

**Centennial Animal Services  
May 2010 Monthly Progress Report  
June 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 May 2010. These efforts resulted in Animal Welfare Officers responding to 614 calls for service to include: 54 dogs at large, 7 noisy pets, 252 animal license checks, 47 animal impounds, 11 bite cases and 15 aggressive animal. The Department investigated 27 complaints of animal cruelty and responded to 9 animal rescues. There were 830 telephone calls received and 54 lost and found animal reports taken.

Enforcement activities resulted in 43 individuals being educated/verbal warnings, 23 written warnings, 13 summons and complaints being issued and 50 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 with 38% of animals returned in the field, 36% returned from the kennel, and 16% adopted.

## Activity

### Field Services

- 614 Calls for Service: 105 - District 1, 94 - District 2, 162 - District 3, 211 - District 4, 42 - Outside of City
- Enforcement Action: 43 Education/Verbal Warning, 23 Written Warnings, 13 Summonses
- Dangerous and Potentially Dangerous Animals
  - 15 – Investigation
  - 11 – Animal Bites Reported
  - 5 – Summons and Complaints Issued
  - 5 – Animal Confiscated

### Animals Handled

- 50 Animals Handled: 47 Dogs, 2 Cat, 1 Others
- 90% Animal Save Rate: 38% Returned in the Field, 36% Returned from Kennel, 16% Adopted

### General Information

- 830 Telephone Calls, 55 Citizens Walk Ins, 2,871 Miles Driven

## Revenue

### Monthly

- \$8,234 in revenue was collected
  - \$6,785 Licensing
  - \$1,449 Fees

### Year to Date

- \$25,839 in revenue has been collected, which is approximately **4% above** the 2010 year to date projected budget of \$24,765.

### 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

- Worked closely with ACSO on an animal abandonment case that resulted in a DUI arrest of the dog owner who had a BAC three times the legal limit and three children in the vehicle. One dog was impounded and CAS worked with neighbors to shelter three ducks
- Removed a 4 ft. Bull snake from the Arapahoe County District Attorney's office that was endangering the public as they entered the building to conduct business—removed a second Bull snake from the Centennial Civic Center property
- Facilitated the rescue of a cat that was stuck on a telephone pole for four days—story ran on Fox 31 News—story was voted the most popular story three days in a row, there was also print media in two other countries, and CAS answered approximately 150 telephone calls regarding the incident. Cat was eventually rescued from atop the pole by an Excel Linesman and transported to an area vet for treatment and a full recovery
- CAS took into custody a feline during an assist to ACSO arresting a suspect linked to a string of local bank robberies—suspect had written a suicide note stating that the cat was the only one who loved him and he wanted the cat to go with him
- Assisted ACSO with two animal impounds—arrived very quickly in both cases resulting in positive comments from Deputies
- Convicted Centennial citizen of Animal Cruelty in District Court—conviction also helped to resolve an ongoing Potentially Dangerous Animal/Animal Cruelty case—maintained a 100% conviction rate in District Court
- 98% increase in routine patrols and self-initiated enforcement activities



## **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**

- Promoted Responsible Pet Ownership and Animal Safety by participating in Centennial's Spring Fling
- Vince Carlon and Michelle Lantz educated over 400 elementary students from Timberline Elementary during the Public Works Week Event
- The Villager printed article titled "Centennial's Animal Services Team Lauded" recognizing Katrina Schou, Vince Carlon, and Amanda Schrock for their recent accomplishments. Article also promoted responsible pet ownership.
- Debuted the redesigned CAS Responsible Pet Ownership Brochure at the Spring Fling—received very positive feedback from citizens

## **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 37% YTD
- Licensing revenue up 96% YTD
- Animal License Checks up 531% YTD
- 71% Animal Return to Owner (RTO) Rate with 42% RTOD in Field YTD—Saving Cost of Impound
- Discussing regional animal sheltering services with the Humane Society of the South Platte Valley

