

**Centennial Animal Services
December 2011 Monthly Progress Report
January 16, 2012**

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 2011. These efforts resulted in Animal Welfare Officers responding to 793 calls for service to include: 28 dogs at large, 19 noisy pets, 570 animal license checks, 15 animal impounds, 4 bite cases and 1 aggressive animal. The Department investigated 5 complaints of animal cruelty and responded to 1 animal rescue. There were 526 telephone calls received and 26 lost and found animal reports taken.

Enforcement activities resulted in 20 individuals being educated/verbal warnings, 24 written warnings, 19 summons and complaints being issued and 15 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in 80% animal save rate (including wildlife) with 7% of animals returned in the field, 47% returned from the kennel, and 27% being transferred to our partners for adoption.

Activity

Field Services

- 793 Calls for Service: 125-District 1, 126-District 2, 389-District 3, 130-District 4, 23-Outside of City
- Enforcement Action: 20 Education/Verbal Warning, 24 Written Warnings, 19 Summonses
- Dangerous and Potentially Dangerous Animals
 - 1 – Investigation
 - 4 – Animal Bites Reported
 - 0 – Summons and Complaints Issued
 - 0 – Animal Confiscated

Animals Handled

- 15 Animals Handled: 14 Dogs, 1 Cat, 0 Others, 0 Wildlife
- 80% Animal Save Rate: 7% Returned in the Field, 47% Returned from Kennel

General Information

- 526 Telephone Calls, 37 Citizens Walk Ins, 2,930 Miles Driven

Revenue

Monthly

- \$6,530.00 in revenue was collected
 - \$5,299 Licensing
 - \$1,231 Fees

Year to Date

- \$88,301 in revenue has been collected, which is approximately **61% above** the 2011 year to date projected budget of \$55,005.

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

- Averaged 809 calls for service per month well exceeding the goal of 450 calls per month—increase is due primarily to animal licensing and increased patrols efforts.
- 83% animal live release rate—87% 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 over 40 public events year to date
- Continue to provide proactive increased patrols to provide public education and be more available in the community—47 patrols completed in December

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 309 animals licenses
- Implemented license campaign with the use of Bus Stop Shelter.
- Cost recovery efforts 61% above year to date revenue budget
- 19.62% of animals licensed—highest 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

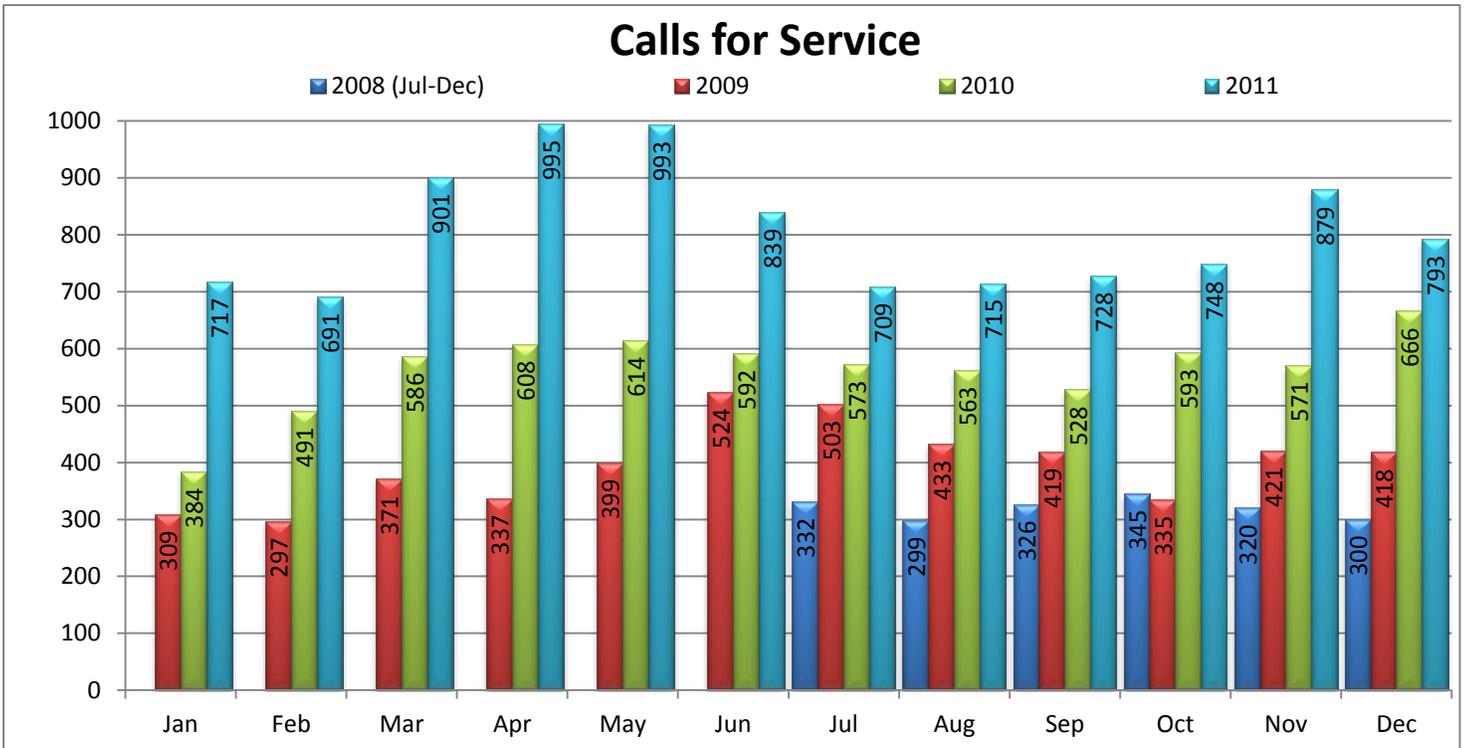
- Implement GIS Mapping, Chameleon software, and Global Positioning Systems to more effectively deploy and utilize staff
- Work towards and secure funding to equip CAS vehicles with Mobile Data Terminals to more closely control the amount of driving required and decrease the quantity of printing
- Maximize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

