

**Centennial Animal Services
March 2011 Monthly Progress Report
April 11, 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 March 2011. These efforts resulted in Animal Welfare Officers responding to 901 calls for service to include: 47 dogs at large, 9 noisy pets, 455 animal license checks, 6 animal impounds, 12 bite cases and 11 aggressive animals. The Department investigated 24 complaints of animal cruelty and responded to 3 animal rescue. There were 623 telephone calls received and 38 lost and found animal reports taken.

Enforcement activities resulted in 79 individuals being educated/verbal warnings, 23 written warnings, 16 summons and complaints being issued and 38 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in a 82% animal save rate (including wildlife) with 47% of animals returned in the field, 32% returned from the kennel, and 3% being transferred to adoption partners.

Activity

Field Services

- 901 Calls for Service: 96 - District 1, 182 - District 2, 419- District 3, 196 - District 4, 8 - Outside of City
- Enforcement Action: 79 Education/Verbal Warning, 23 Written Warnings, 16 Summonses
- Dangerous and Potentially Dangerous Animals
 - 1 – Investigation
 - 9– Animal Bites Reported
 - 0– Summons and Complaints Issued
 - 0 – Animal Confiscated

Animals Handled

- 38 Animals Handled: 30 Dogs, 6 Cat, 1 Others, 1 Wildlife
- 84% Animal Save Rate: 47% Returned in the Field, 32% Returned from Kennel, 3% Adopted

General Information

- 623 Telephone Calls, 49 Citizens Walk Ins, 3,150 Miles Driven

Revenue

Monthly

- \$6,869 in revenue was collected
 - \$5,140 Licensing
 - \$1,729 Fees

Year to Date

- \$20,850.49 in revenue has been collected, which is approximately **246% above** the 2011 year to date projected budget of \$6,015.

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 82% live release for March 2011—84% excluding wildlife
- 89% of animal licenses issued in 03/2011 were issued directly through the CAS officers (11% through mail in applications)

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—106 patrols completed
- Continued planning for summer events

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

- Instituted license follow-up strategy that resulted in 90% compliance within 24 hours.
- Working with HSPPR Team to develop licensing marketing campaign
- 14.36% 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

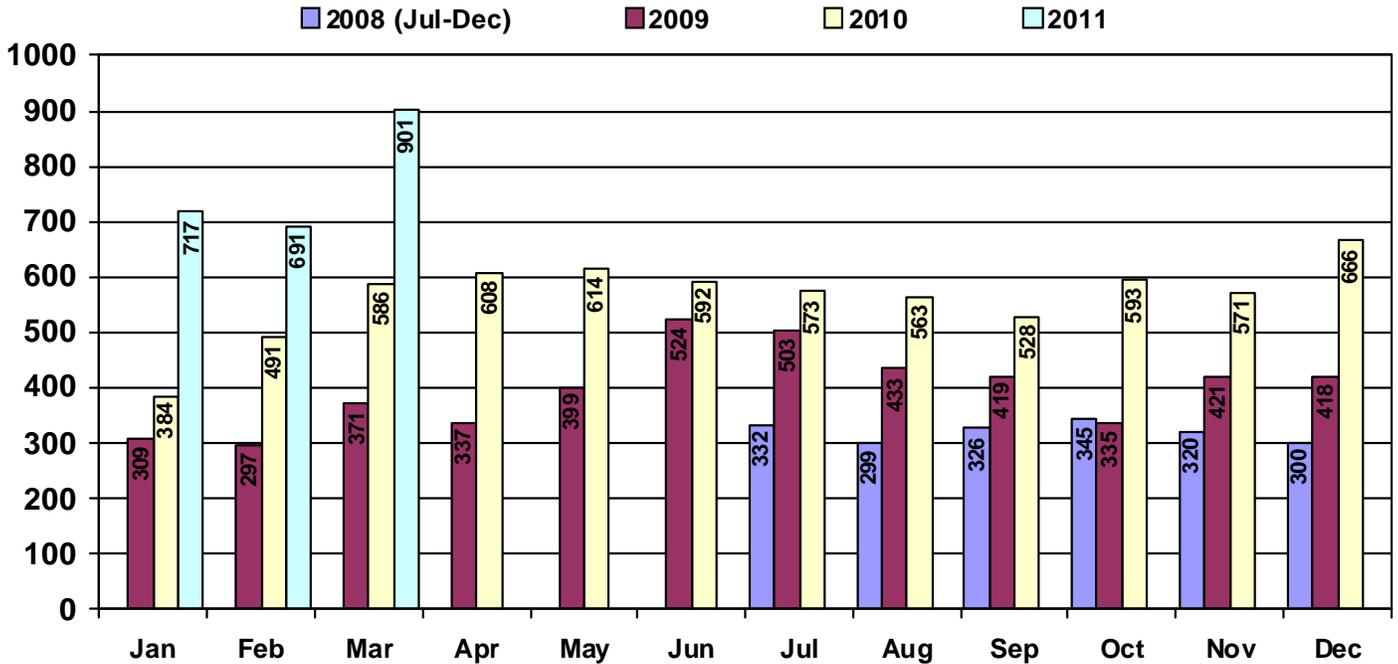
Progress

- Working with service provider to establish GPS systems in Animal Services Vehicles
- Actively pursuing equipment for bicycle patrols

