

**Centennial Animal Services
February 2010 Monthly Progress Report
March 20, 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 February 2010. These efforts resulted in Animal Welfare Officers responding to 491 calls for service to include: 49 dogs at large, 10 noisy pets, 91 animal license checks, 21 animal impounds, 11 bite cases and 5 aggressive animal. The Department investigated 31 complaints of animal cruelty and responded to 6 animal rescues. There were 420 telephone calls received and 17 lost and found animal reports taken.

Enforcement activities resulted in 32 individuals being educated/verbal warnings, 8 written warnings, 8 summons and complaints being issued and 24 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in a 68% animal save rate with 32% of animals returned in the field, 32% returned from the kennel, and 4% adopted.

Activity

Field Services

- 491 Calls for Service: 106 - District 1, 73- District 2, 139- District 3, 129- District 4, 44 - Outside of City
- Enforcement Action: 32 Education/Verbal Warning, 181 Written Warnings, 8 Summonses
- Dangerous and Potentially Dangerous Animals
 - 5 – Investigation
 - 11 – Animal Bites Reported
 - 0 – Summons and Complaints Issued
 - 0 – Animal Confiscated

Animals Handled

- 24 Animals Handled: 16 Dogs, 4 Cat, 4 Others (Raccoons)
- 68% Animal Save Rate: 32% Returned in the Field, 32% Returned from Kennel, 4% Adopted

General Information

- 420 Telephone Calls, 51 Citizens Walk Ins, 1,500 Miles Driven

Revenue

Monthly

- \$4,381 in revenue was collected
 - \$2,419 Licensing
 - \$1,962 Fees

Year to Date

- \$7,241 in revenue has been collected, which is approximately **24% below** the 2010 year to date projected budget of \$10,938.

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

- Six Centennial Court appearances—Two Officers testified in Court for first time
- Two Officers completed training on Centennial Court software program
- Worked with Centennial Court to draft an advisement of rights form
- Worked with Centennial Court to resolve two ongoing Dangerous/Potentially Dangerous Animal cases
- Routine Patrols Up by 216% YTD
- Three Trainees completing Basic Animal Welfare Officer Training program
- Two Officers preparing to take State Certification Examination

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

- Printed Responsible Pet Ownership Article in Centennial Connections Newsletter
- Making contact with Centennial HOAs to develop interest in a CAS Community Policing Project
- Director of Planning and Development completed ride-a-long with CAS
- Taught Pet First Aid Class to CAS Officers and Dumb Friends League employees—57% of CAS Certified in Pet First Aid

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 11% from 2009
- Discussing regional animal sheltering services with the Humane Society of the South Platte Valley
- First Pet Fanciers Permit issued

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

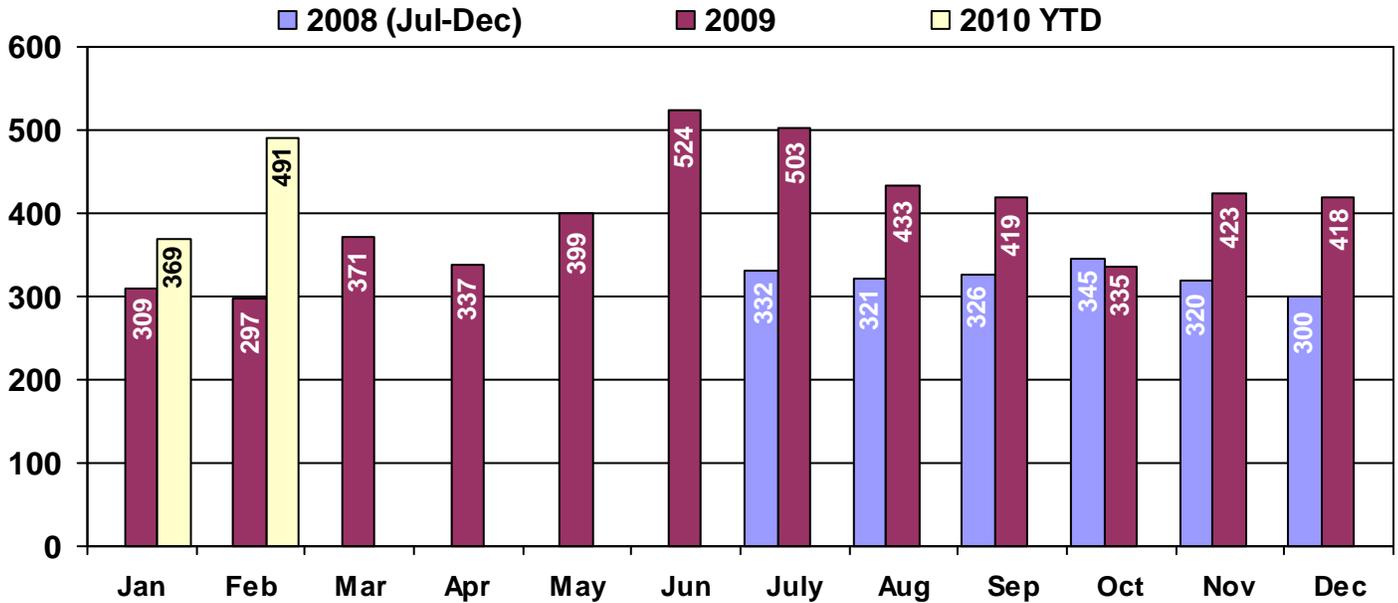
Progress

- Upgraded Chameleon Software with mapping feature enabling officers to see location of calls for service
- Decreased miles driven by 16% while increasing calls for service by 29% from 2009