## **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

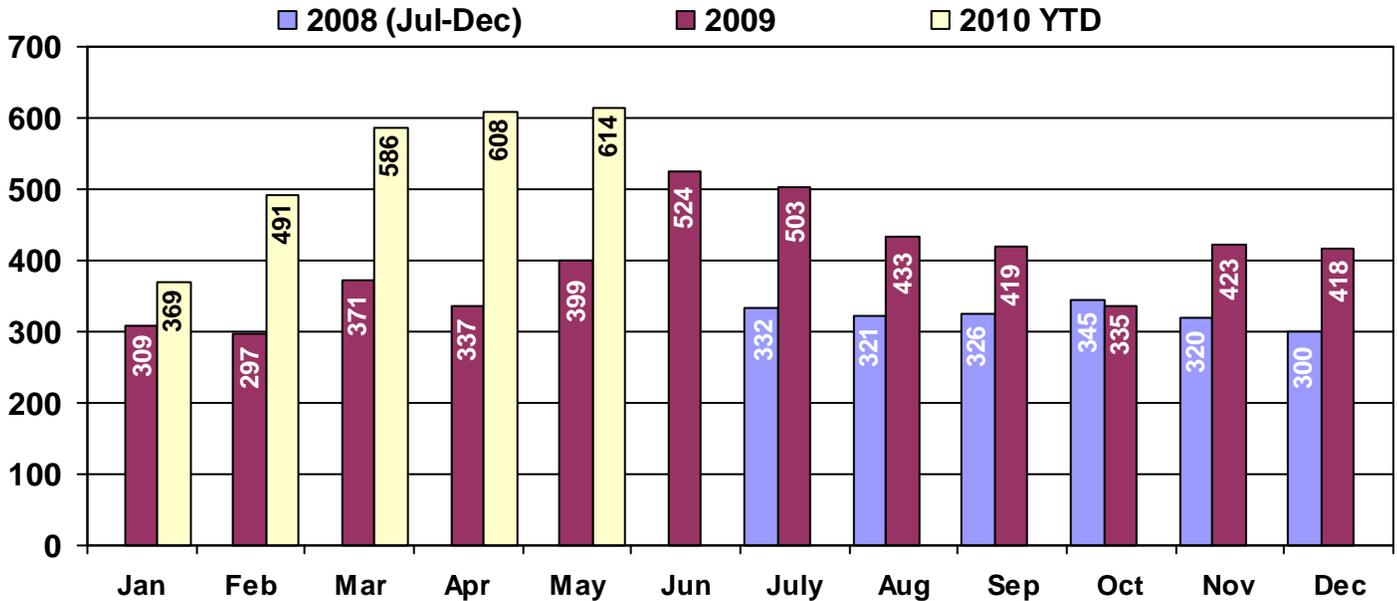
### **Progress**

- Drastically increased the number of foot patrols in area parks, trails, and open spaces
- More efficiently deployed forces—Miles driven decreased by 48%
- Will seek funding for Mobile Data Terminals and Global Positioning Systems during the 2011 budget cycle to further increase efficiency
- Working towards implementation of electronic time cards reducing the amount of paper used

## Field Services

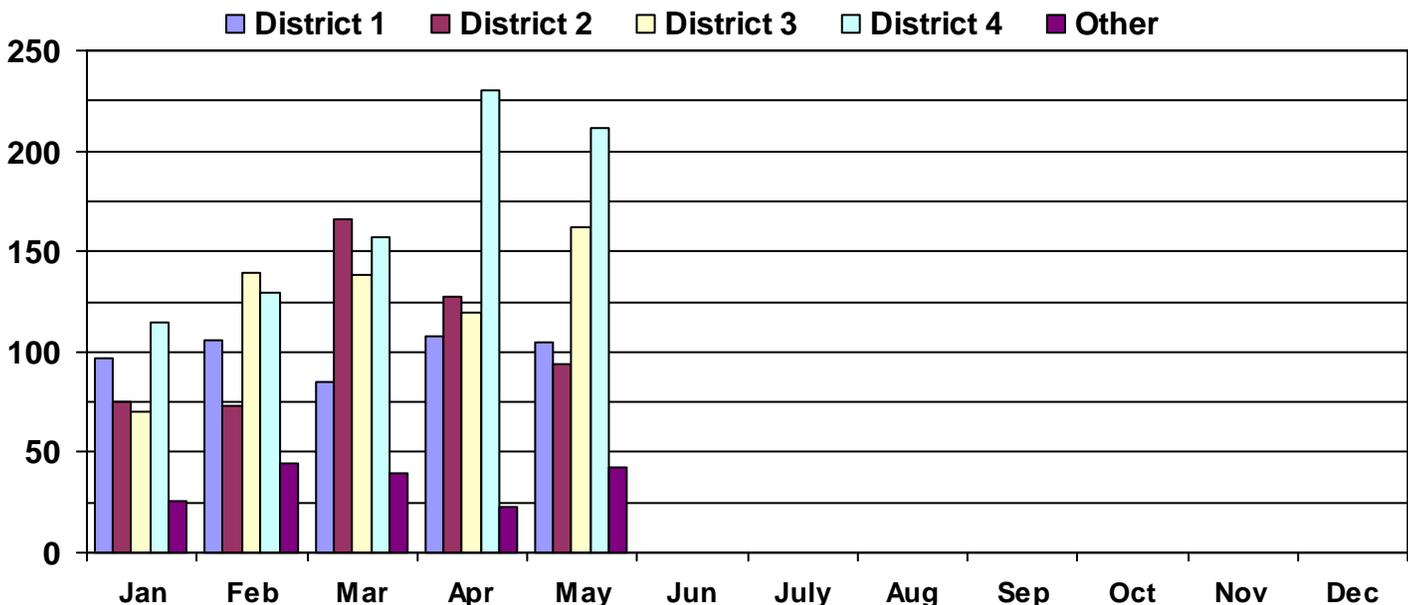
In May 2010 Animal Welfare Officers responding to 614 calls for service to include: 54 dogs at large, 7 noisy pets, 252 animal license checks, 47 animals impounds, 11 bite cases and 15 aggressive animals. The Department investigated 27 complaints of animal cruelty and responded to 3 animal rescues. Enforcement actions have resulted in 43 Education/Verbal Warnings, 23 Written Warnings, and 13 Summons and Complaints. There have been 36 Dangerous and Potentially Dangerous (DA/PDA) investigations, 44 Animal Bites, 6 summons and complaints for DA/PDA have been issued and 8 animal confiscated as a result DA/PDA enforcement action.

