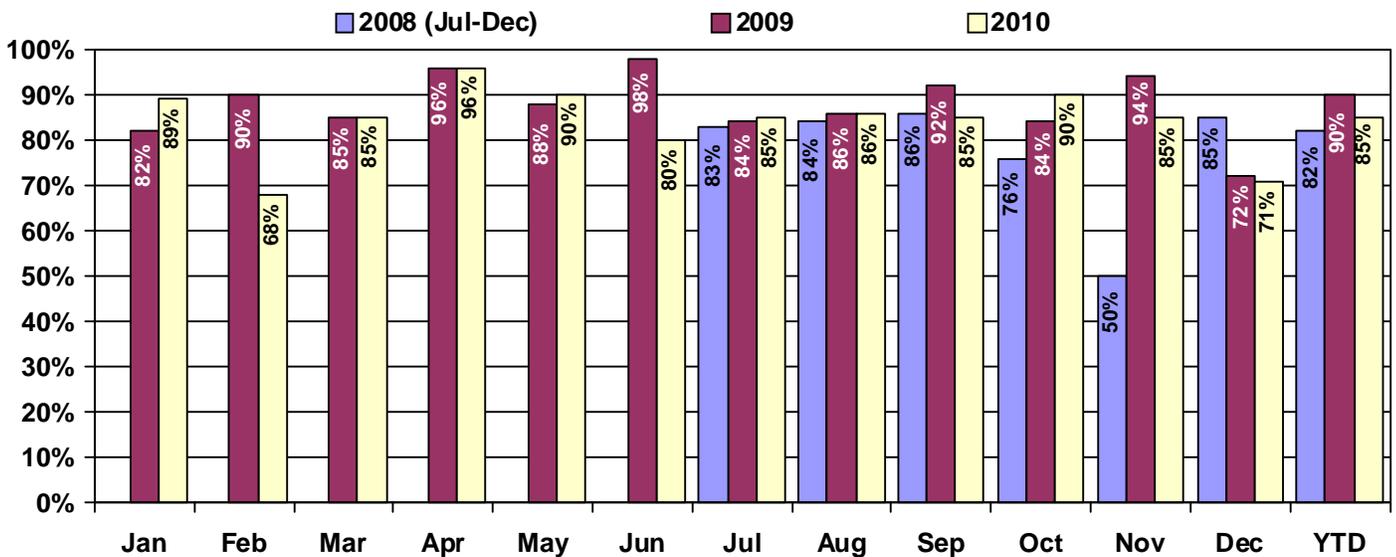


### Year to Date Animal Outcomes



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

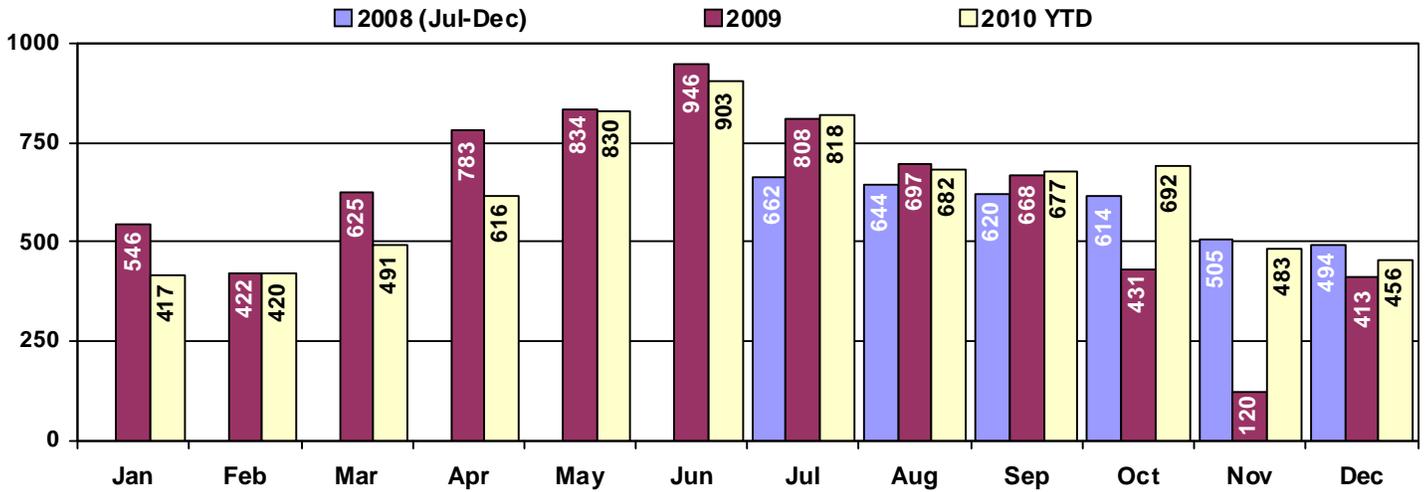
### Animal Save Rate