Field Services

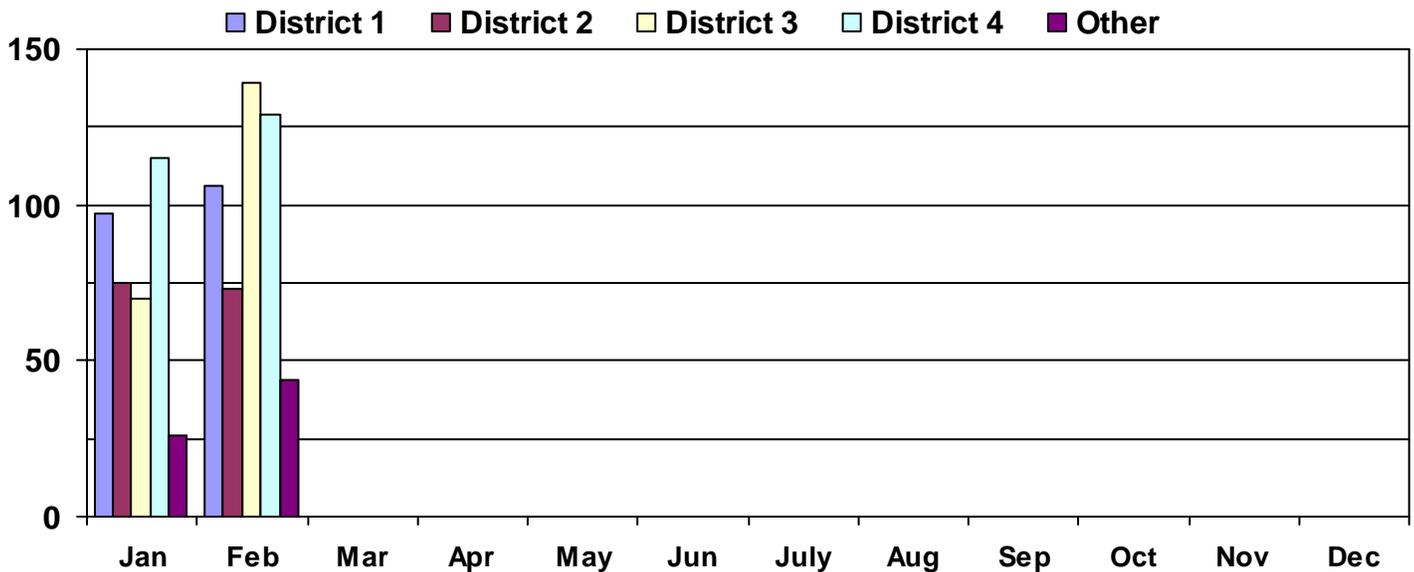
In February 2010 Animal Welfare Officers responding to 491 calls for service to include: 49 dogs at large, 10 noisy pets, 91 animal license checks, 21 animal impounds, 2 bite cases and 5 aggressive animal. The Department investigated 31 complaints of animal cruelty and responded to 6 animal rescues. Enforcement actions have resulted in 32 Education/Verbal Warnings, 8 Written Warnings, and 8 Summons and Complaints. There have been 5 Dangerous and Potentially Dangerous (DA/PDA) investigations, 11 Animal Bites, 0 summons and complaints for DA/PDA have been issued and 0 animals confiscated as a result DA/PDA enforcement action.

Total Calls for Services



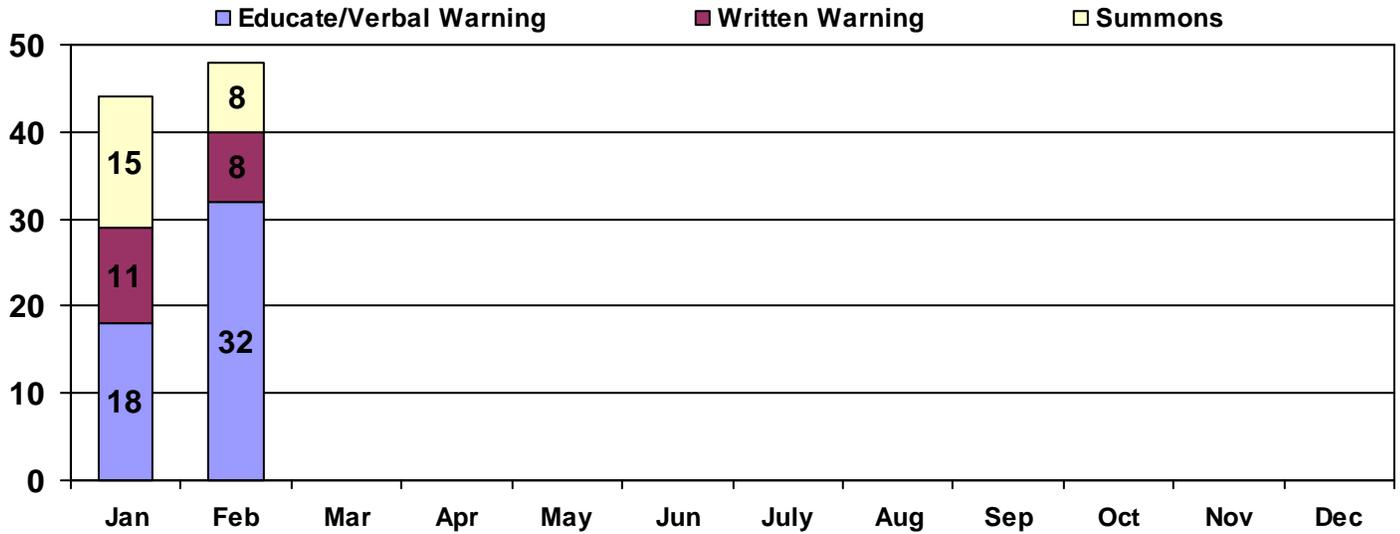
Centennial Animal Services has responded to 491 calls for service YTD - 106 in District 1, 73 in District 2, 139 in District 3, 129 in District 4, and 44 outside of the City.