Field Services

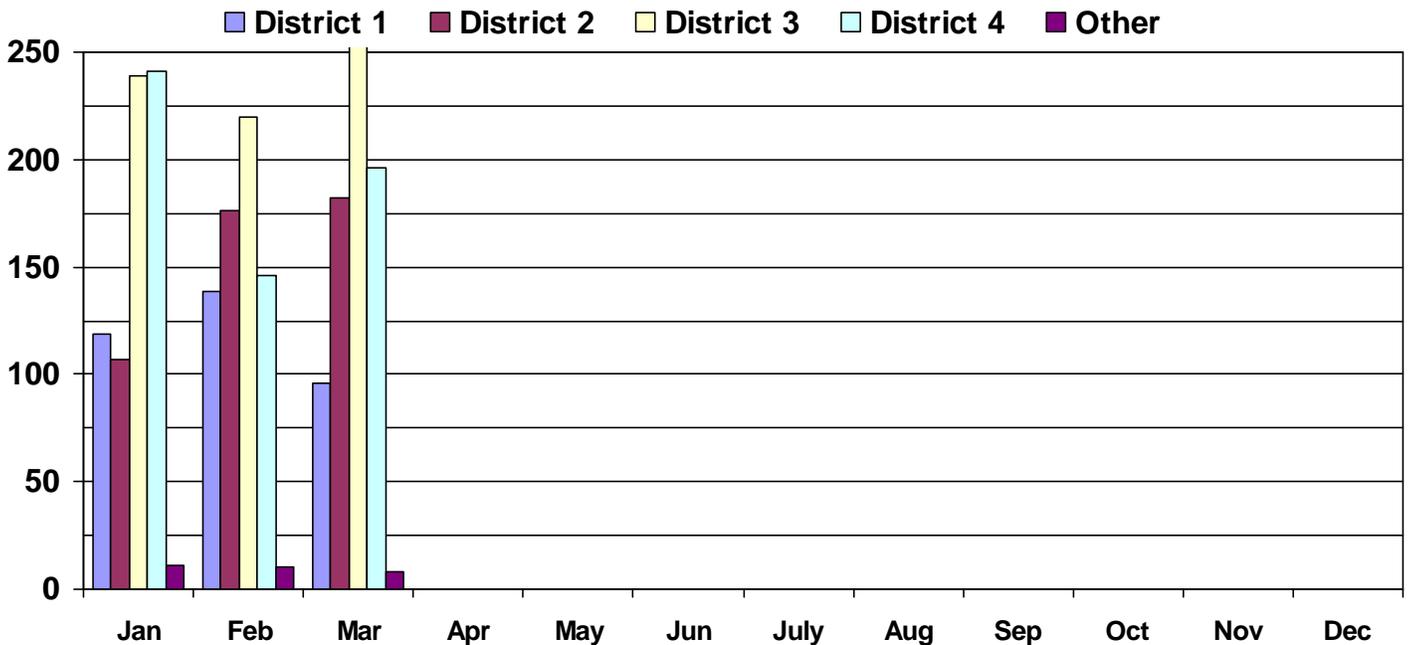
In February 2011 Animal Welfare Officers responded to 901 calls for service to include: 47 dogs at large, 9 noisy pets, 455 animal license checks, 6 animal impounds, 12 bite cases and 11 aggressive animal. The Department investigated 24 complaints of animal cruelty and responded to 3 animal rescues. Enforcement actions have resulted in 79 Education/Verbal Warnings, 23 Written Warnings, and 16 Summons and Complaints.

Calls for Service



Centennial Animal Services has responded to 2309 calls for service YTD – 354 in District 1, 465 in District 2, 878 in District 3, 583 in District 4, and 29 outside of the City. New Districts incorporated February 14, 2011.

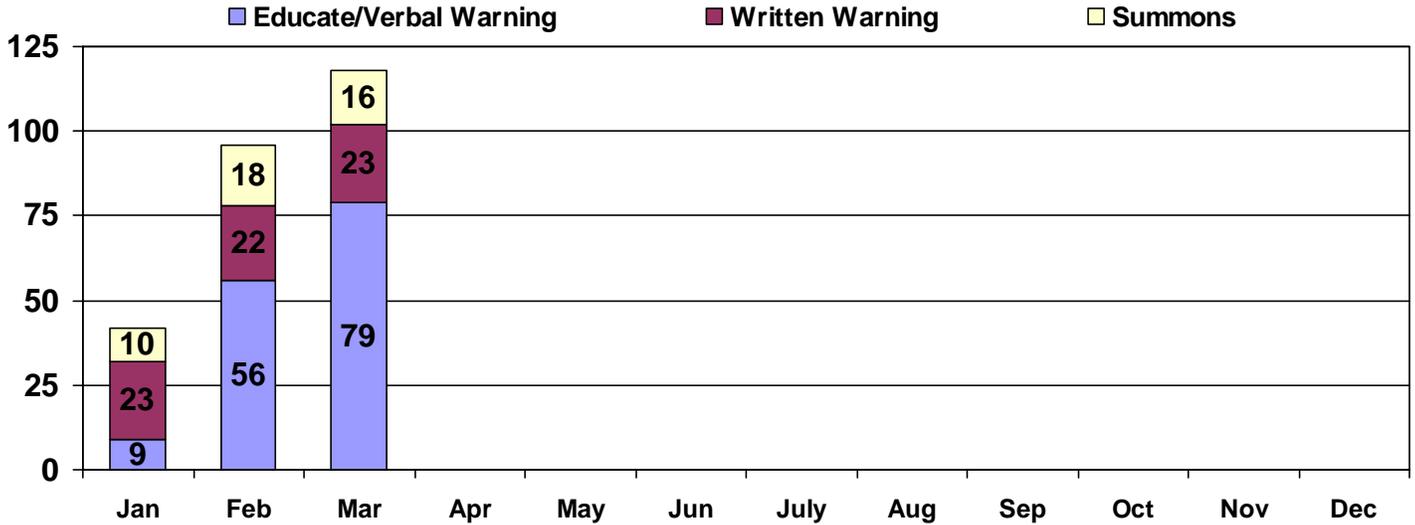
Calls for Services by District



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 144 education/verbal warnings, 68 written warnings, and 44 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,