### Total Calls for Services

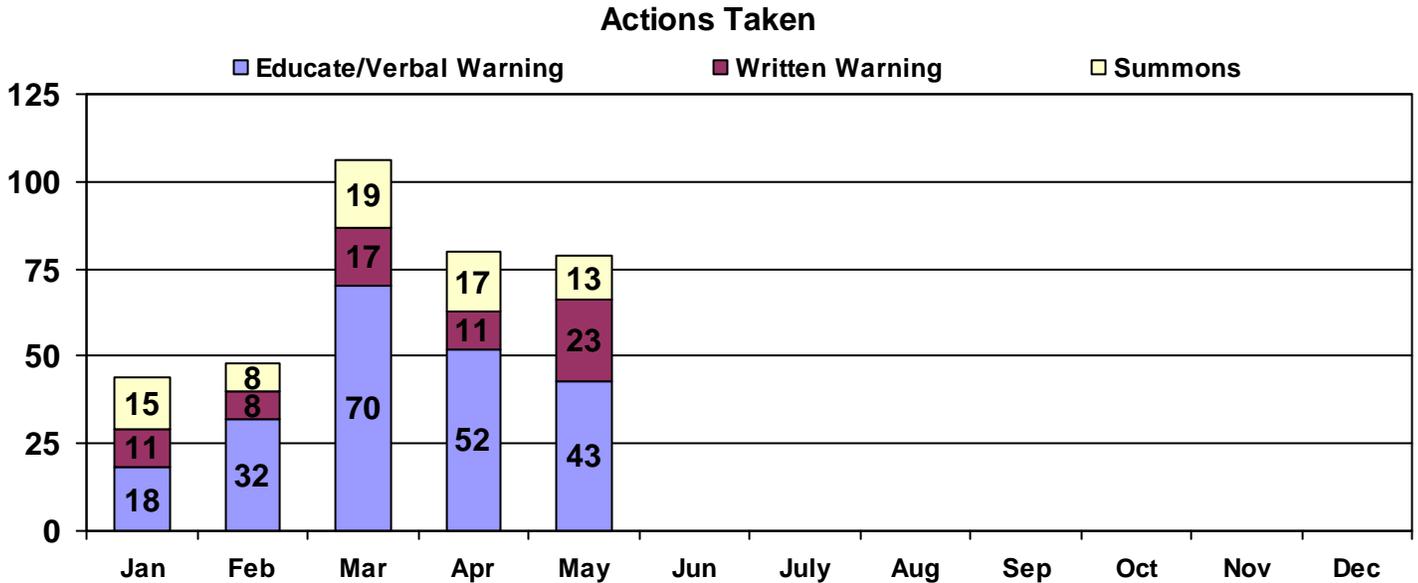


Centennial Animal Services has responded to 2,668 calls for service YTD - 501 in District 1, 535 in District 629 in District 3, 842 in District 4, and 175 outside of the City.