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 32 education/verbal warnings, 8 written warnings, and 8 summons and complaints year to date.

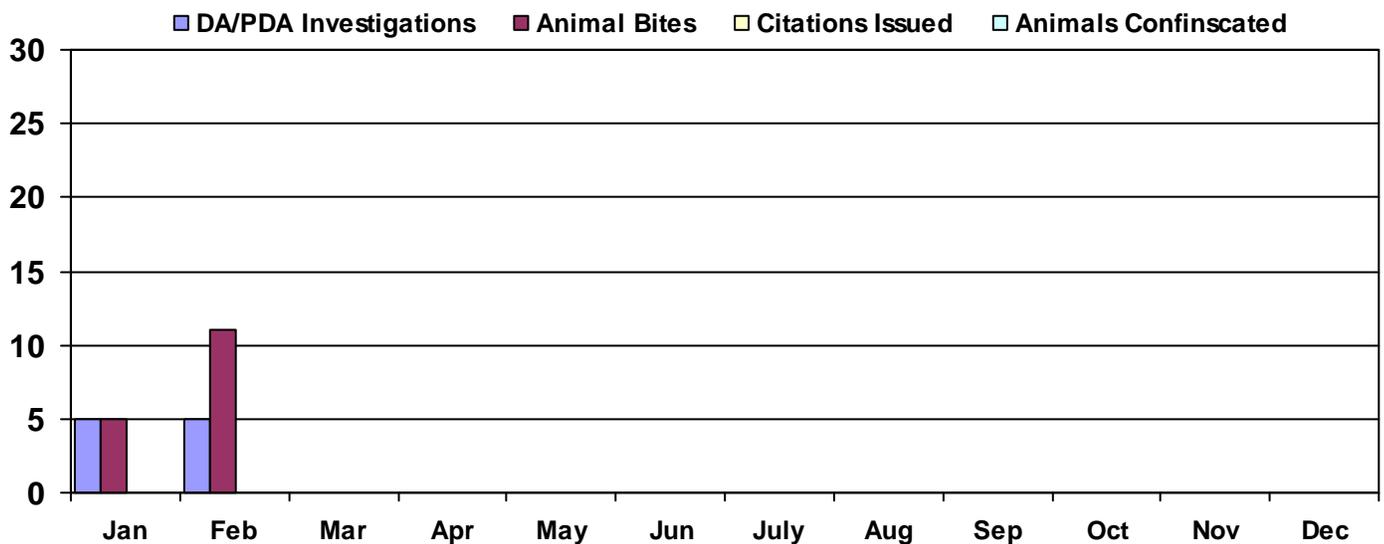
Actions Taken



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.

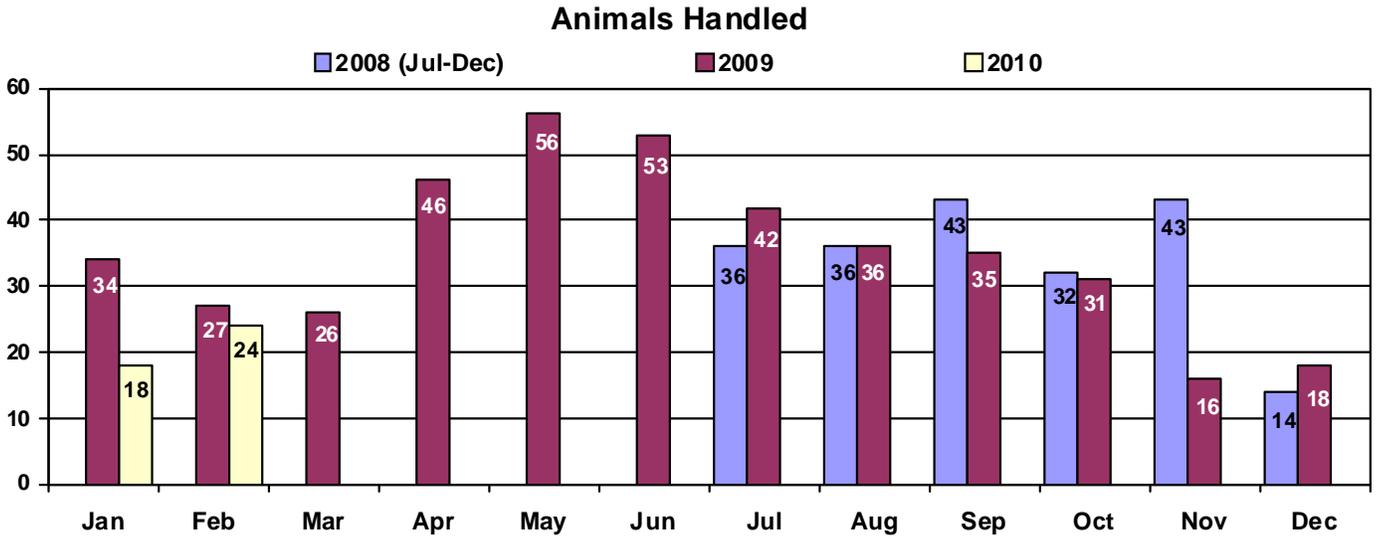
The numbers of DA/PDA Reports, Animal Bites, Citations Issued for DA/PDA, and Animals Confiscated as a result of citations issued are reported below. Year to date CAS has conducted 5 DA/PDA Investigations, processed 11 Animal Bites, Issued 0 DA/PDA Summons, and Confiscated 0 Animals.

