

**Centennial Animal Services
January 2011 Monthly Progress Report
February 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 January 2011. These efforts resulted in Animal Welfare Officers responding to 717 calls for service to include: 35 dogs at large, 19 noisy pets, 434 animal license checks, 14 animal impounds, 15 bite cases and 1 aggressive animal. The Department investigated 31 complaints of animal cruelty and responded to 1 animal rescue. There were 515 telephone calls received and 23 lost and found animal reports taken.

Enforcement activities resulted in 9 individuals being educated/verbal warnings, 23 written warnings, 10 summons and complaints being issued and 21 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in a 90% animal save rate (including wildlife) with 43% of animals returned in the field, 43% returned from the kennel, and 5% being transferred to adoption partners.

Activity

Field Services

- 717 Calls for Service: 119 - District 1, 107 - District 2, 239- District 3, 241 - District 4, 11 - Outside of City
- Enforcement Action: 9 Education/Verbal Warning, 23 Written Warnings, 10 Summonses
- Dangerous and Potentially Dangerous Animals
 - 1 – Investigation
 - 5 – Animal Bites Reported
 - 0 – Summons and Complaints Issued
 - 0 – Animal Confiscated

Animals Handled

- 21 Animals Handled: 19 Dogs, 0 Cat, 2 Others (Wildlife)
- 90% Animal Save Rate: 43% Returned in the Field, 43% Returned from Kennel, 5% Adopted

General Information

- 515 Telephone Calls, 44 Citizens Walk Ins, 3,405 Miles Driven

Revenue

Monthly

- \$7,908.89 in revenue was collected
 - \$6,215 Licensing
 - \$1,693.89 Fees

Year to Date

- \$7,908.89 in revenue has been collected, which is approximately **294% above** the 2011 year to date projected budget of \$2,005.

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

- Achieved a 90% live release for January 2011—100% excluding wildlife
- 28 Minute response time to all Priority 1 calls for service
- Used decrease in citizen initiated calls due to inclement weather to increase licensing efforts

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

- Continue to provide proactive increased patrols during periods of stable weather—73 patrols completed
- Provided emergency services during several inclement weather events
- Began recording coyote sightings, observations, and encounters

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

- Revenue 294% above year to date revenue budget and 177% above January 2010 revenue.
- Working with HSPPR Team to develop licensing marketing campaign
- 13.1% 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