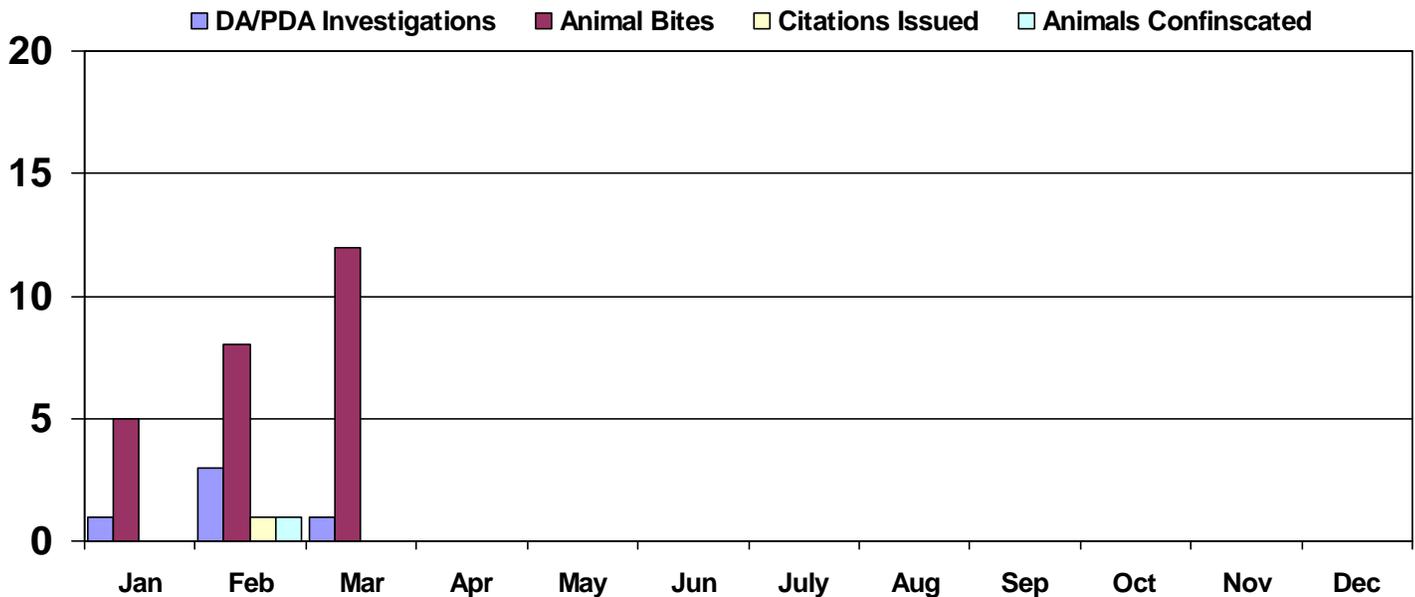
Actions Taken



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 Investigation, processed 35 Animal Bites, Issued 1 DA/PDA Summons, and Confiscated 2 Animals.

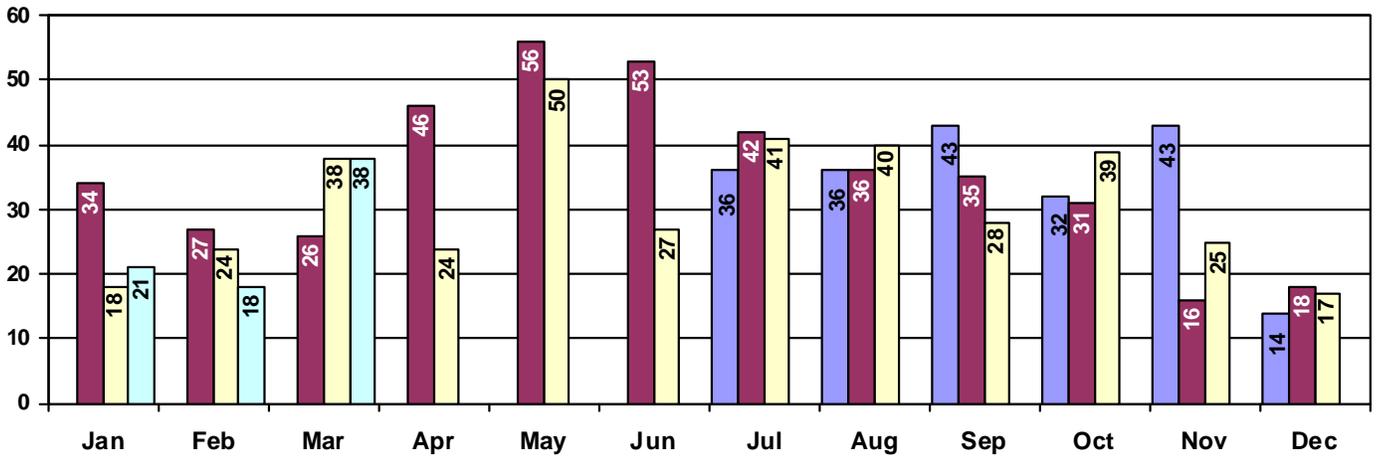
Dangerous & Potentially Dangerous Animals