Dangerous & Potentially Dangerous Animals

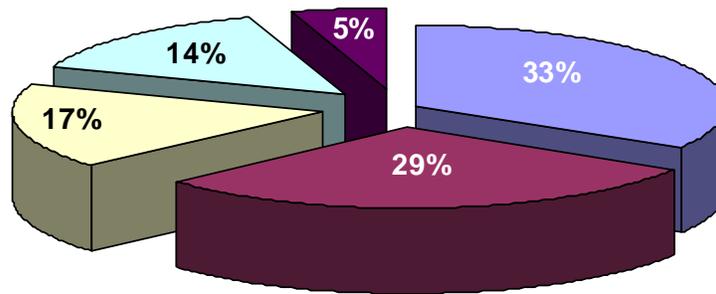


Animals Handled

Year to date CAS has handled 42 animals: 29 Dogs, 6 Cats, 7 Others. 77% of these animals have been saved.

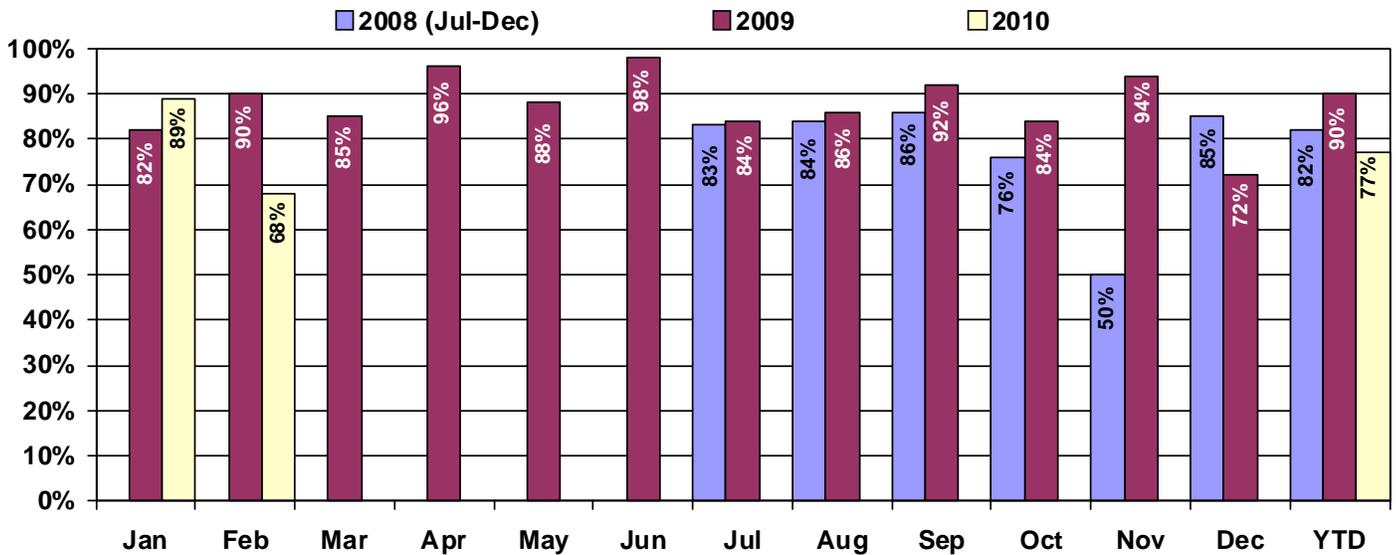


Year to Date Animal Outcomes