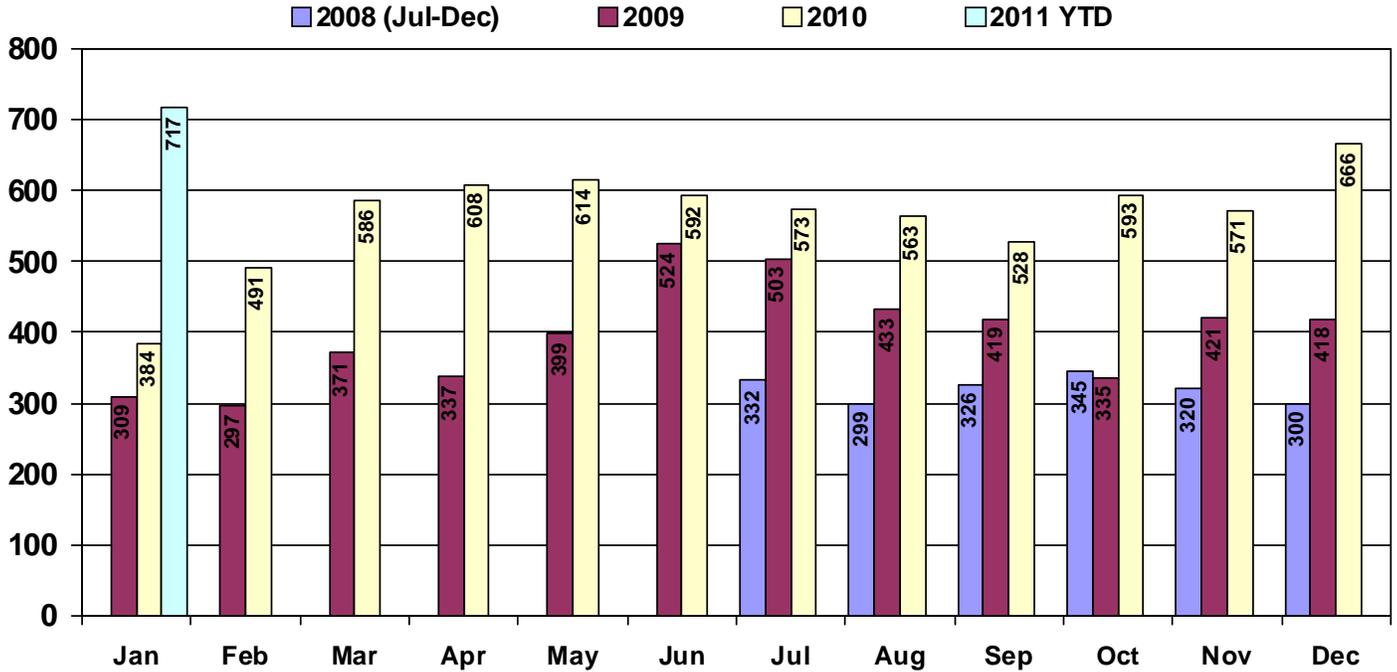
Progress

- Significantly decreased miles driven from January 2010

Field Services

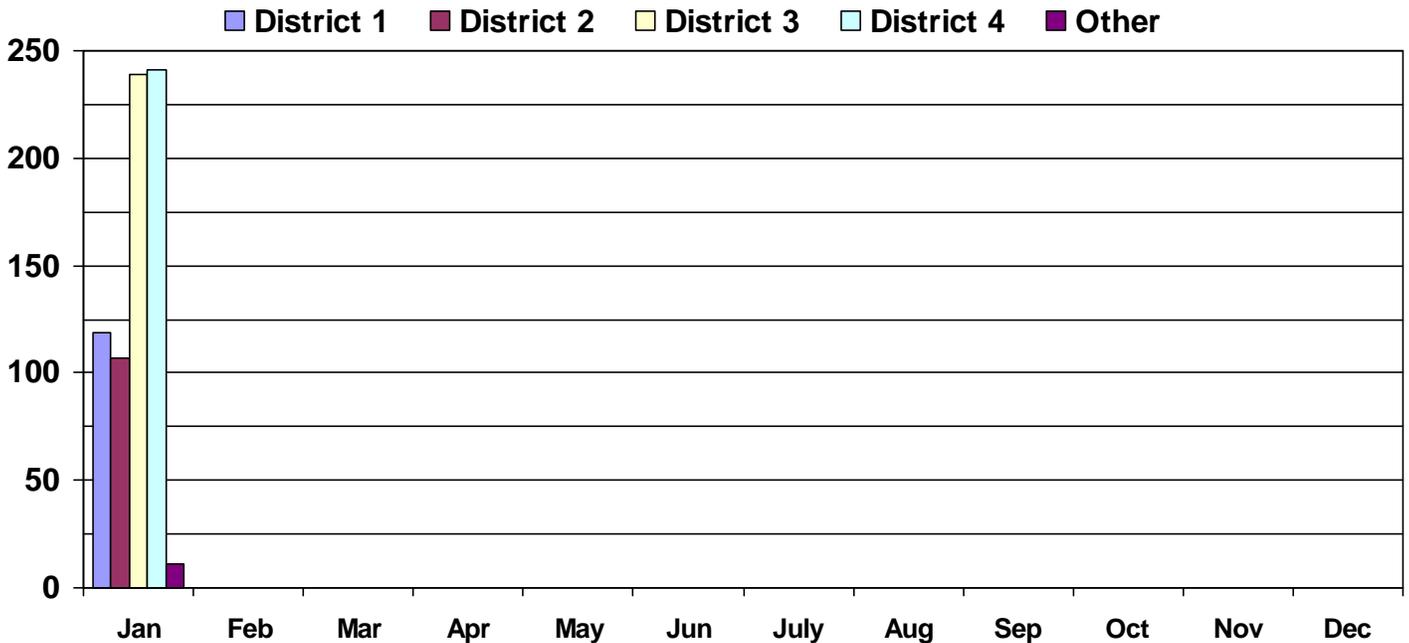
In January 2011 Animal Welfare Officers responded to 717 calls for service to include: 35 dogs at large, 19 noisy pets, 434 animal license checks, 14 animal impounds, 5 bite cases and 1 aggressive animal. The Department investigated 31 complaints of animal cruelty and responded to 1 animal rescue. Enforcement actions have resulted in 9 Education/Verbal Warnings, 23 Written Warnings, and 10 Summons and Complaints.

Calls for Service



Centennial Animal Services has responded to 717 calls for service YTD – 119 in District 1, 107 in District 2, 239 in District 3, 241 in District 4, and 11 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 9 education/verbal warnings, 23 written warnings, and 10 summons and complaints year to date.