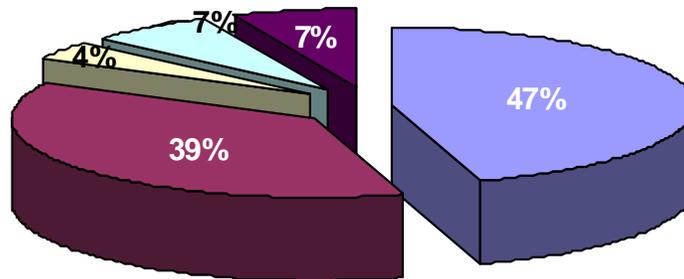
Animals Handled

Year to date CAS has handled 77 animals: 65 Dogs, 8 Cats, 4 Others. 87% of these animals have been saved with 91% of domestic animals being saved.

Animals Handled

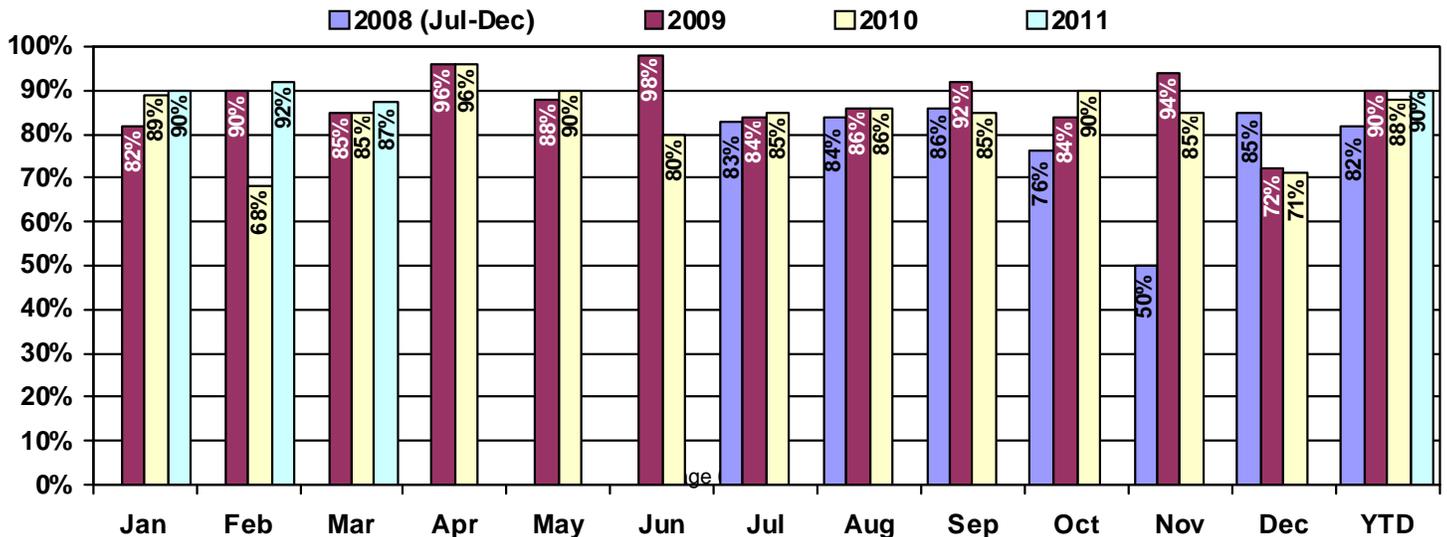


Year to Date Animal Outcomes



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

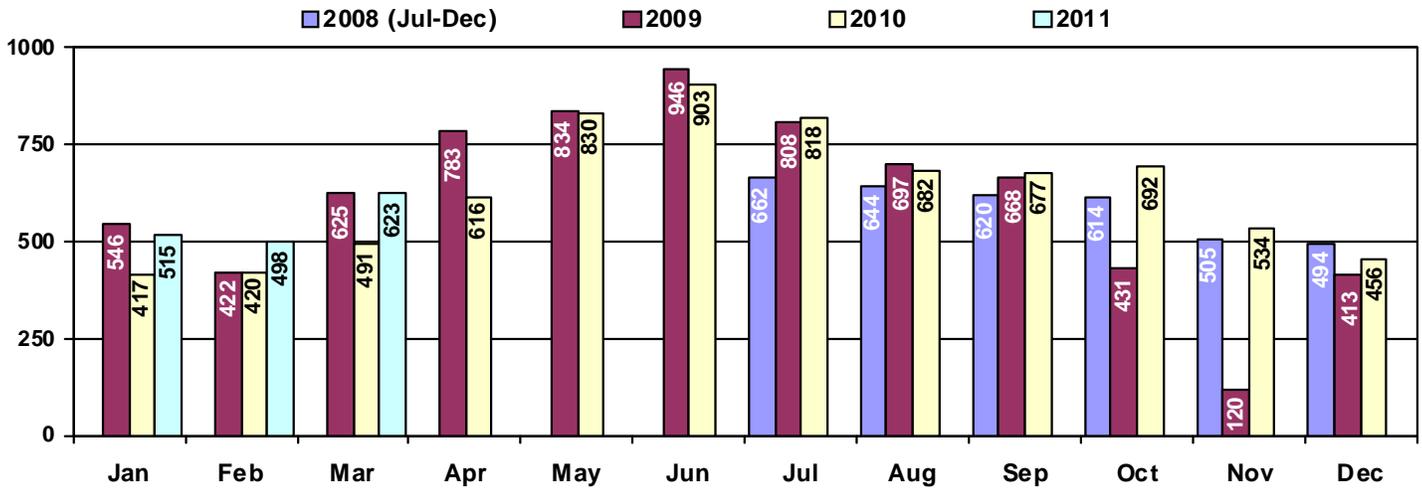
Animal Save Rate



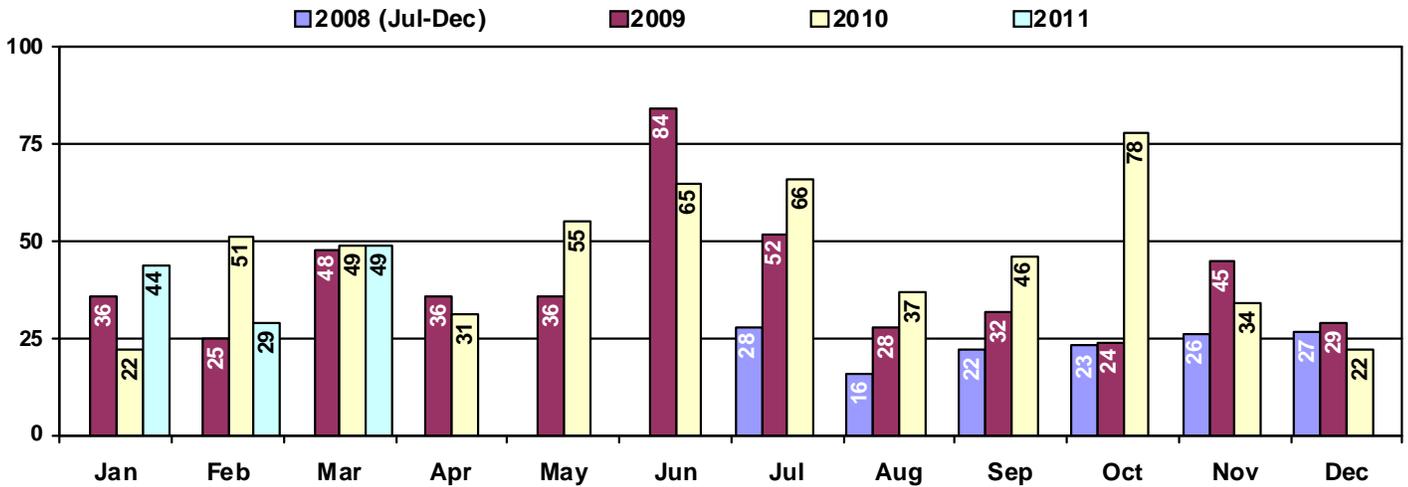
General Information

A total of 1,636 telephone calls have been received, 122 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 9,549 miles without accident or injury.