### Calls for Services by District

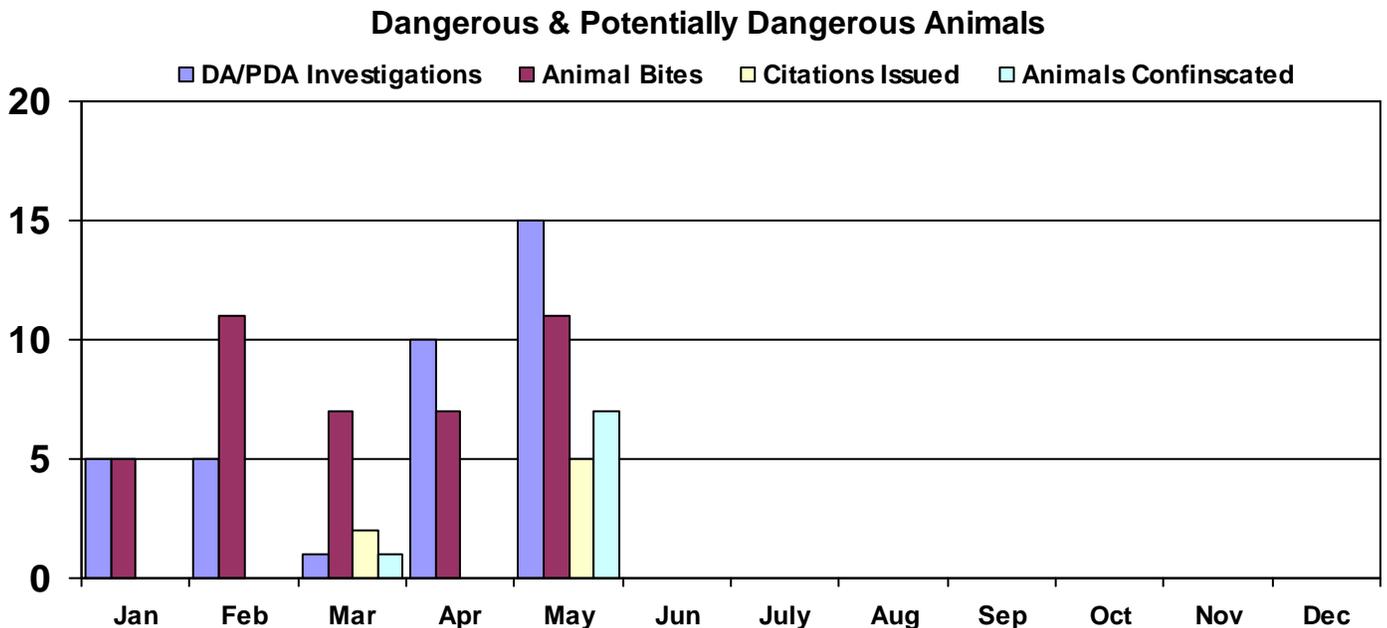


Attempts to educate and mediate are most often the first method of resolution. When these techniques fail a written warning or summons and complaint may be issued. These methods help to reduce the number of repeat offenders, animals impounded, and more effectively manage long-term problems. The actions taken to enhance public safety and protect animal welfare have resulted in 215 education/verbal warnings, 70 written warnings, and 72 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, 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.

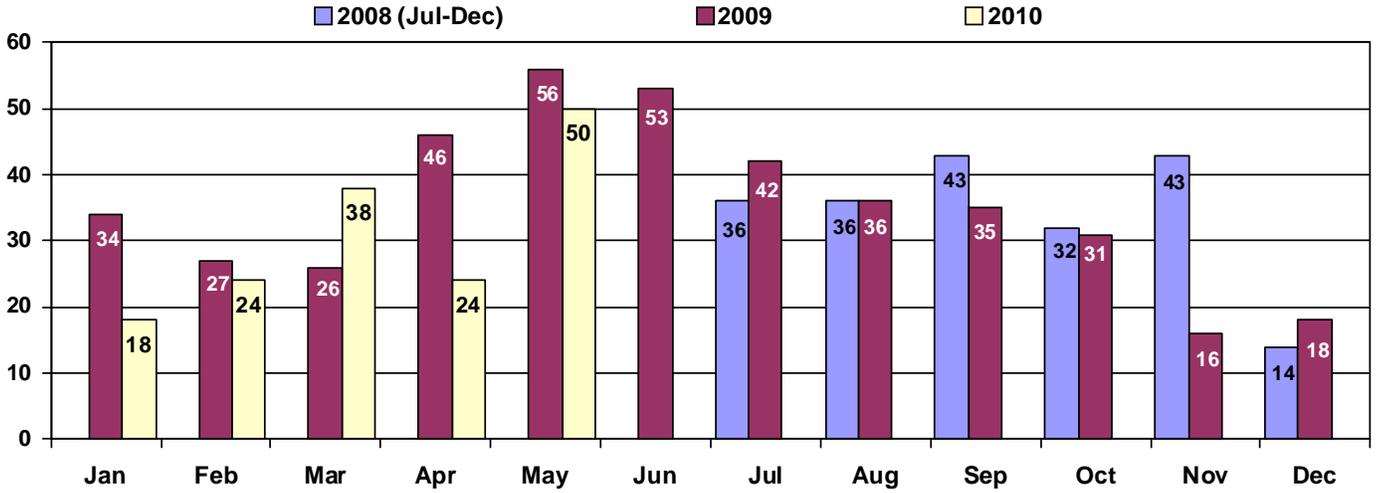
The numbers of DA/PDA Reports, Animal Bites, Citations Issued for DA/PDA, and Animals Confiscated as a result of citations issued are reported below. Year to date CAS has conducted 36 DA/PDA Investigations, processed 44 Animal Bites, Issued 6 DA/PDA Summons, and Confiscated 8 Animals.