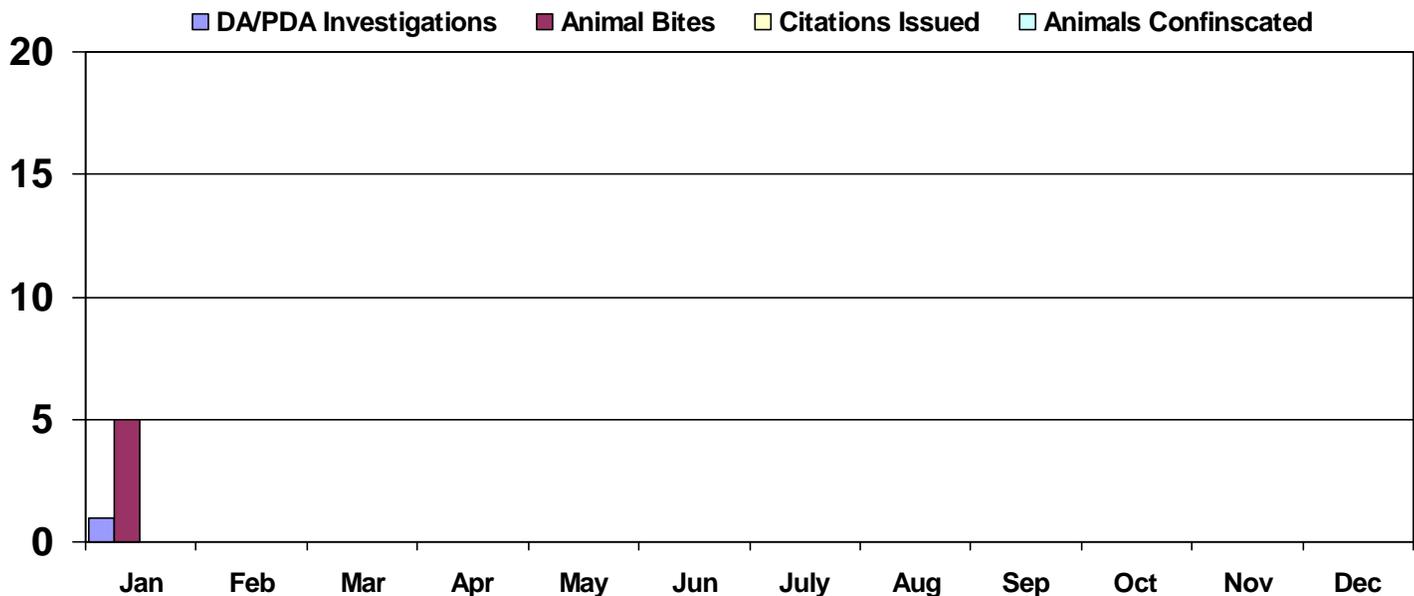
Actions Taken



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 1 DA/PDA Investigation, processed 5 Animal Bites, Issued 0 DA/PDA Summons, and Confiscated 0 Animals.

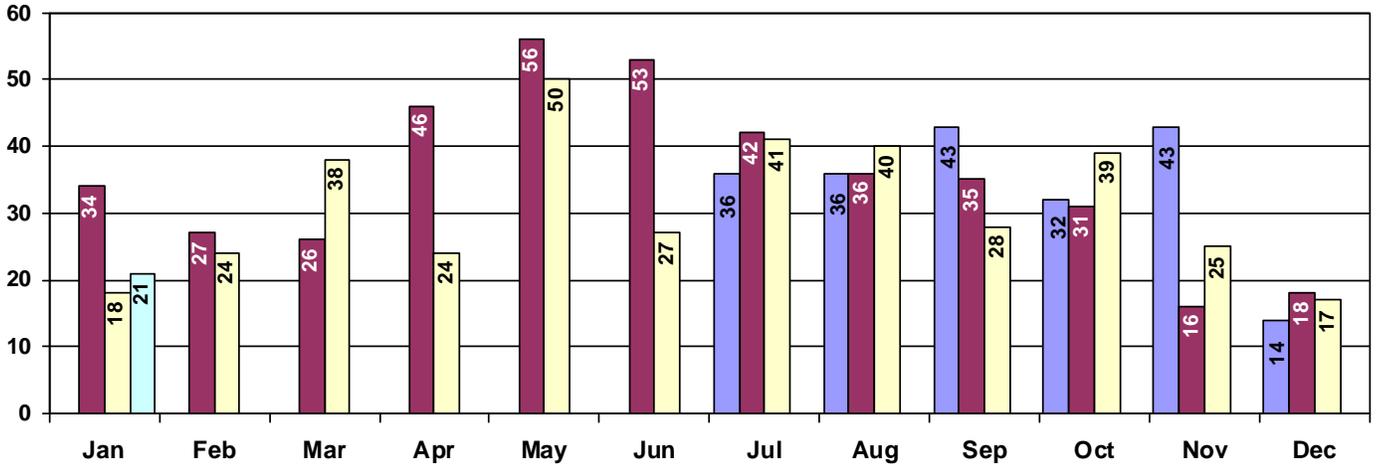
Dangerous & Potentially Dangerous Animals



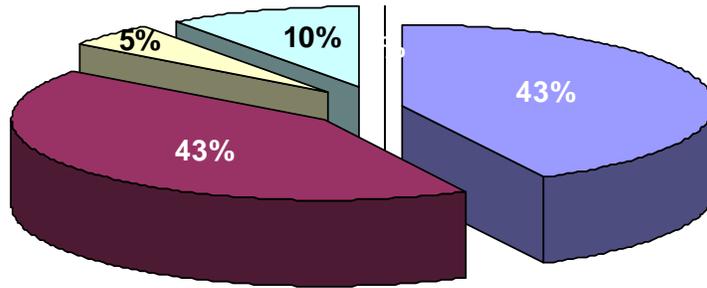
Animals Handled

Year to date CAS has handled 21 animals: 19 Dogs, 0 Cats, 2 Others. 90% of these animals have been saved with 100% of domestic animals being saved.