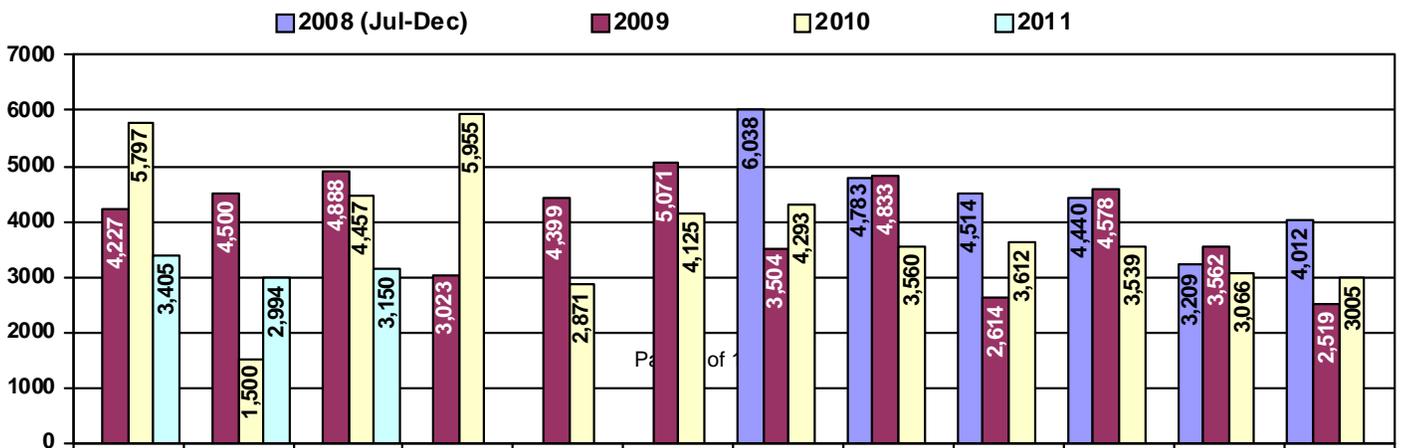
Telephone Calls



Citizen Walk-Ins



Miles Driven

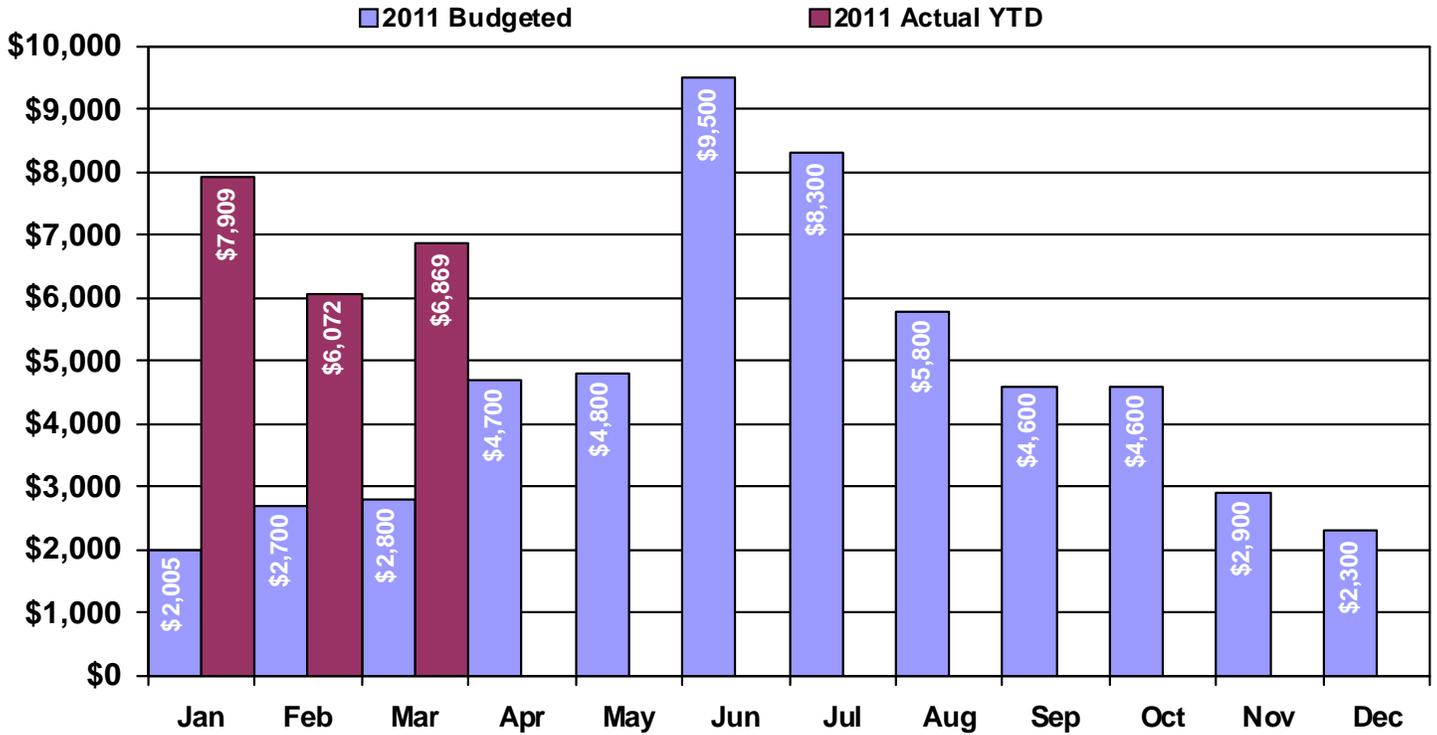


Revenue