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

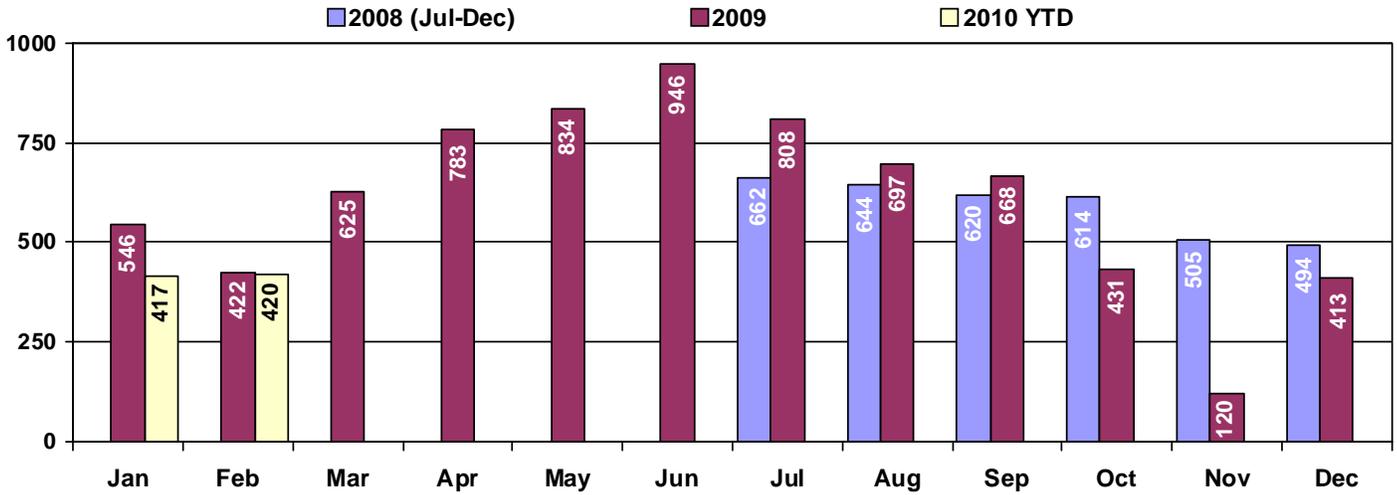
Animal Save Rate



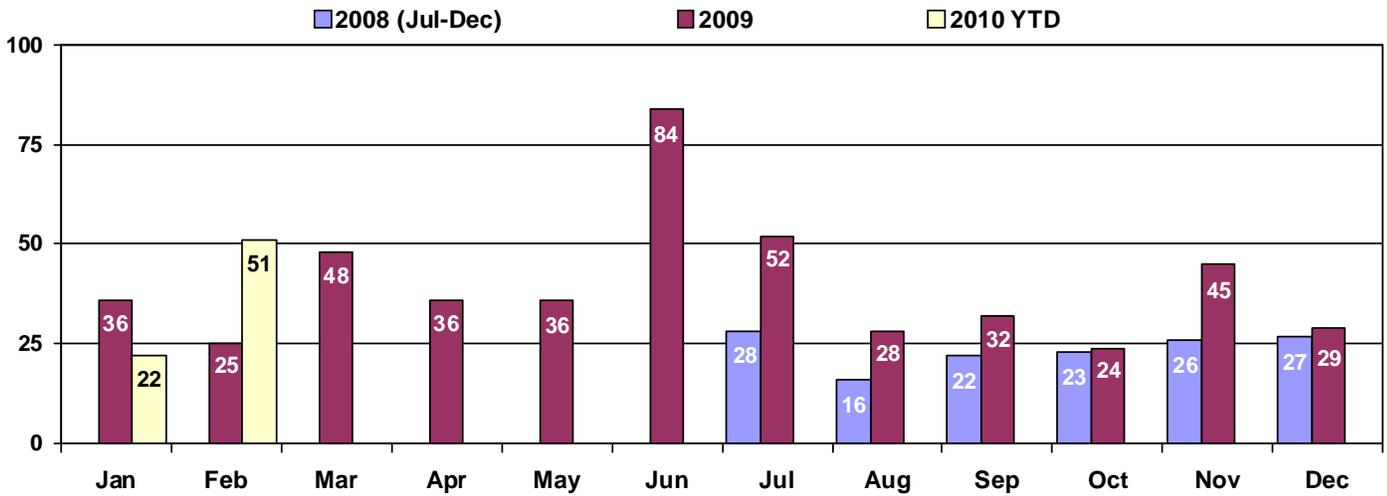
General Information

A total of 420 telephone calls have been received, 51 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 7,297 miles without accident or injury.