Animals Handled

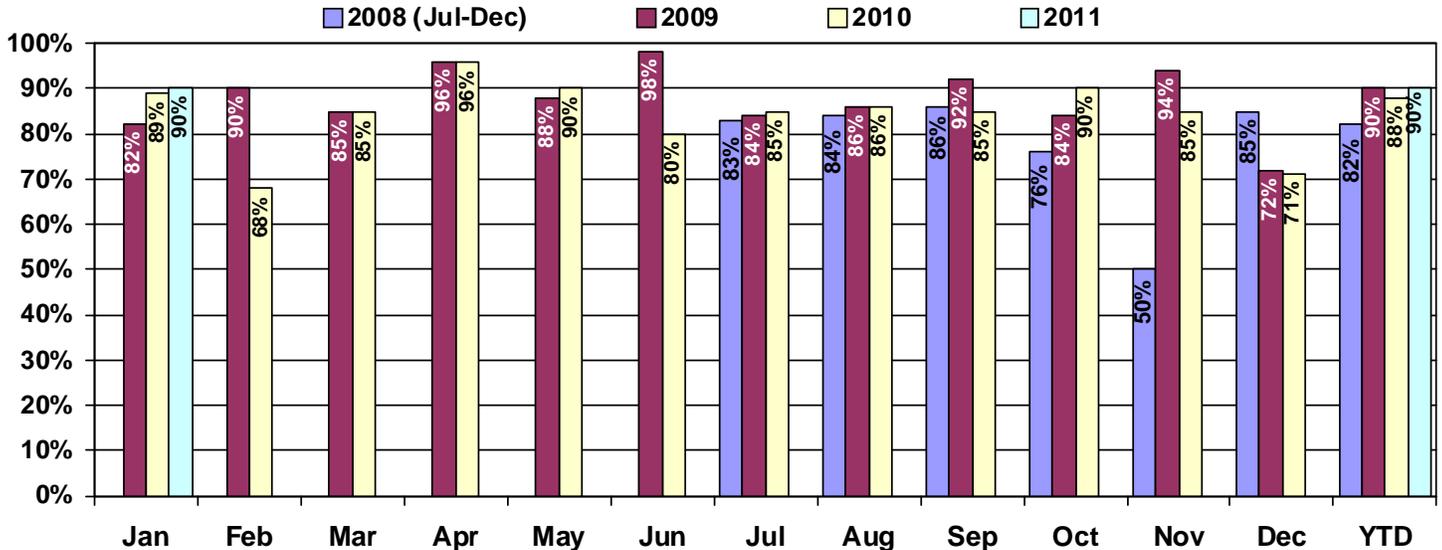


Year to Date Animal Outcomes



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

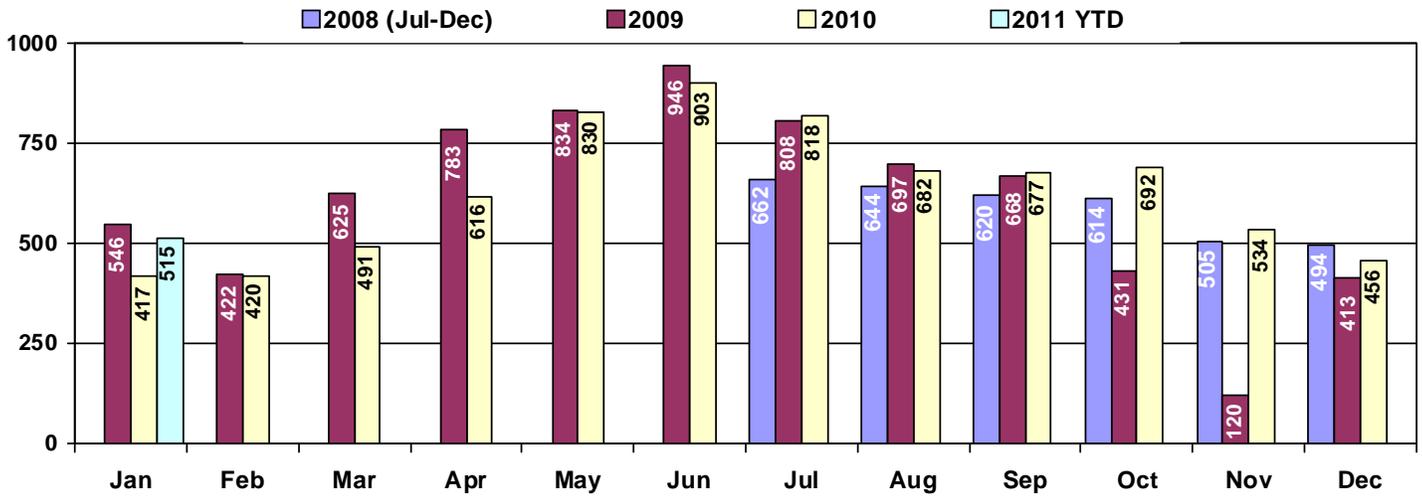
Animal Save Rate



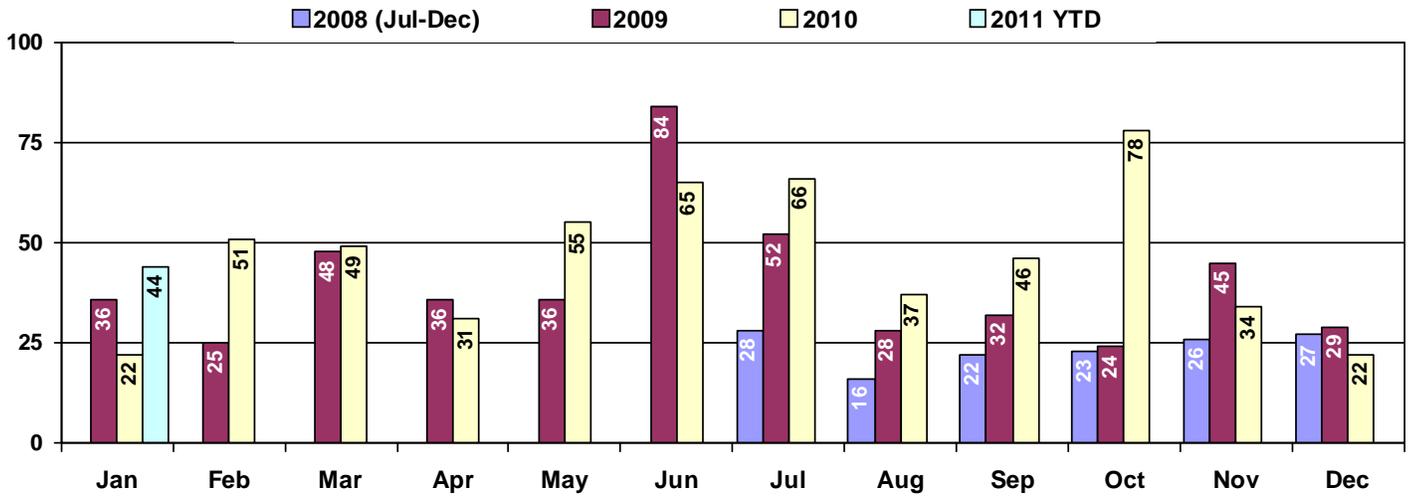
General Information

A total of 515 telephone calls have been received, 44 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 3,405 miles without accident or injury.