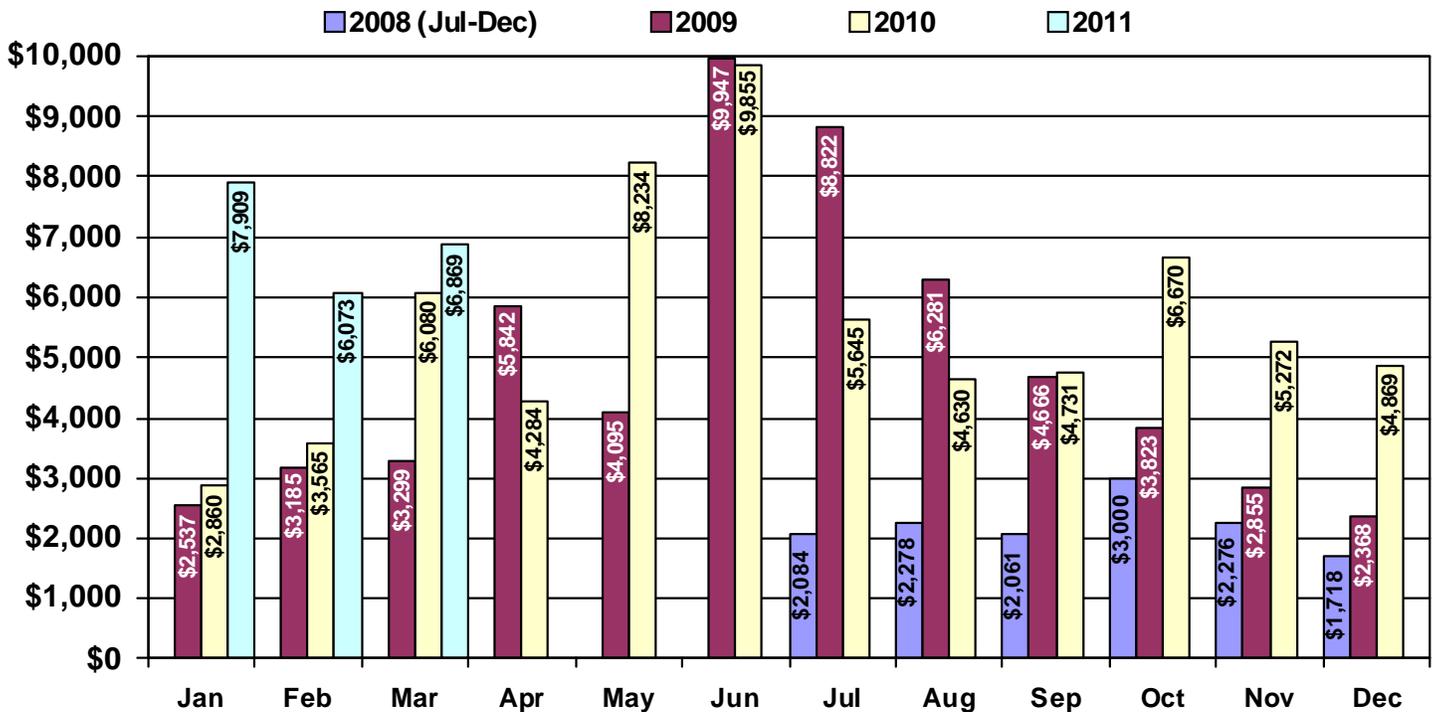
CAS has generated total revenue of \$20,850.49 year to date. This is approximately **643% Above** the \$4,050 budgeted year to date.