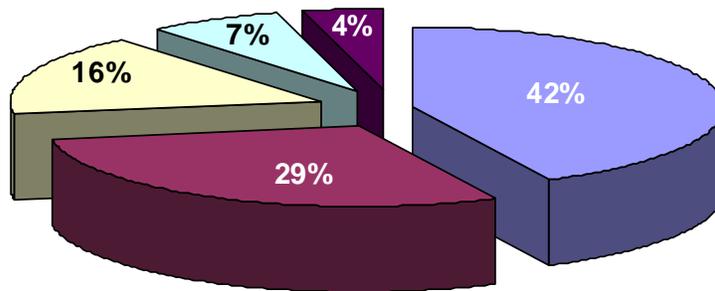
## Animals Handled

Year to date CAS has handled 154 animals: 124 Dogs, 12 Cats, 11 Others. 86% of these animals have been saved.

### Animals Handled

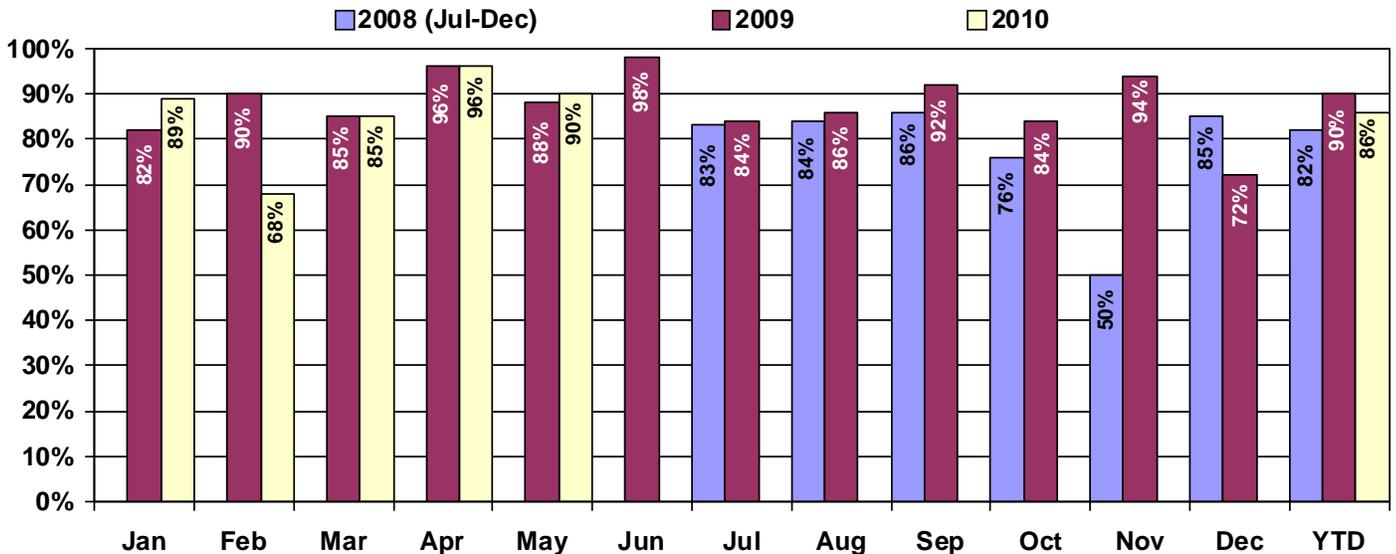


### Year to Date Animal Outcomes



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