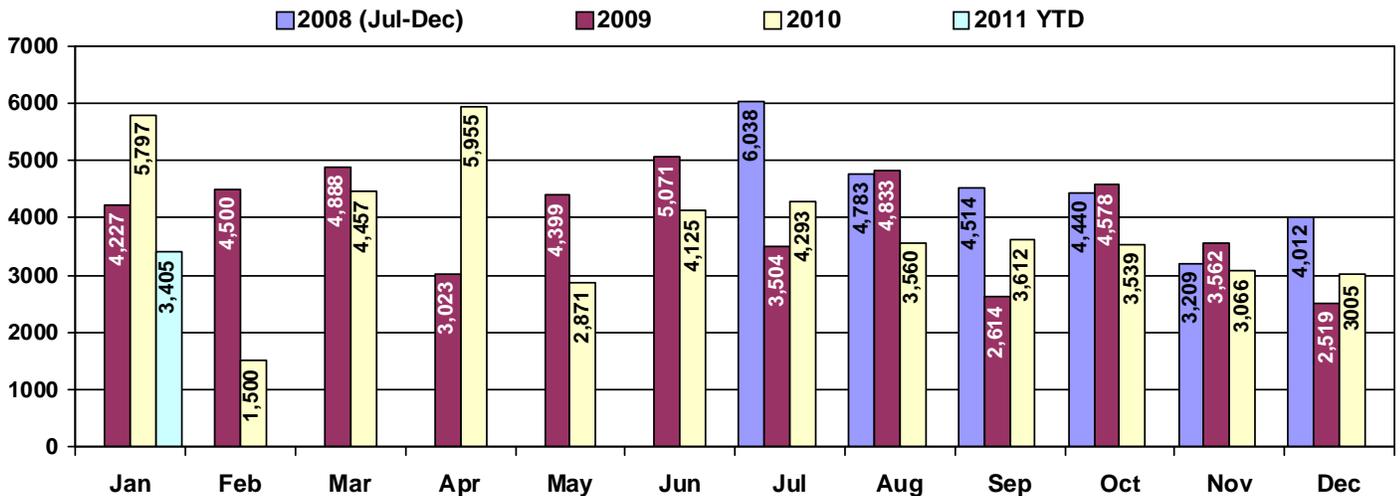
Telephone Calls



Citizen Walk-Ins



Miles Driven

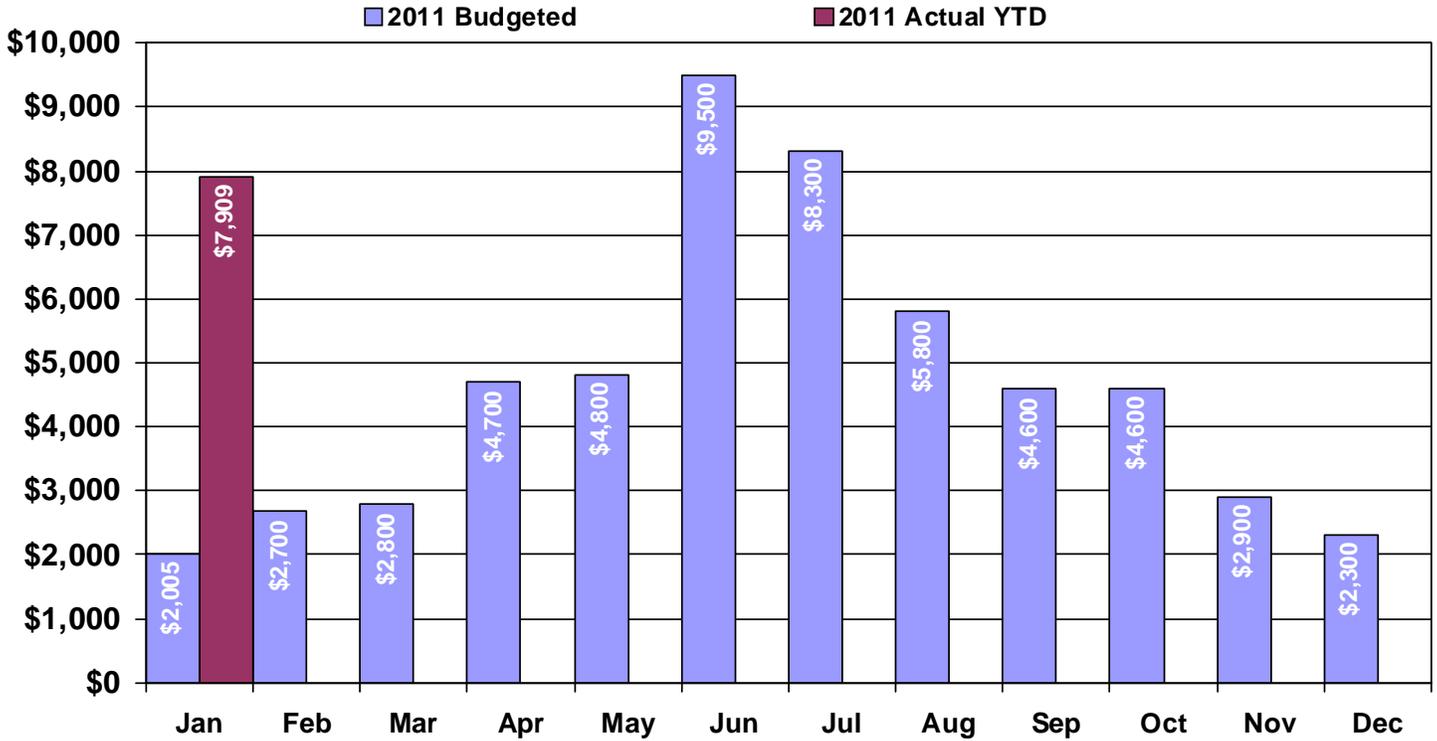


Revenue