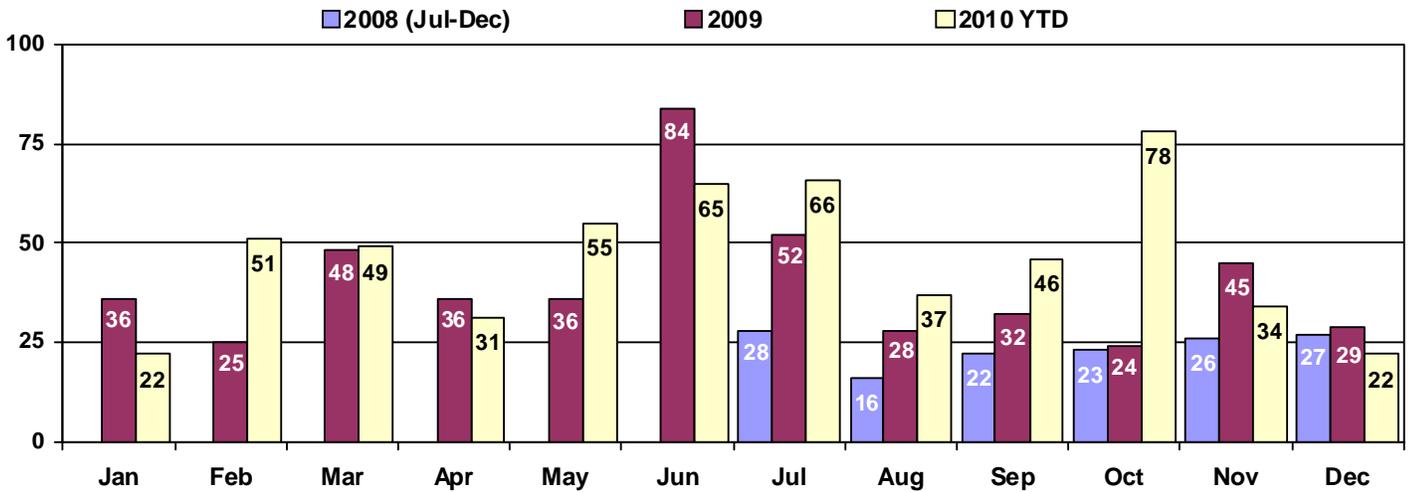
## General Information

A total of 7,485 telephone calls have been received, 556 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 45,780 miles without accident or injury.