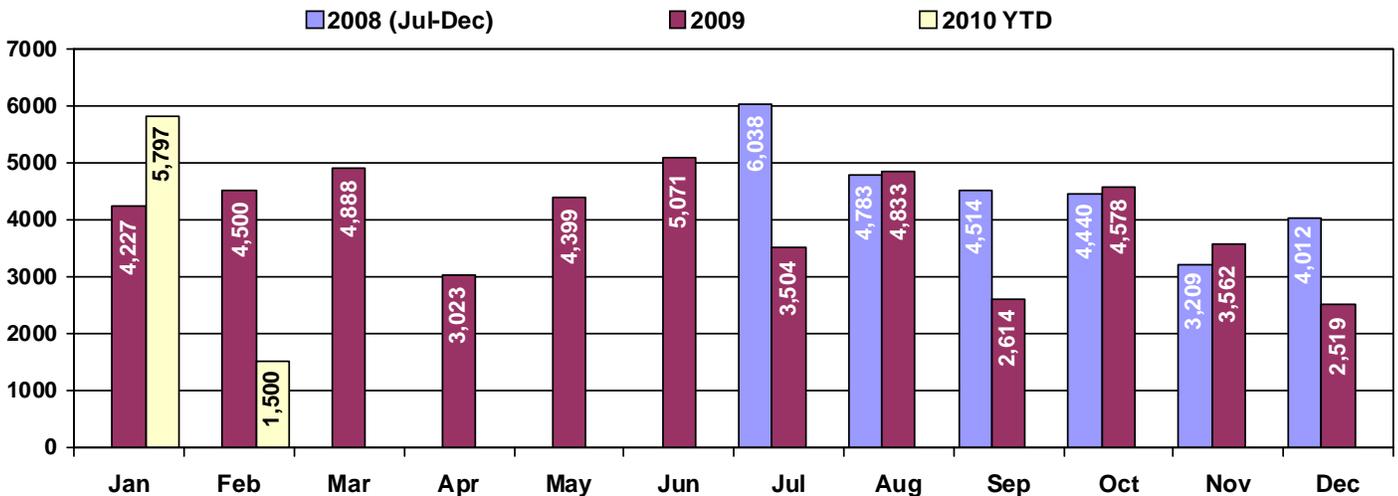
Telephone Calls



Citizen Walk-Ins



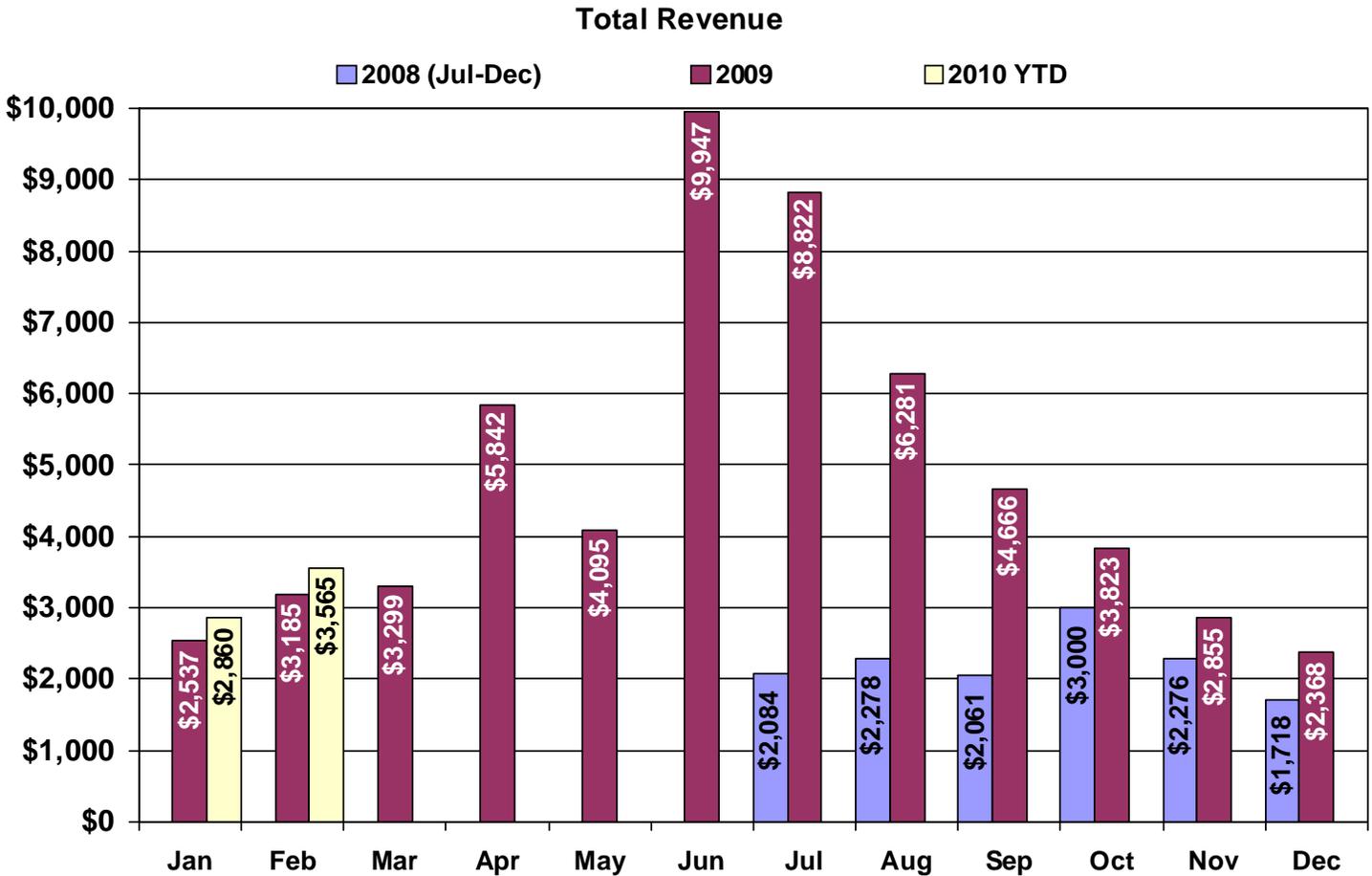
Miles Driven



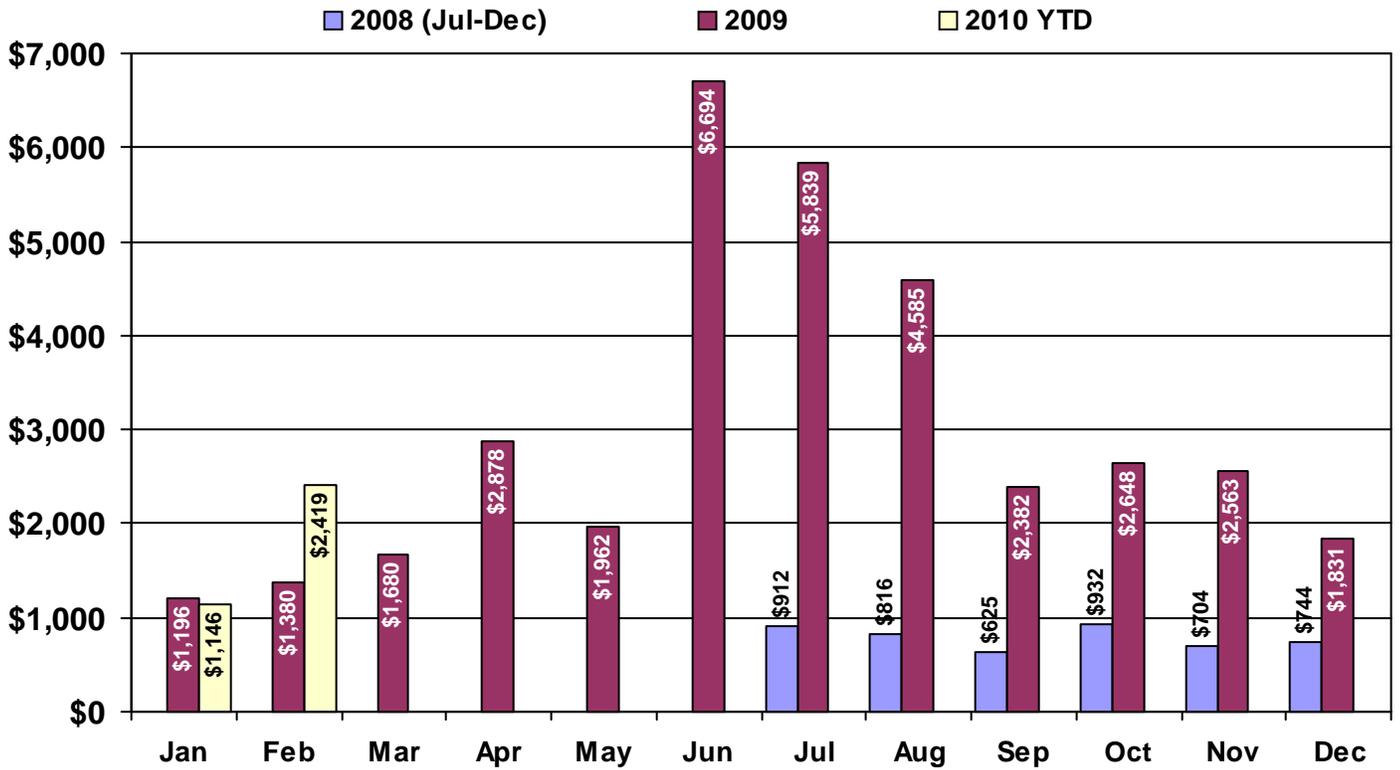
Revenue

CAS has generated total revenue of \$8,273 year to date. This is approximately **24% below** the \$10,938 yearly budget allocation for revenues.