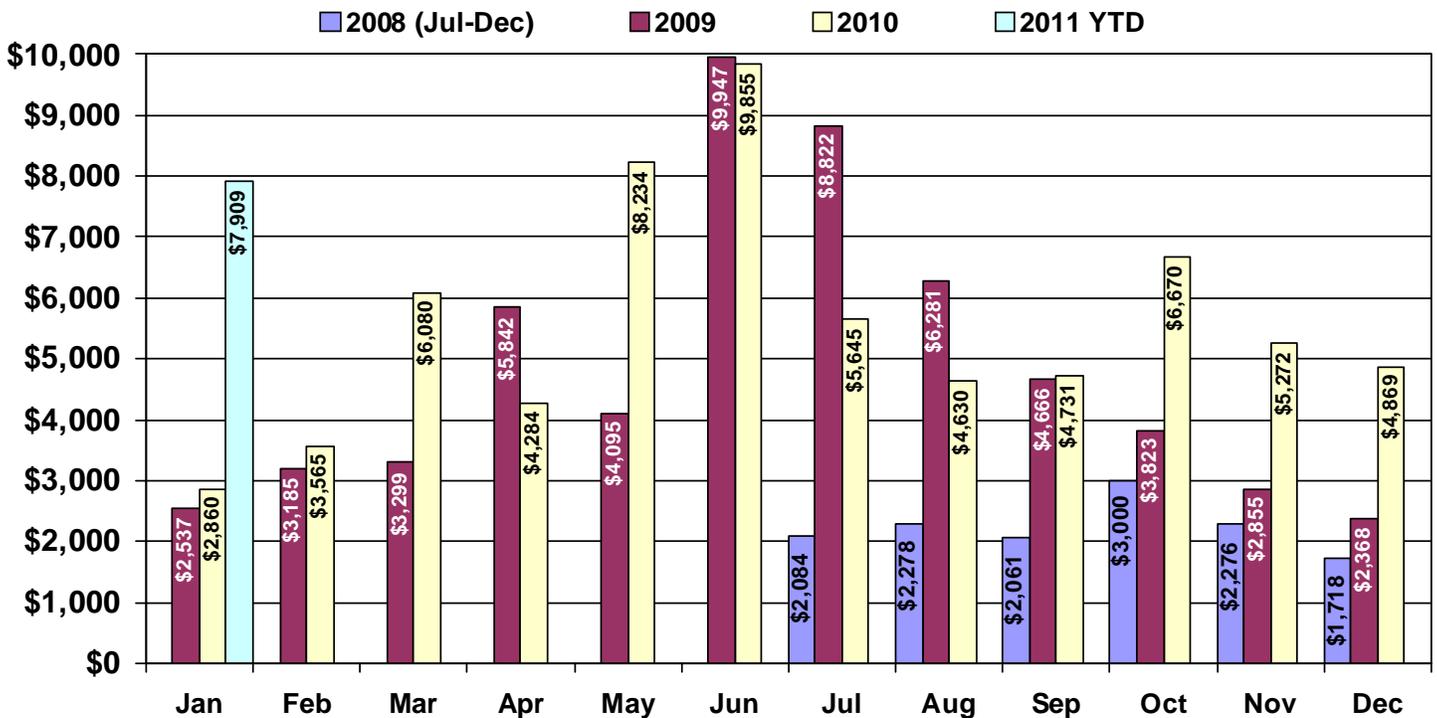
CAS has generated total revenue of \$7,908.89 year to date. This is approximately **294% Above** the \$2,005 budgeted year to date.