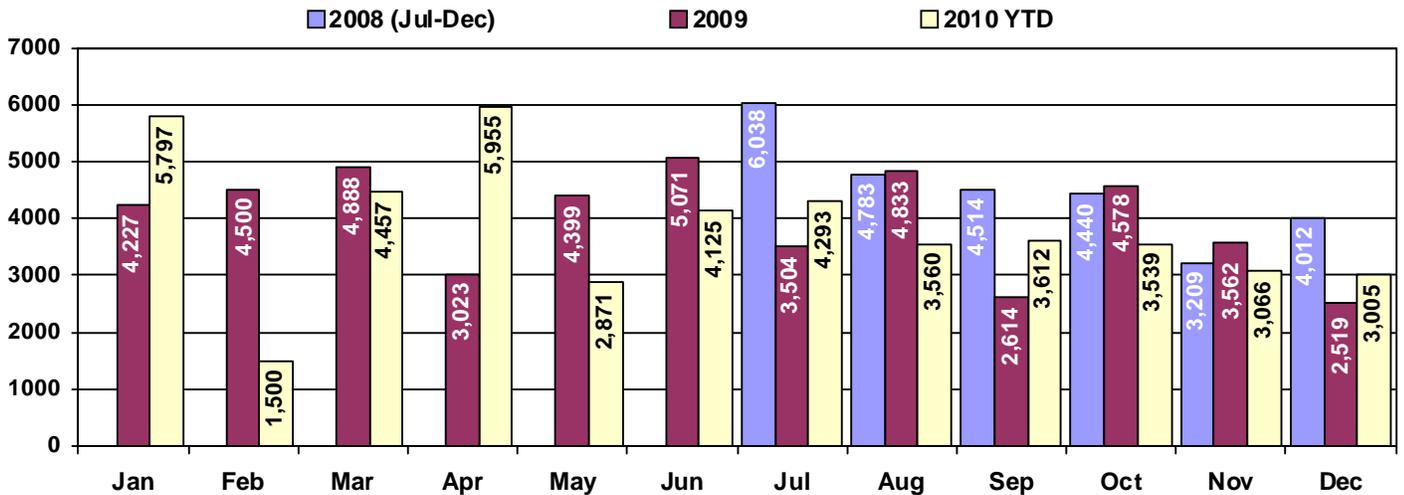
### Telephone Calls



### Citizen Walk-Ins



### Miles Driven

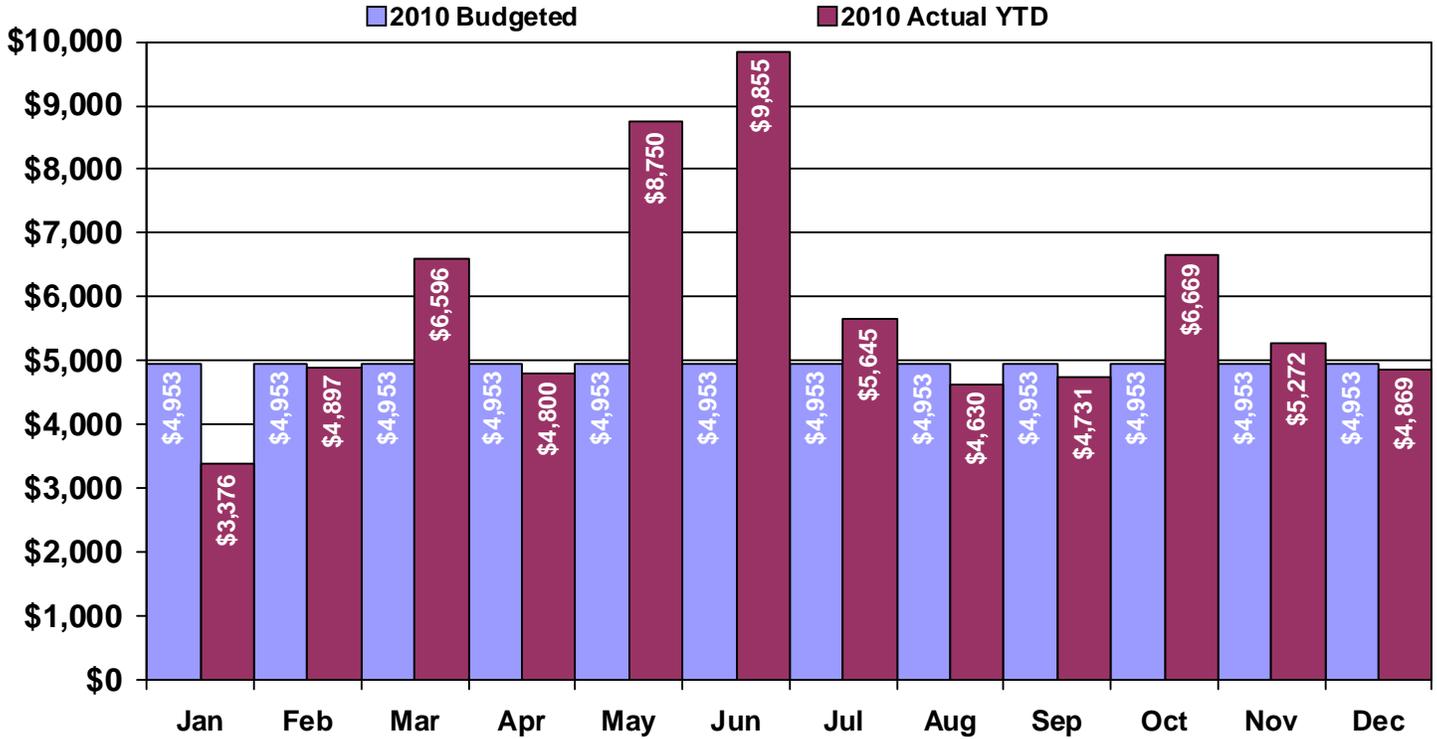


## Revenue

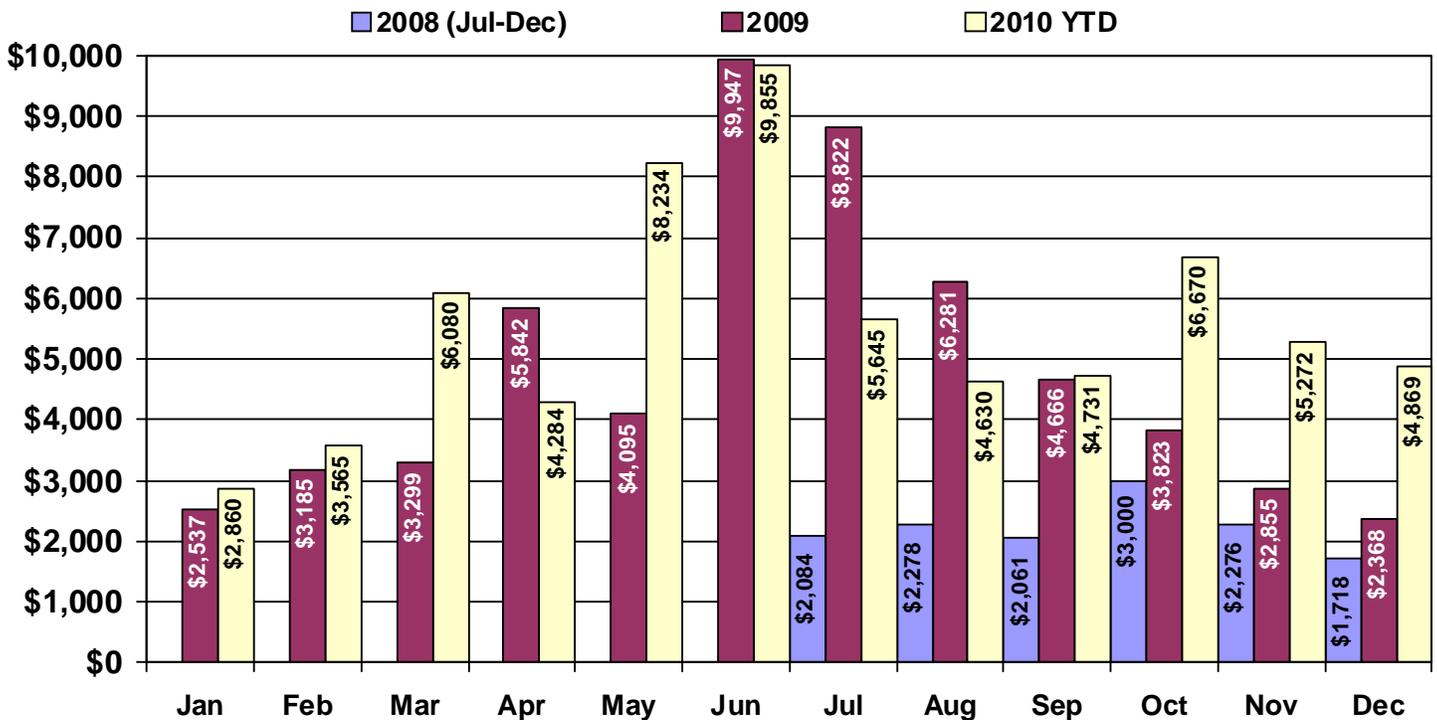
CAS has generated total revenue of \$67,510 year to date. This is approximately **13% Above** the \$59,500 (\$4,953 monthly) yearly budget allocation for revenues.