Progress

- Obtained mobile computers and GPS systems. Integrated with Chameleon software at the end of November 2011—this system of operation has allowed more efficient and effective deployment of staff.
- Have reduced totals miles driven to date by 20% to date while significantly increasing calls for service

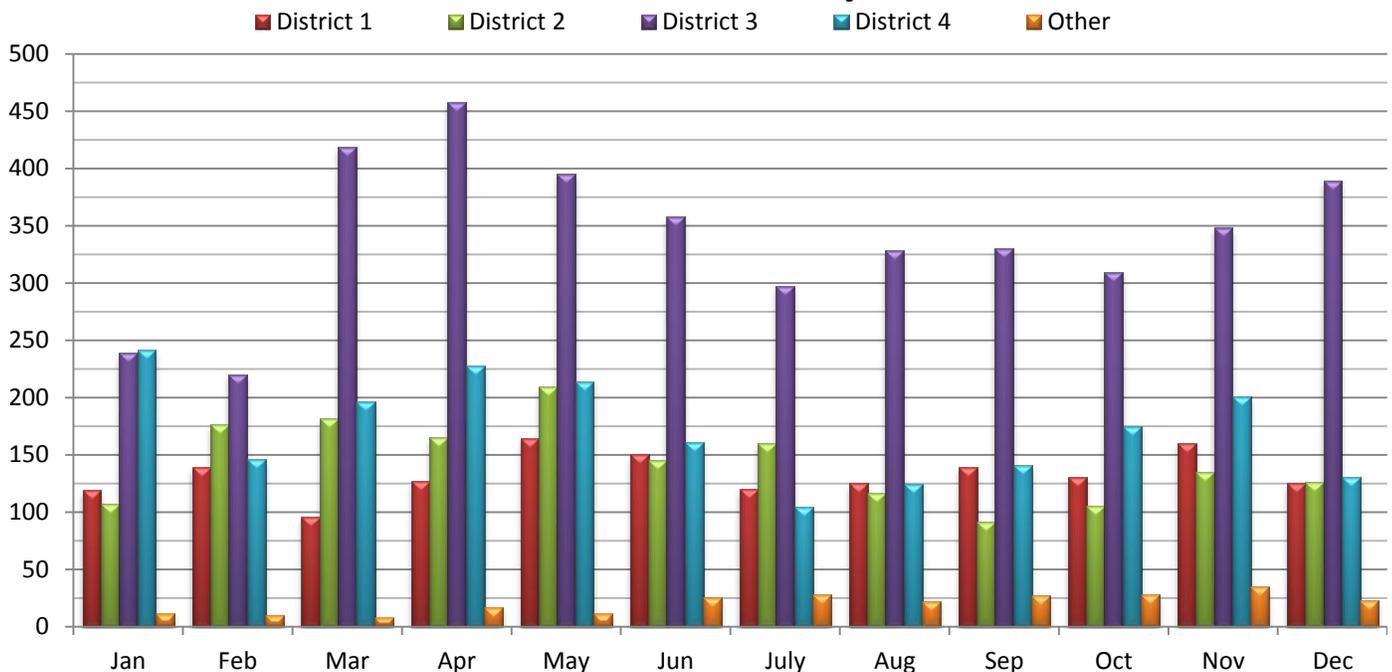
Field Services

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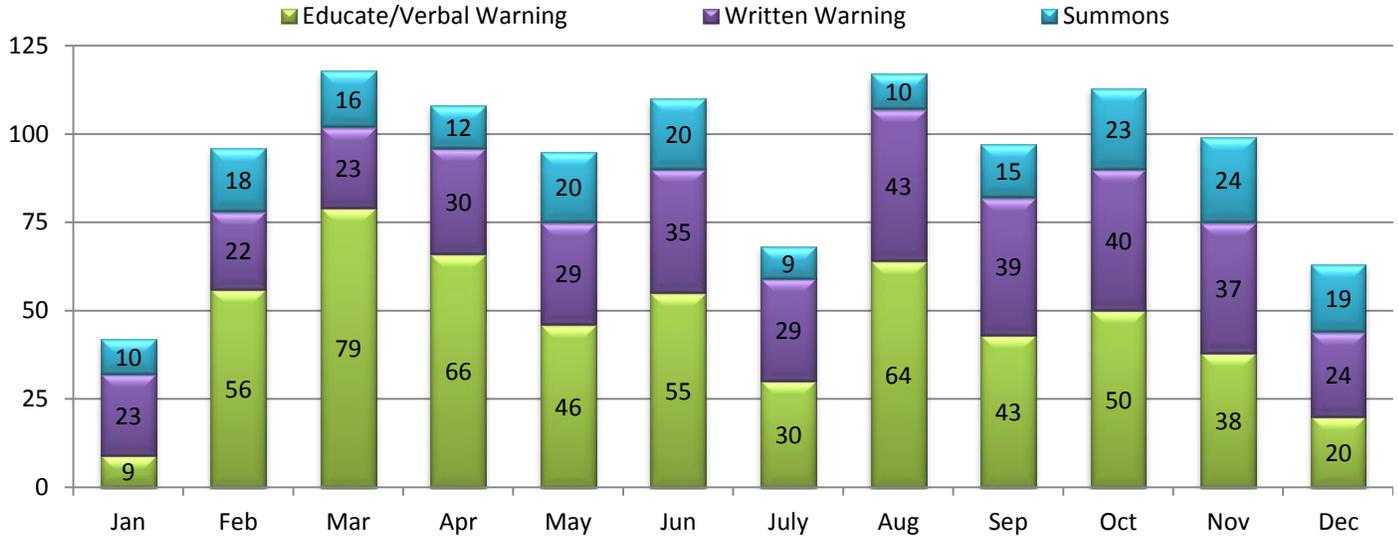
Centennial Animal Services has responded to 9,708 calls for service YTD – 1,594 in District 1, 1,717 in District 2, 4,090 in District 3, 2,062 in District 4, and 245 outside of the City. New Districts incorporated into statistics February 14, 2011.