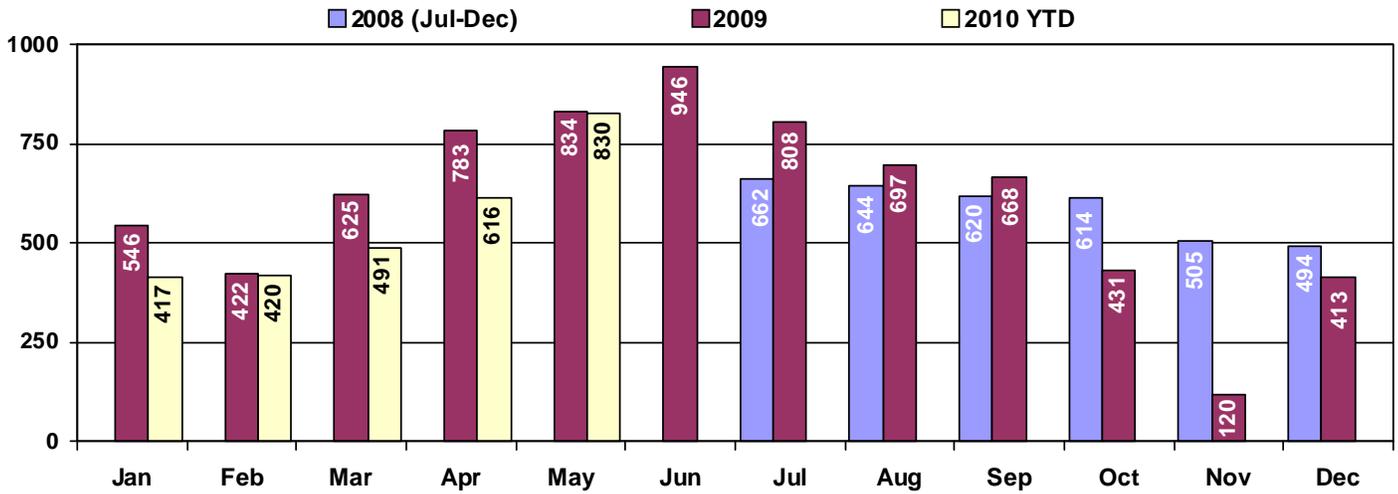
### Animal Save Rate



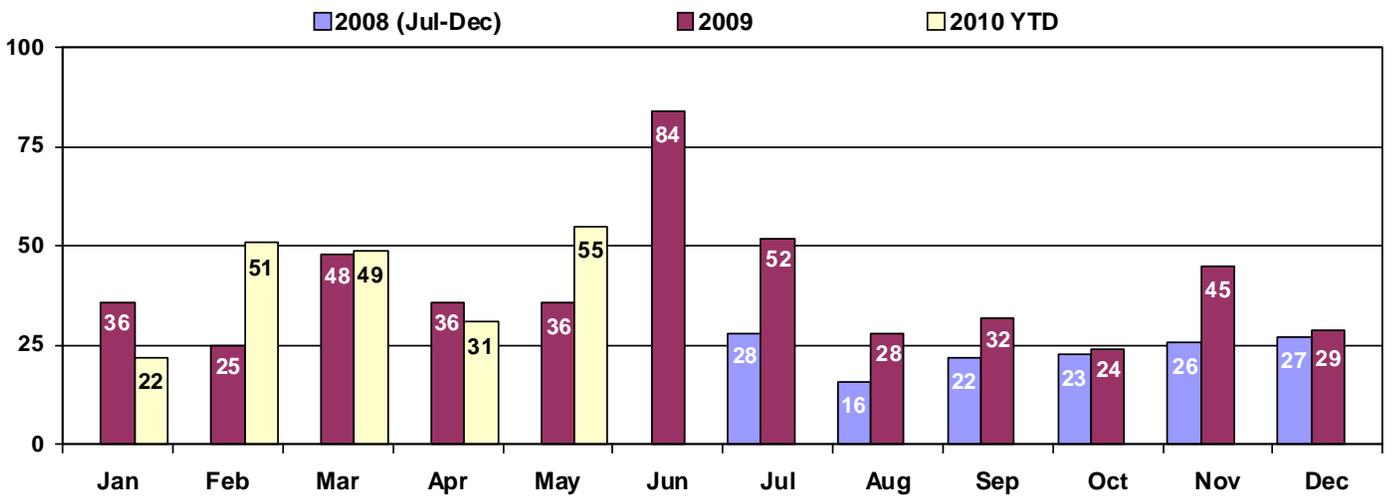
## General Information

A total of 2,774 telephone calls have been received, 208 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 20,580 miles without accident or injury.