- Animal Licensing—\$15,349 YTD approximately **264% Above** the \$4,212 budgeted YTD
- Animal Fee—\$5,501 YTD approximately **205% Above** the \$1,803 budgeted YTD

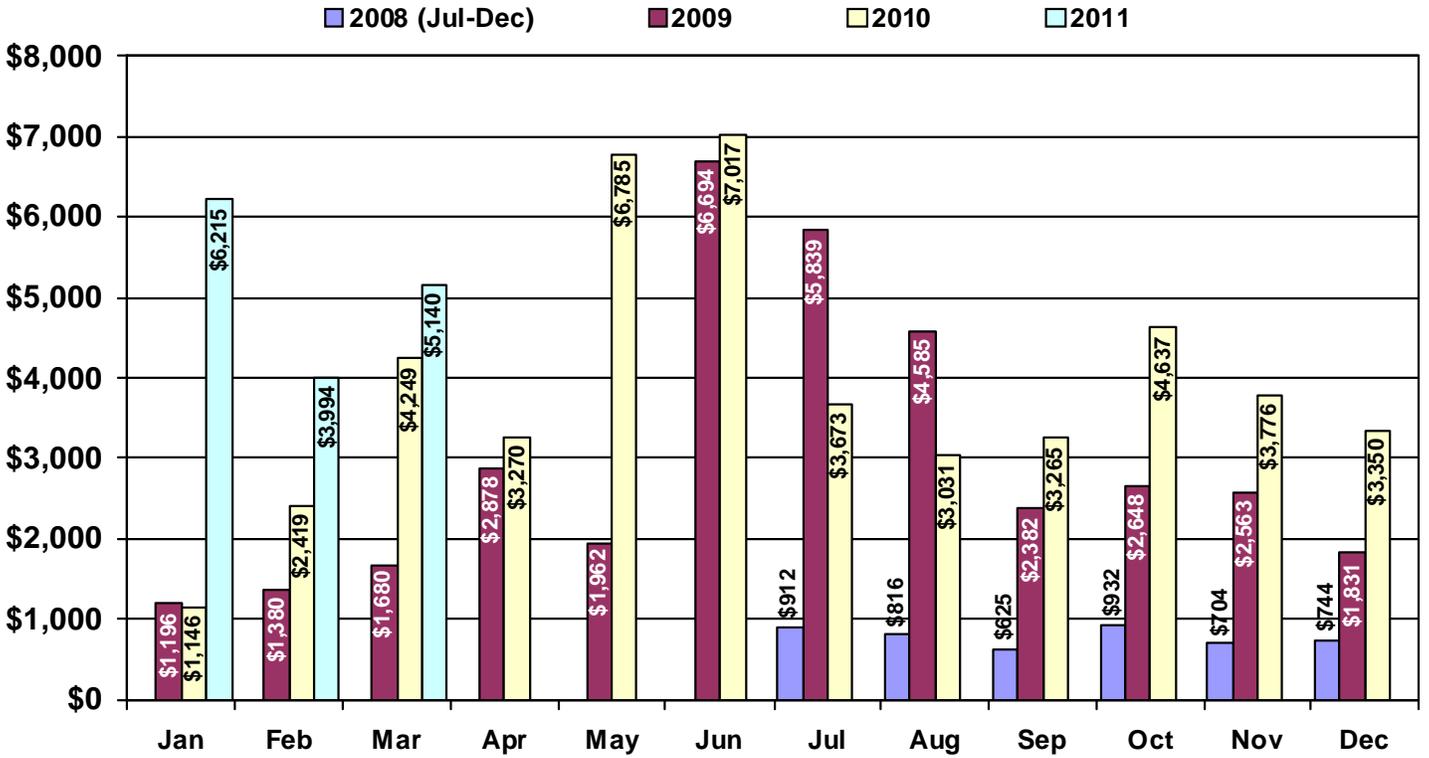
**Total Revenue
Budgeted vs. Actual**



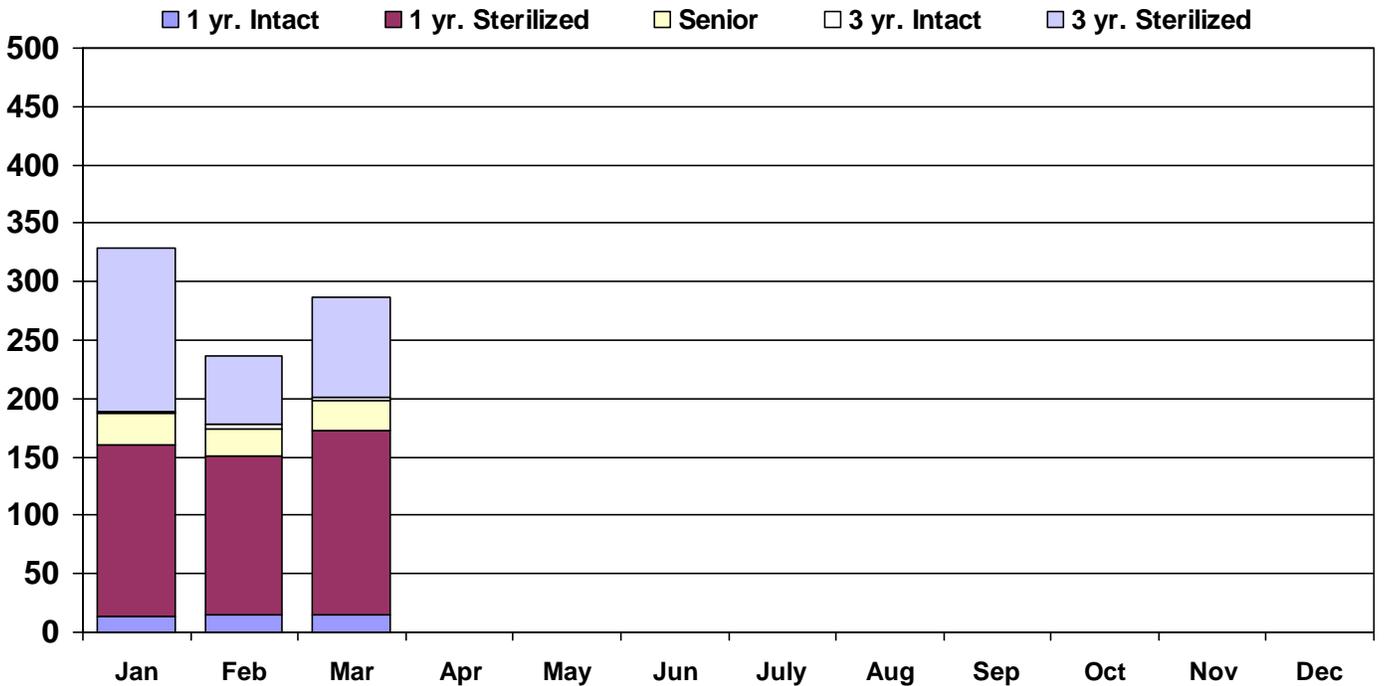