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 556 education/verbal warnings, 374 written warnings, and 196 summons and complaints year to date.

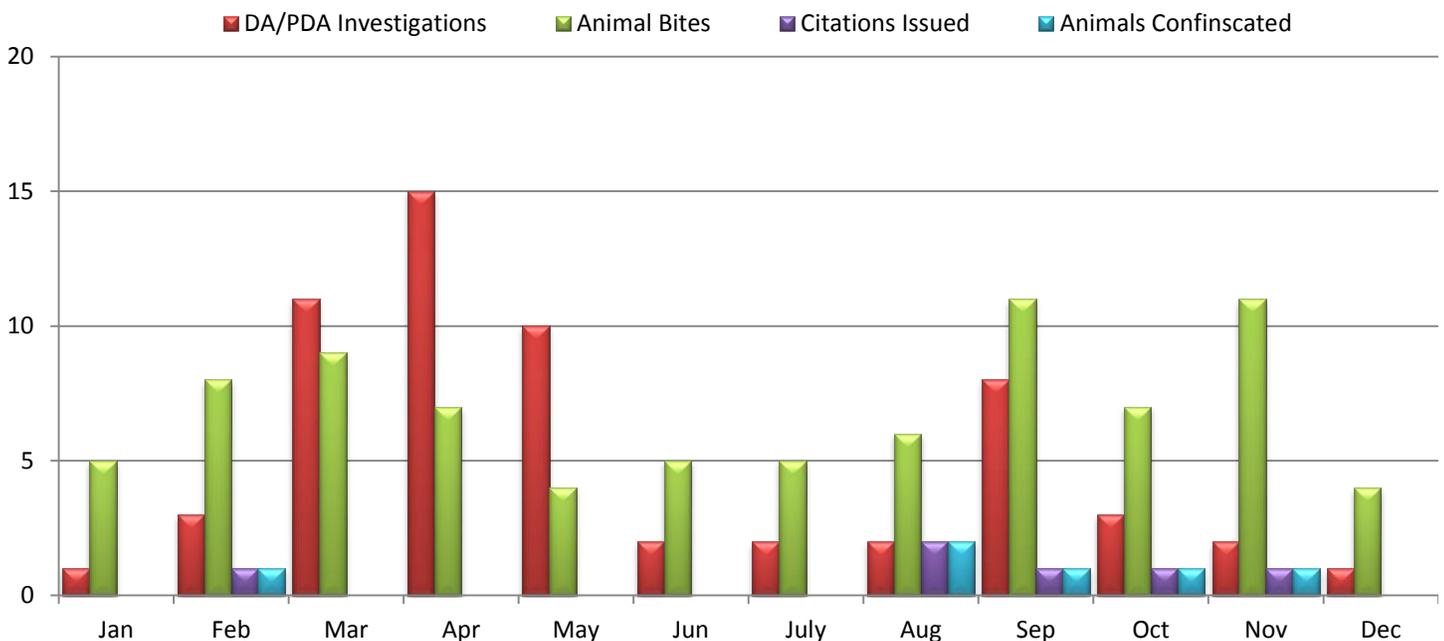
Actions Taken



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 58 DA/PDA Investigation, processed 82 Animal Bites, Issued 6 DA/PDA Summons, and Confiscated 6 Animals.

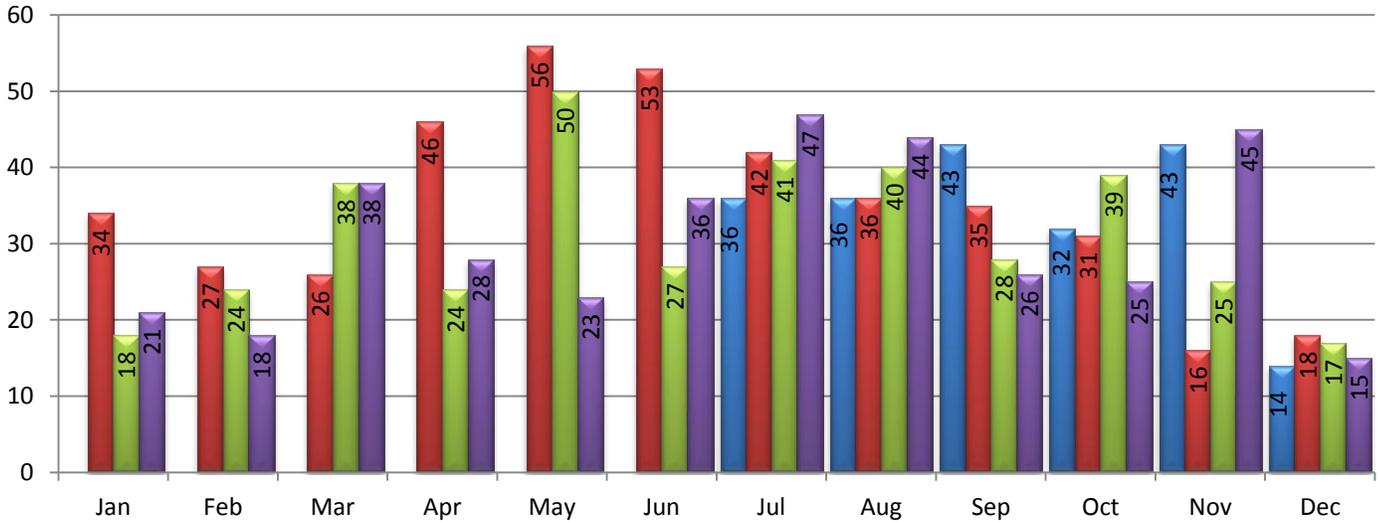
Dangerous & Potentially Dangerous Animals