- Animal Licensing—\$46,618 YTD approximately **9% Above** the \$42,780 (\$3,565 monthly) budgeted YTD
- Animal Fee—\$20,892 YTD approximately **25% Above** the \$16,656 (\$1,388 monthly) budgeted YTD

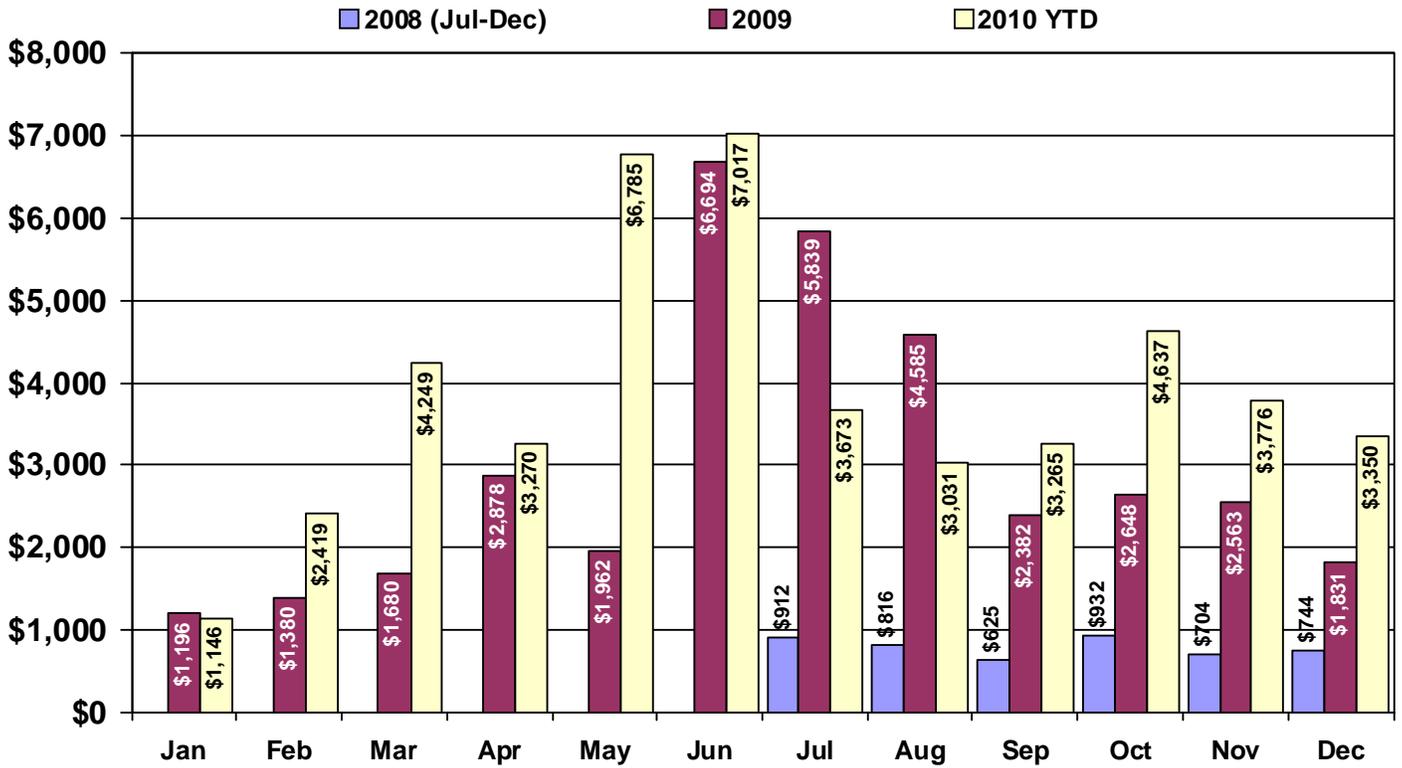
**Total Revenue  
Budgeted vs. Actual**



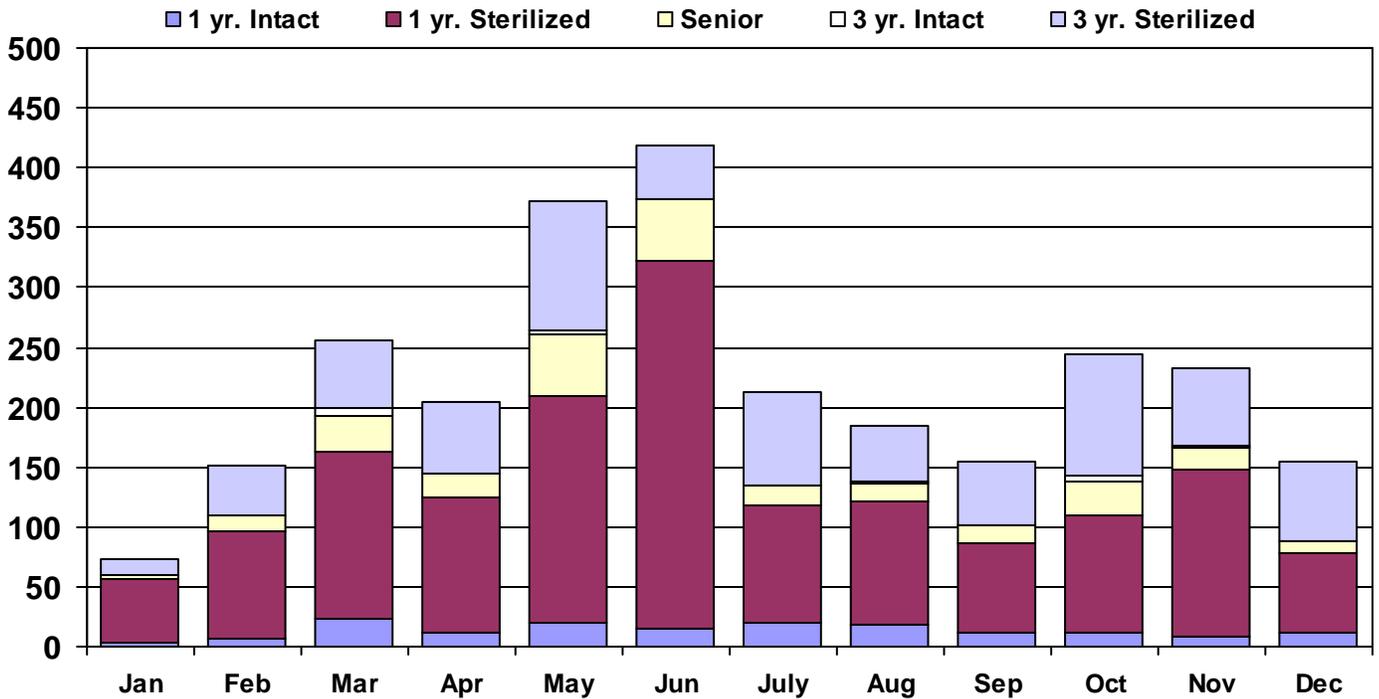
**Total Revenue by Year**



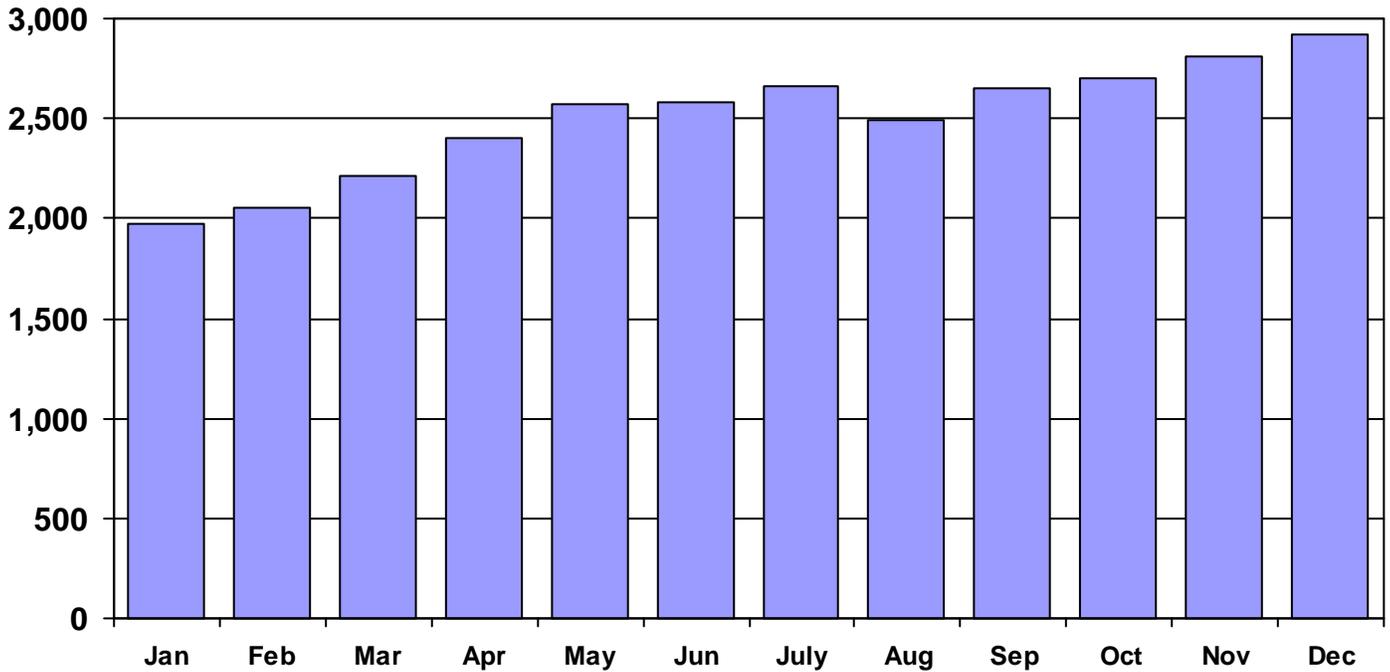
### Animal License Revenue



### Animal Licenses Issued



### 2010 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 December, the total number of licensed animals in the City is 2,917 or 12.15% of the estimated canine population of 24,000.

### Fee Revenue