Total Revenue by Year



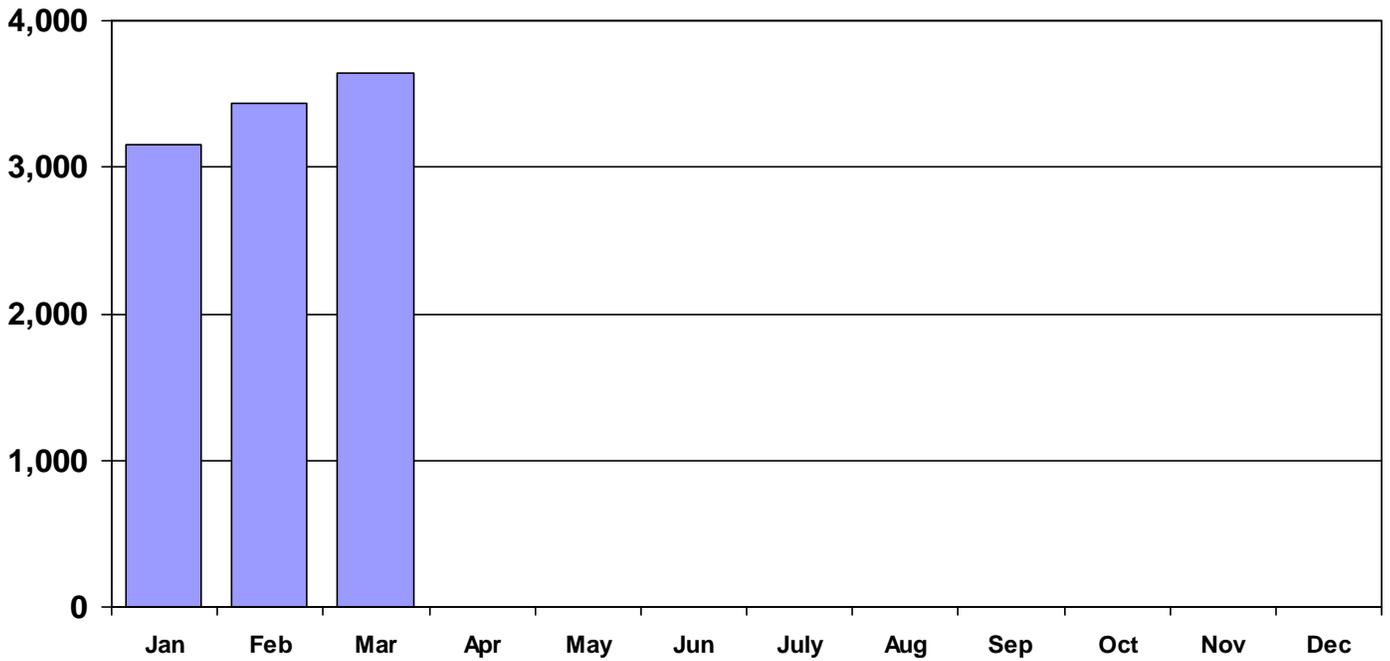
Animal License Revenue



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 March, the total number of licensed animals in the City is 3,644 or 14.36% of the estimated canine population of 24,000.

Fee Revenue