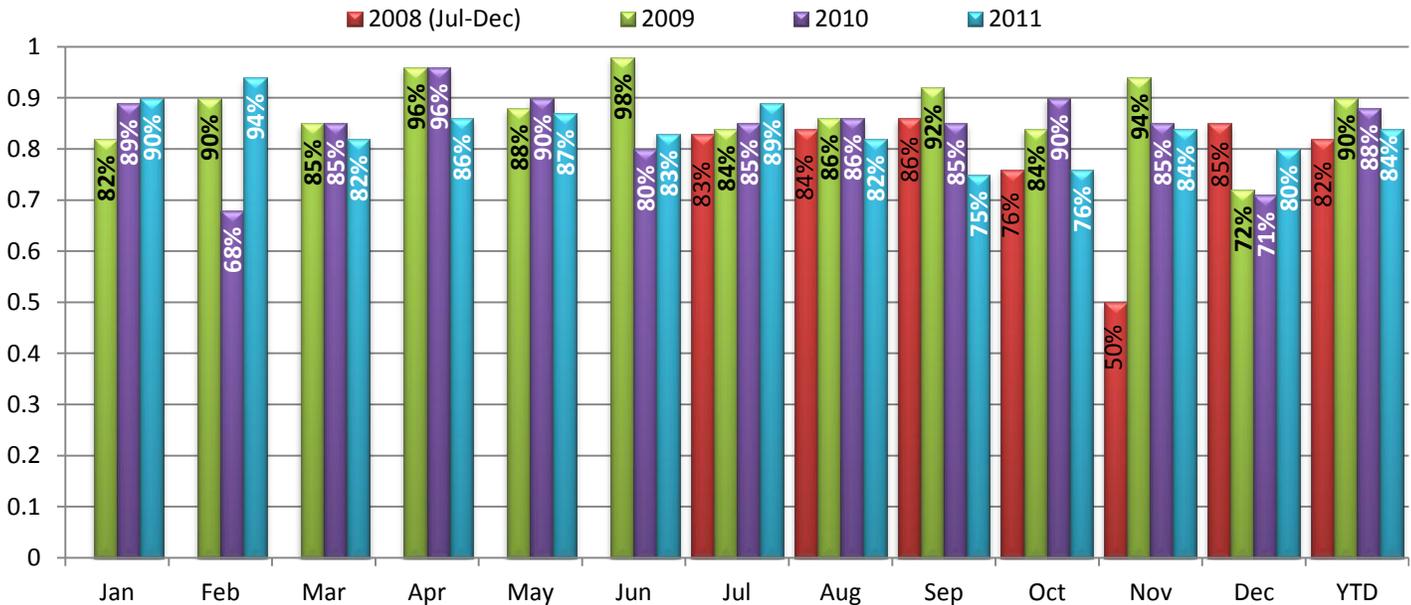
Animals Handled

Year to date CAS has handled 367 animals: 304 Dogs, 42 Cats, 17 wild animals, and 4 Others. 83% of these animals have been saved with 87% of domestic animals being saved (excludes wildlife).

Animals Handled

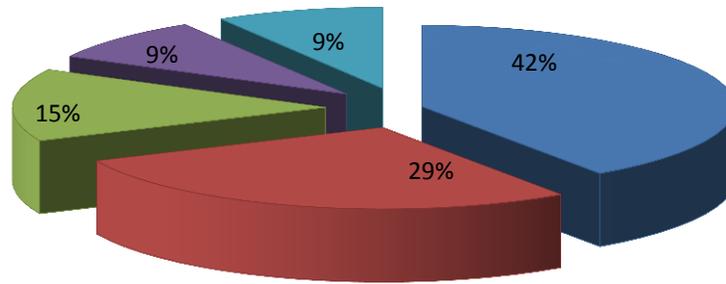


Animal Save Rate



Save rate is calculated by dividing the number of animals returned to owner in the field and at from the kennel and animals adopted by total number of animals impounded. This number of animals impounded includes animals that were deceased at the time of impound.