- Animal Licensing—\$6,215 YTD approximately **343% Above** the \$1,404 budgeted YTD
- Animal Fee—\$1,693.89 YTD approximately **182% Above** the \$601 budgeted YTD

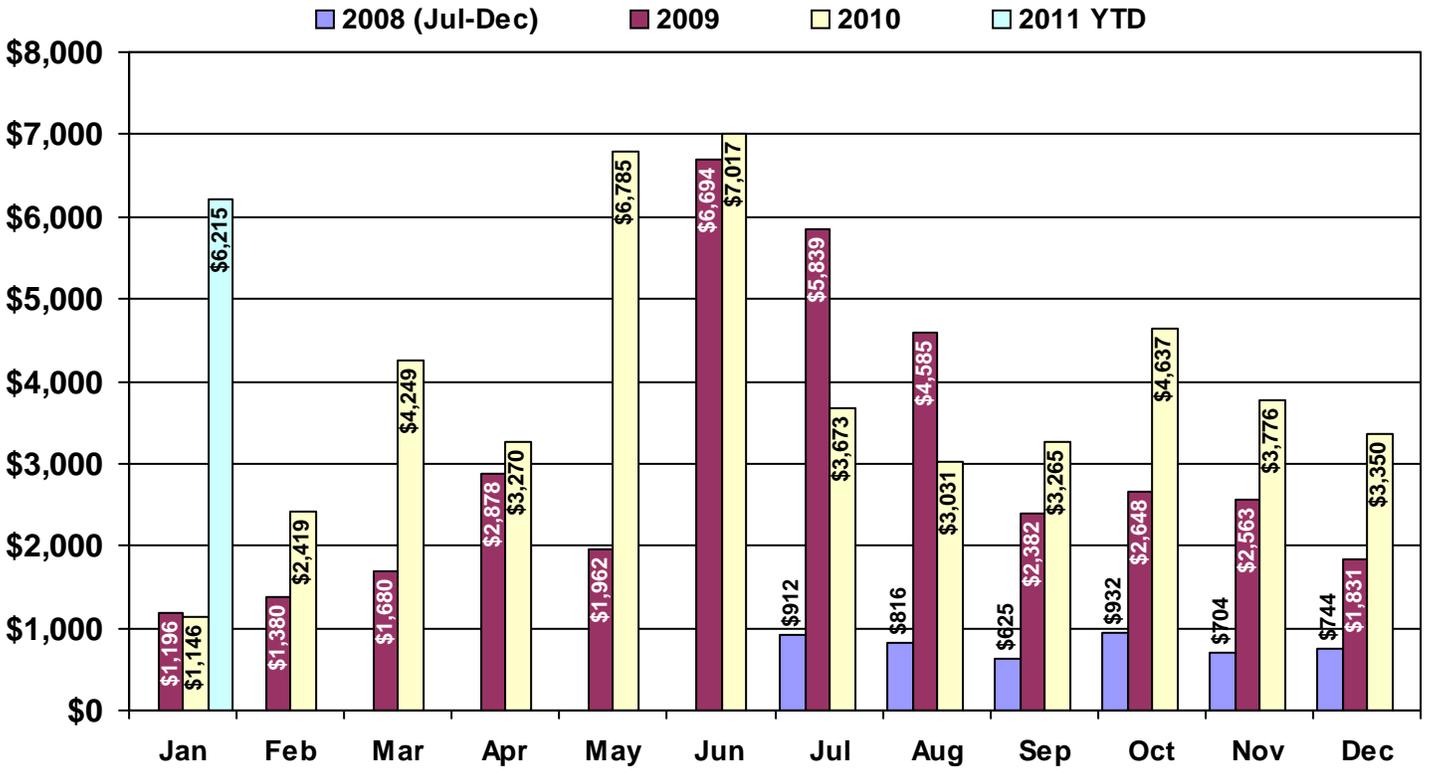
Total Revenue Budgeted vs. Actual



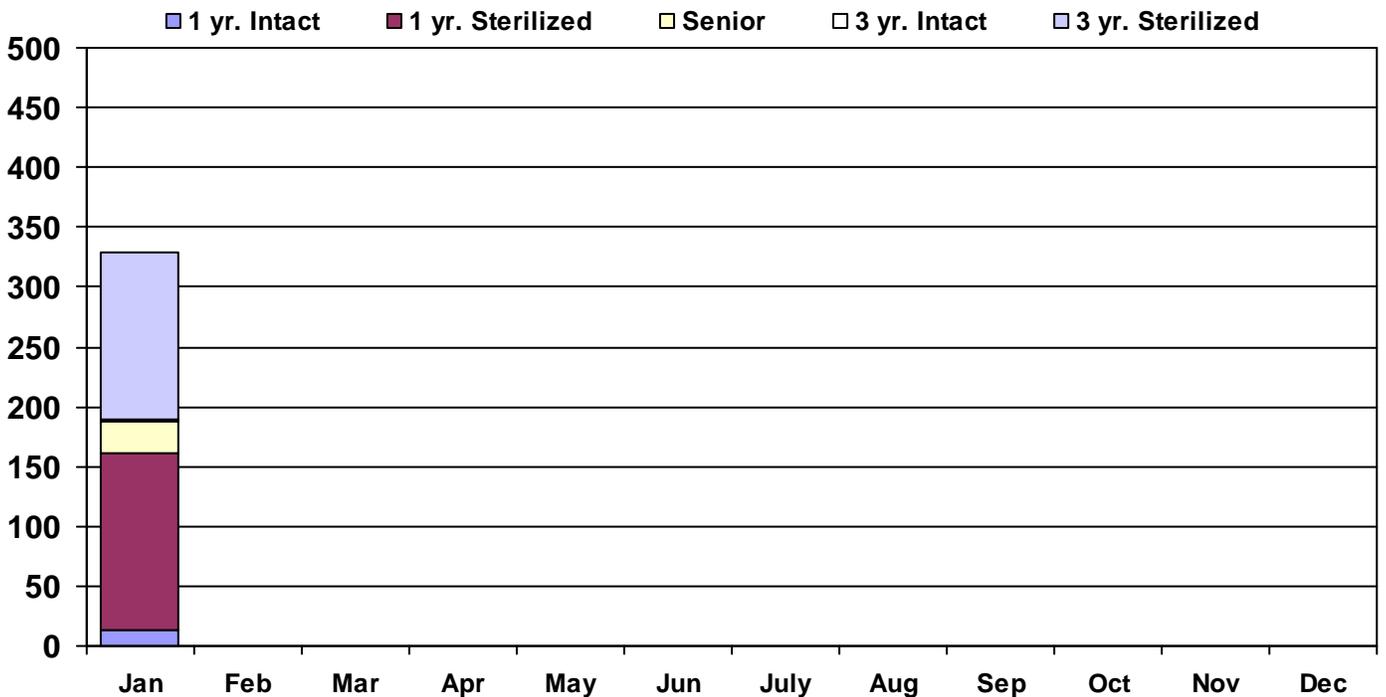