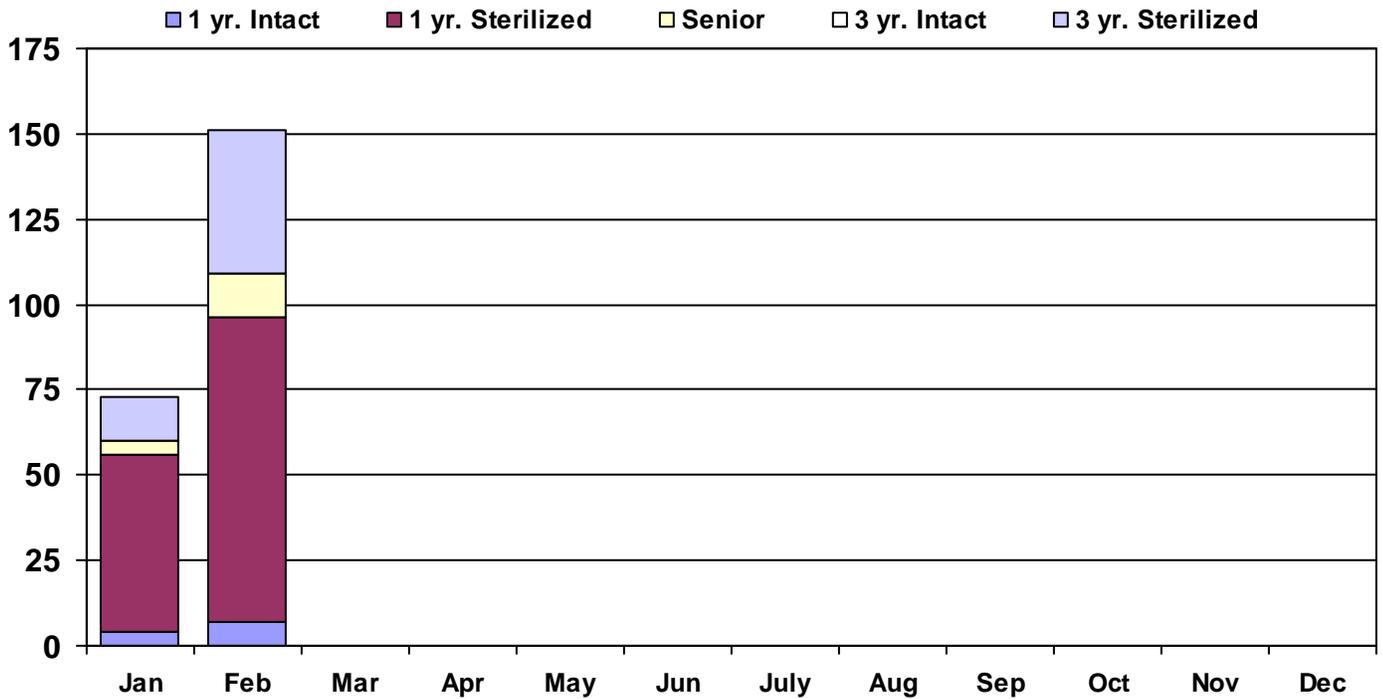
- Animal Licensing – \$3,565 YTD approximately **50% below** the \$7,130 budgeted YTD
- Animal Fee – \$3,676 YTD approximately **25% above** the \$2,776 budgeted YTD
- HSPPR Office Space Lease- \$1,032 YTD **0% below** the \$1,032 budgeted YTD



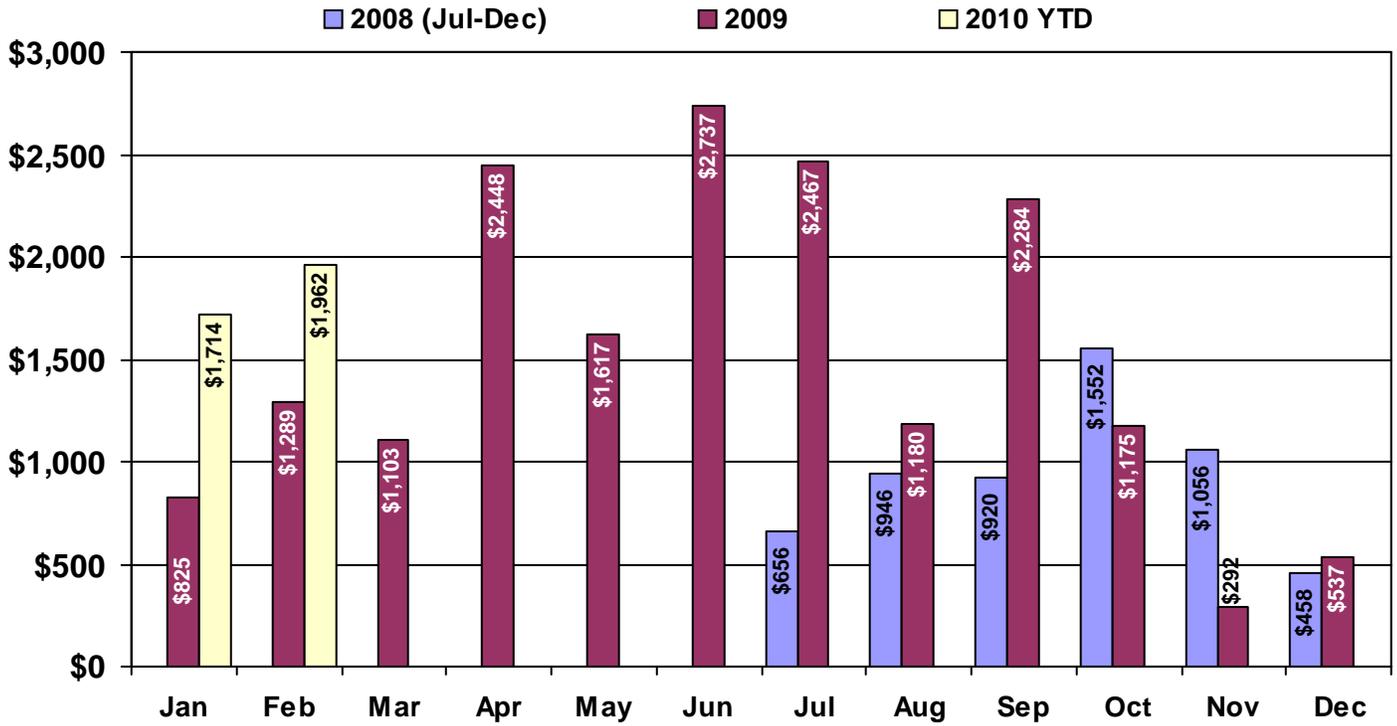
License Revenue



Animal Licenses Issued



Fee Revenue



Fees Collected