Year to Date Animal Outcomes

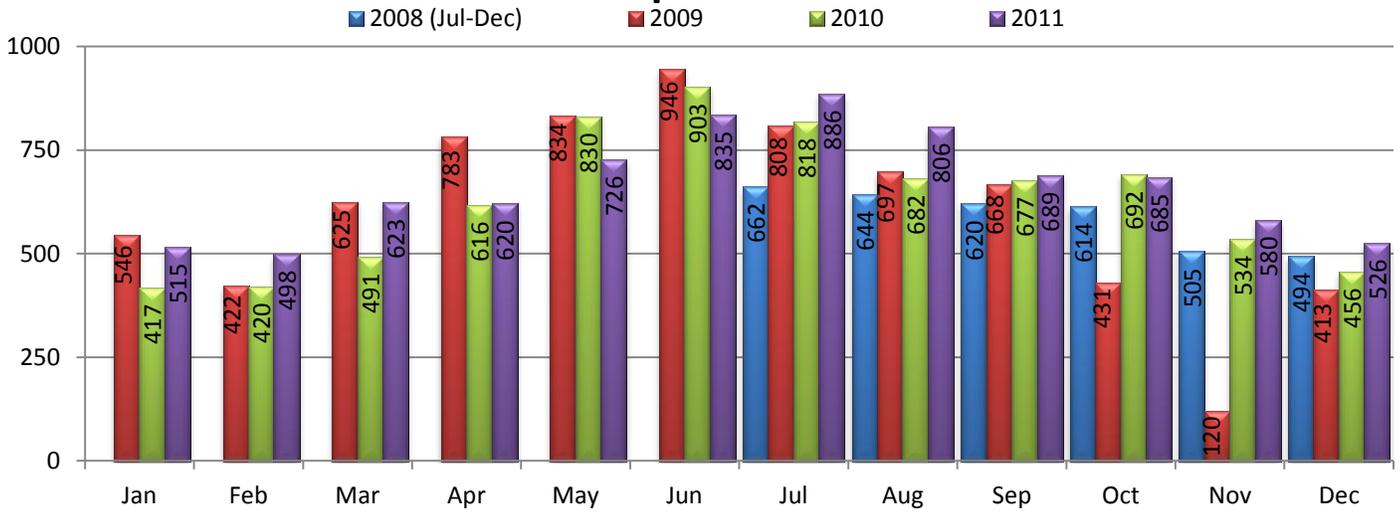


■ Returned to Owner in Field ■ Returned to Owner from Kennel ■ Adopted ■ Euthanized ■ DOA

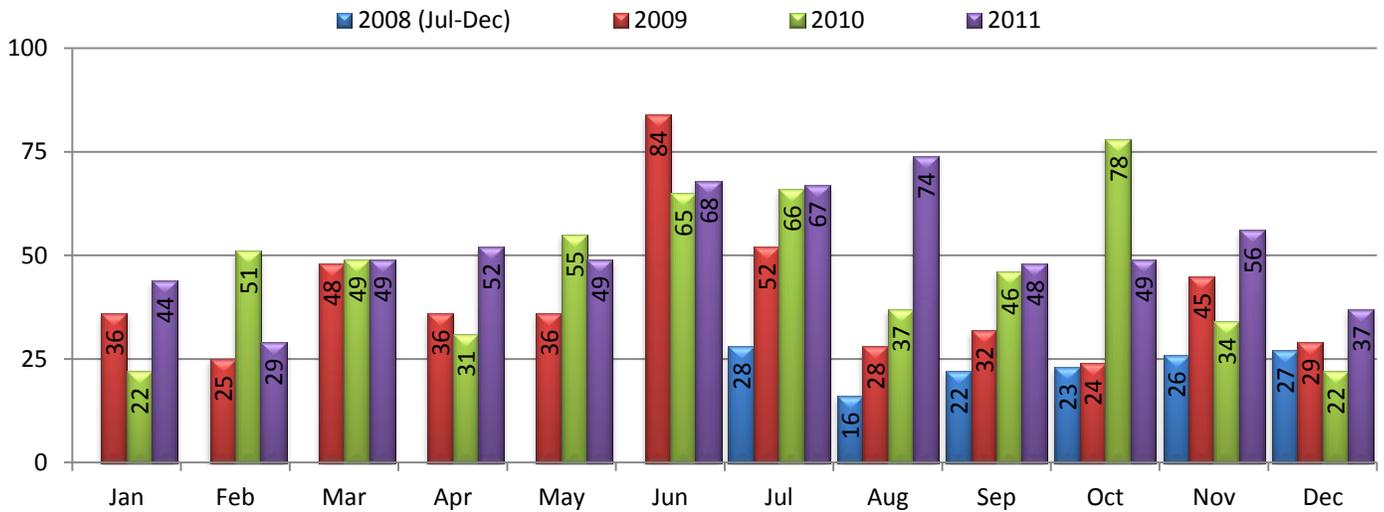
General Information

A total of 7,989 telephone calls have been received, 622 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 38,107 miles without accident or injury.