Total Revenue by Year



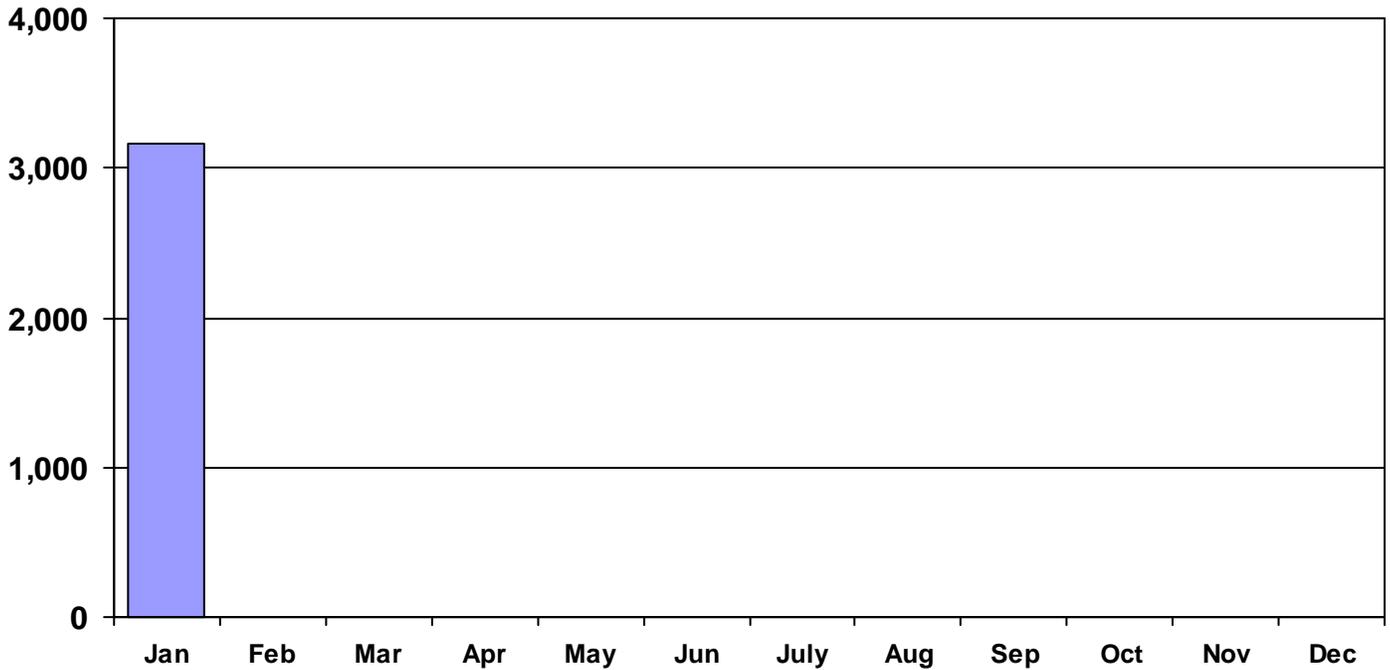
Animal License Revenue



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 January, the total number of licensed animals in the City is 3,158 or 13.1% of the estimated canine population of 24,000.

Fee Revenue