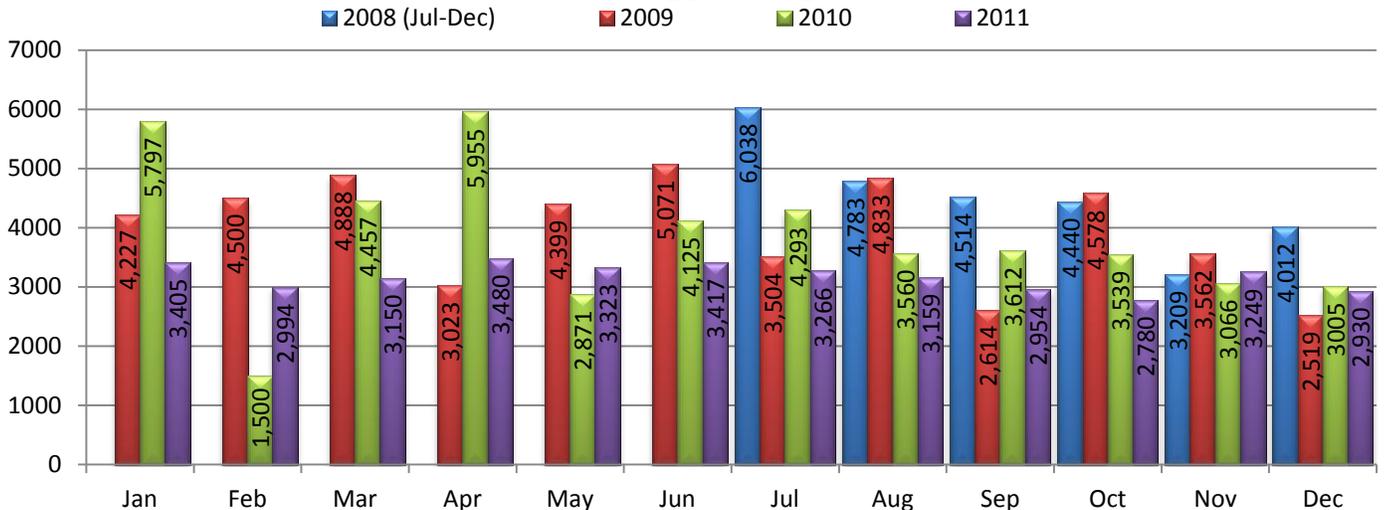
Telephone Calls



Citizen Walk-Ins



Miles Driven

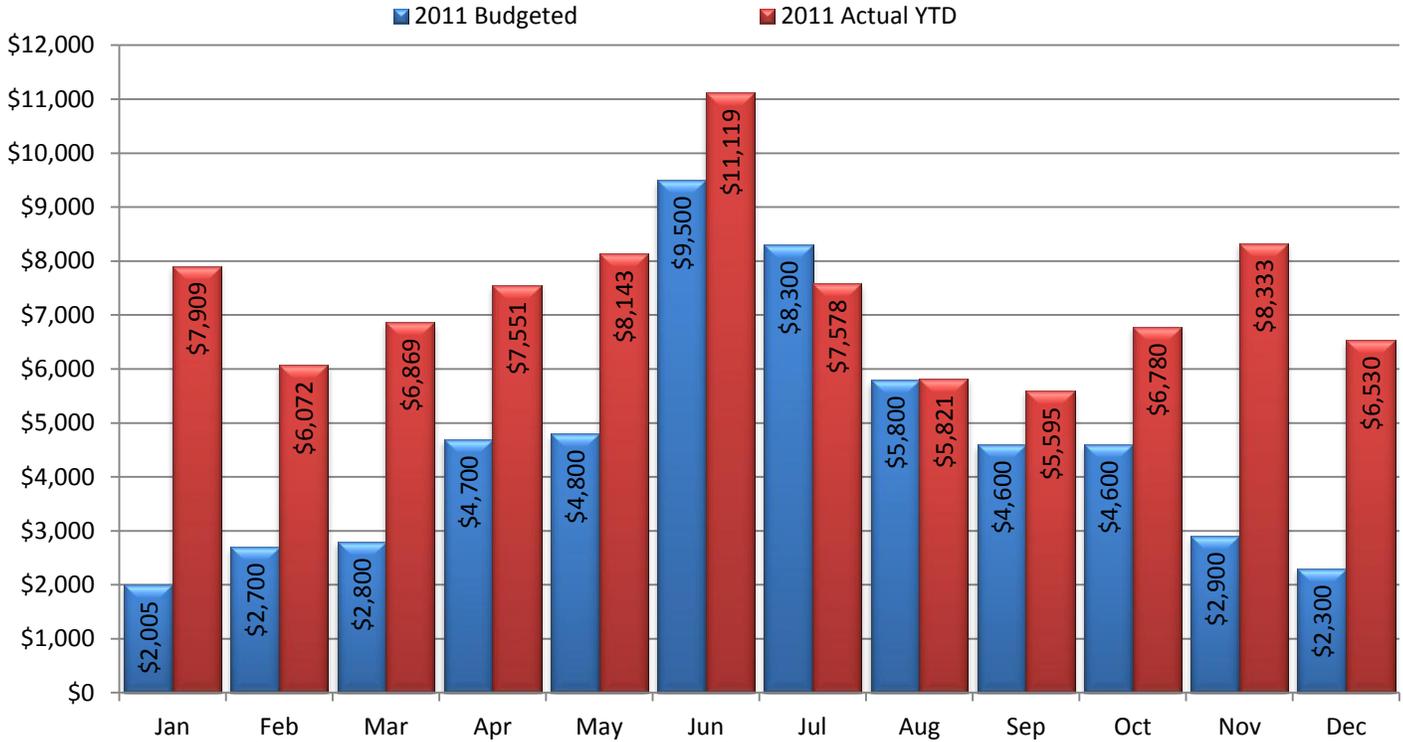


Revenue

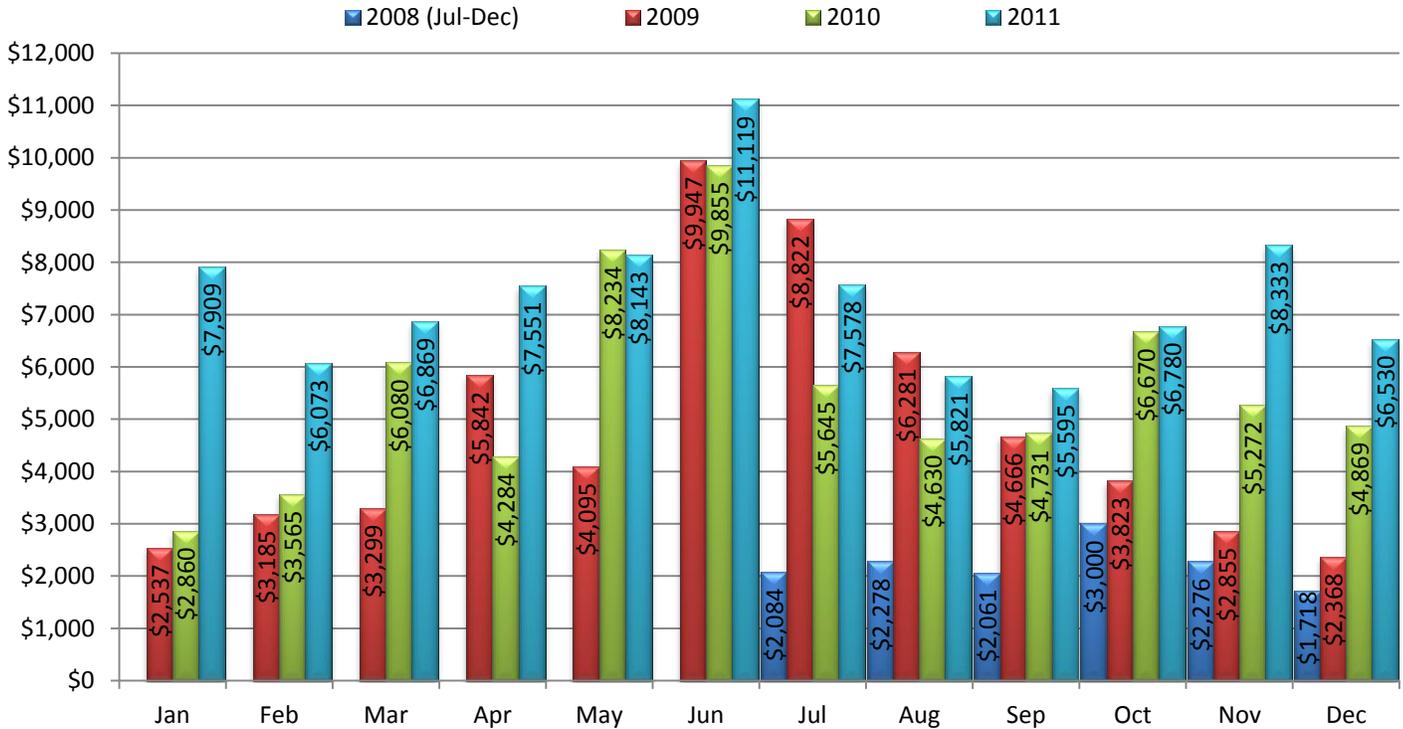
CAS has generated total revenue of \$88,301 year to date. This is approximately **61% Above** the \$55,005 budgeted year to date.

- Animal Licensing—\$66,358 YTD
- Animal Fees—\$21,943 YTD

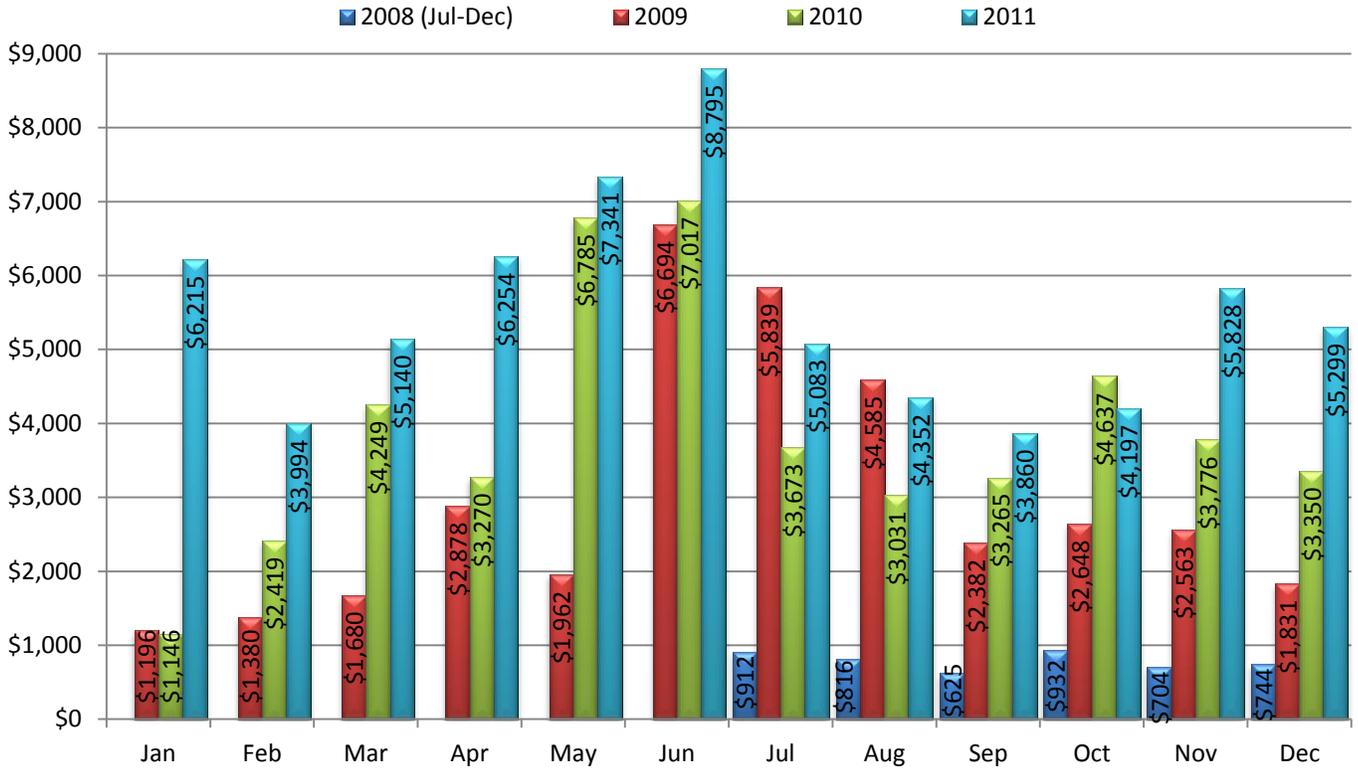
Total Revenue - Budgeted vs. Actual



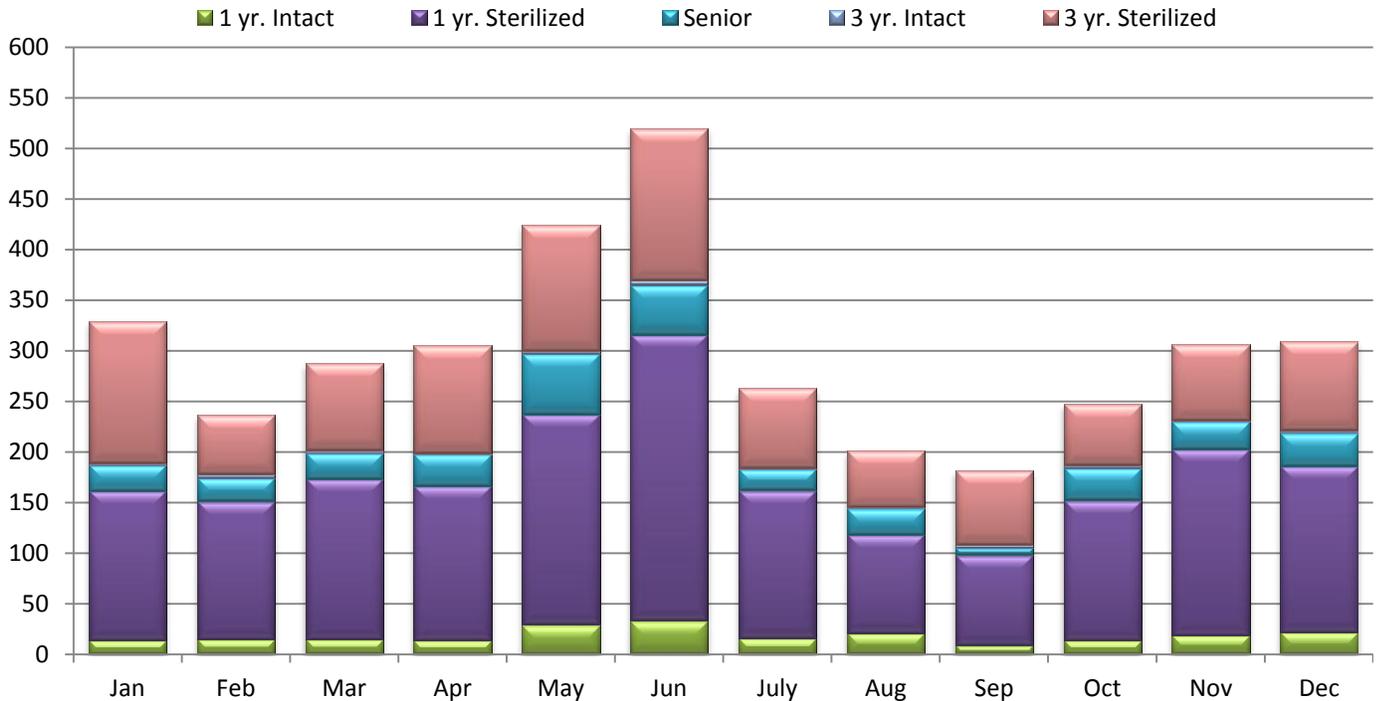
Total Revenue by Month & Year



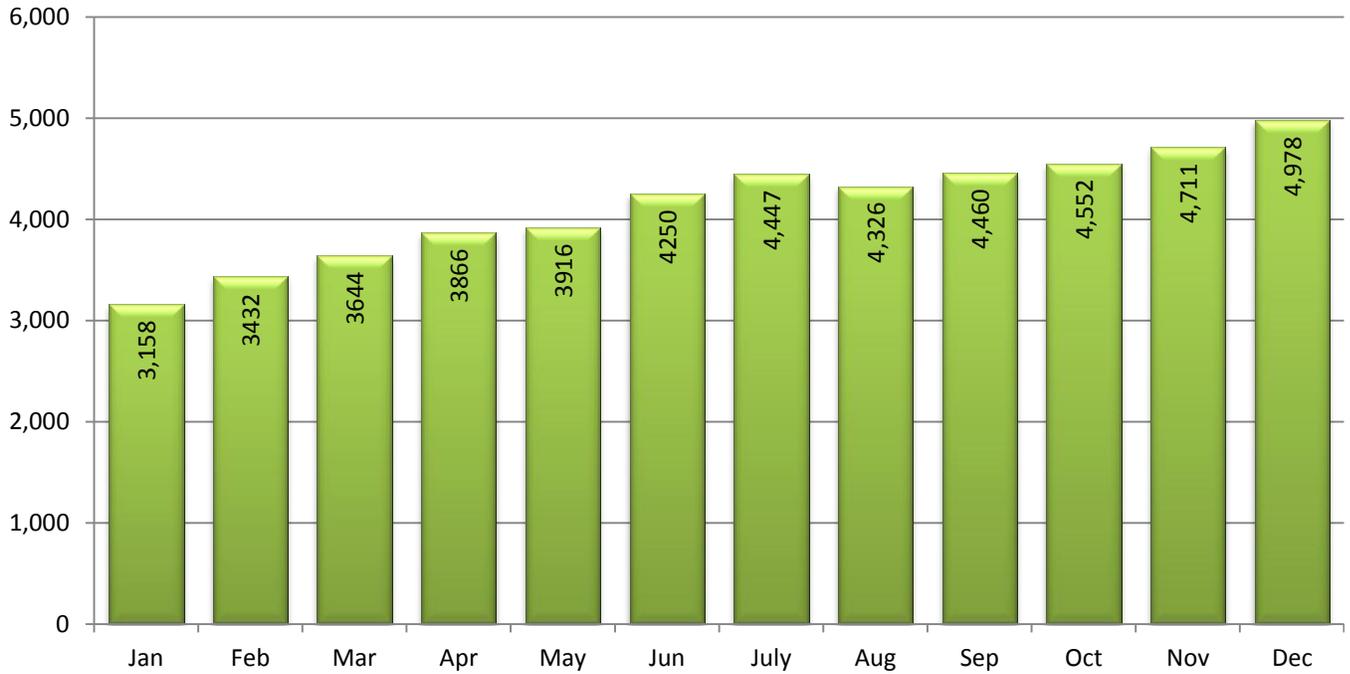
Animal License Revenue



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 December, the total number of licensed animals in the City is 4,978 or 19.62% of the estimated canine population of 25,375.

Fee Revenue