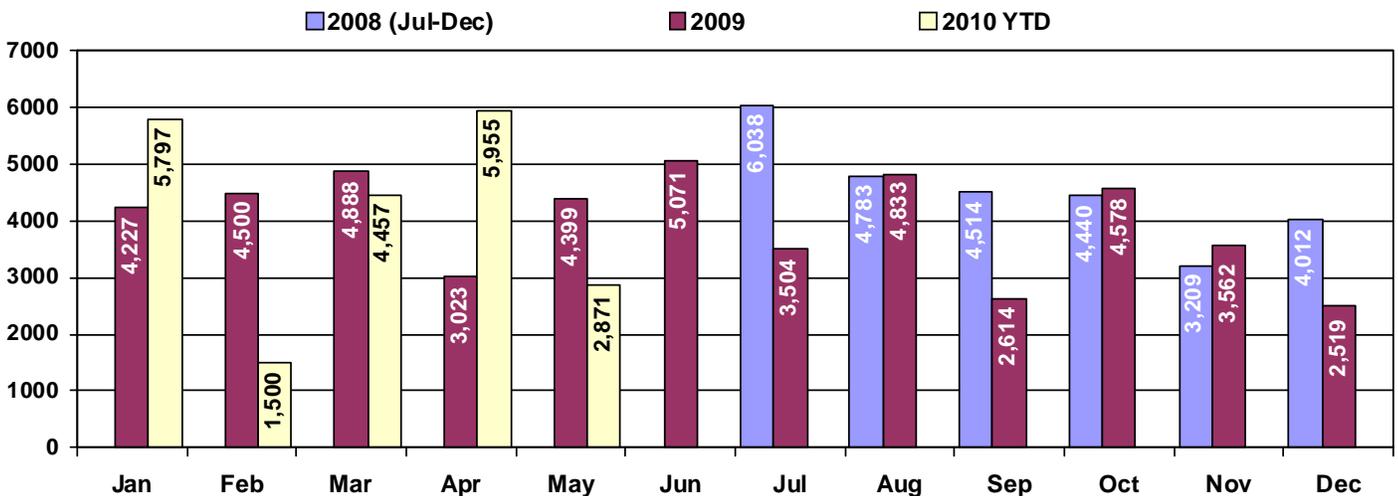
### Telephone Calls



### Citizen Walk-Ins



### Miles Driven

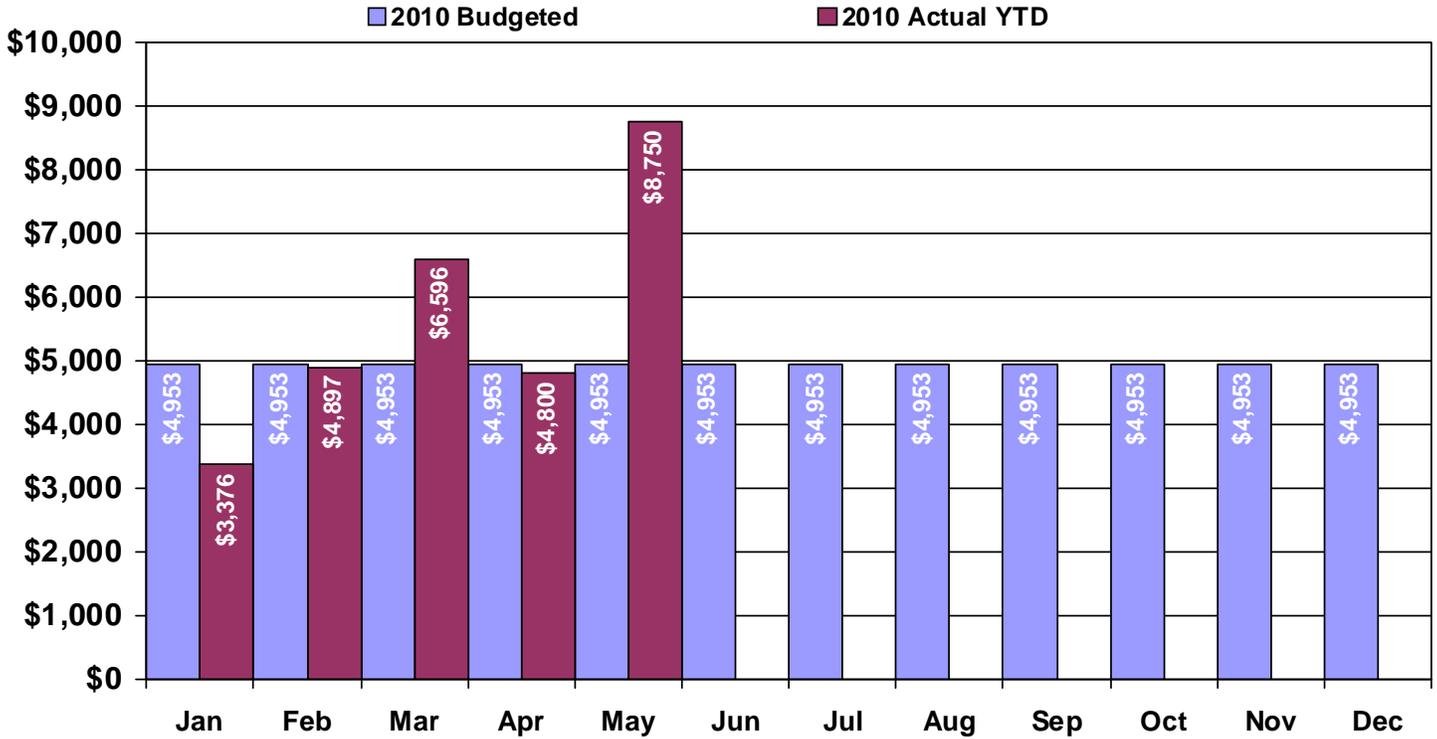


## Revenue

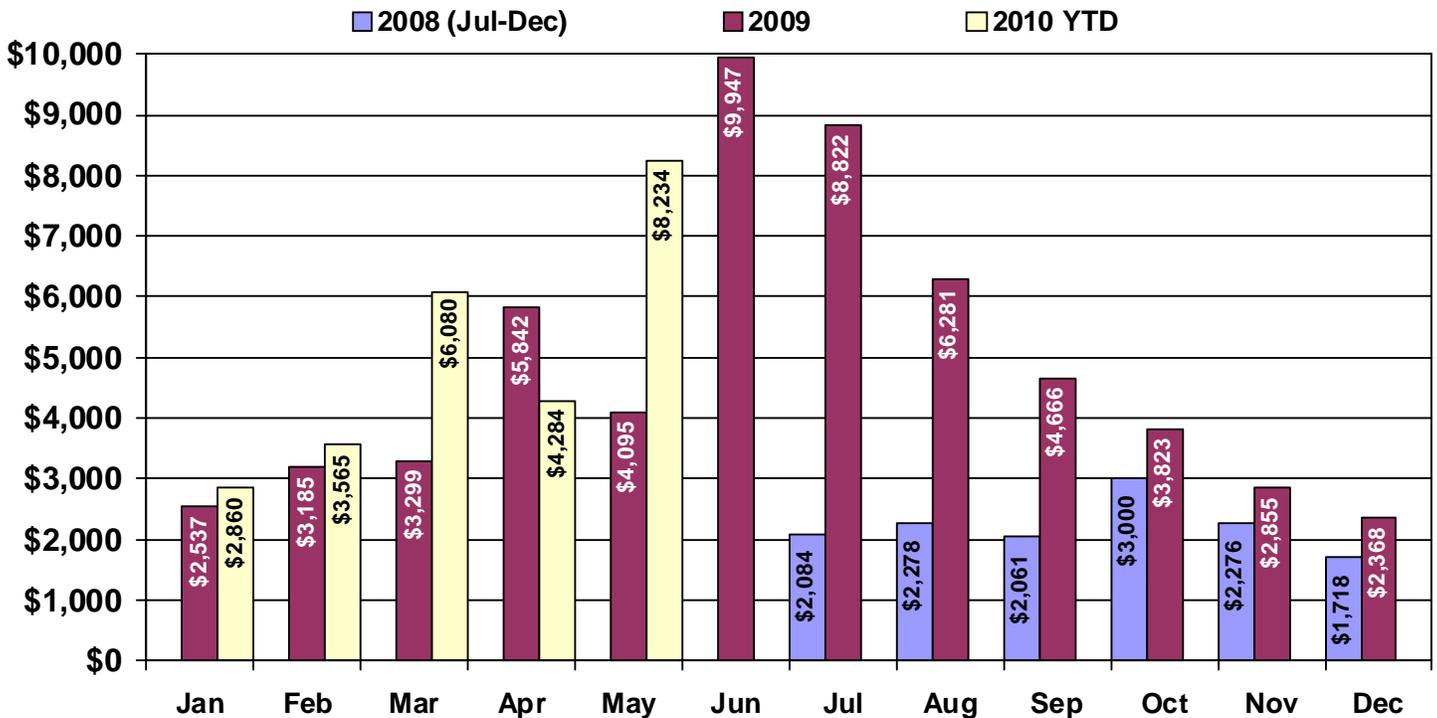
CAS has generated total revenue of \$25,839 year to date. This is approximately **4% Above** the \$24,765 (\$4,953 monthly) yearly budget allocation for revenues.

- Animal Licensing—\$17,869 YTD approximately **On Target** with \$17,825 (\$3,565 monthly) budgeted YTD
- Animal Fee—\$7,970 YTD approximately **15% Above** the \$6,940 (\$1,388 monthly) budgeted YTD

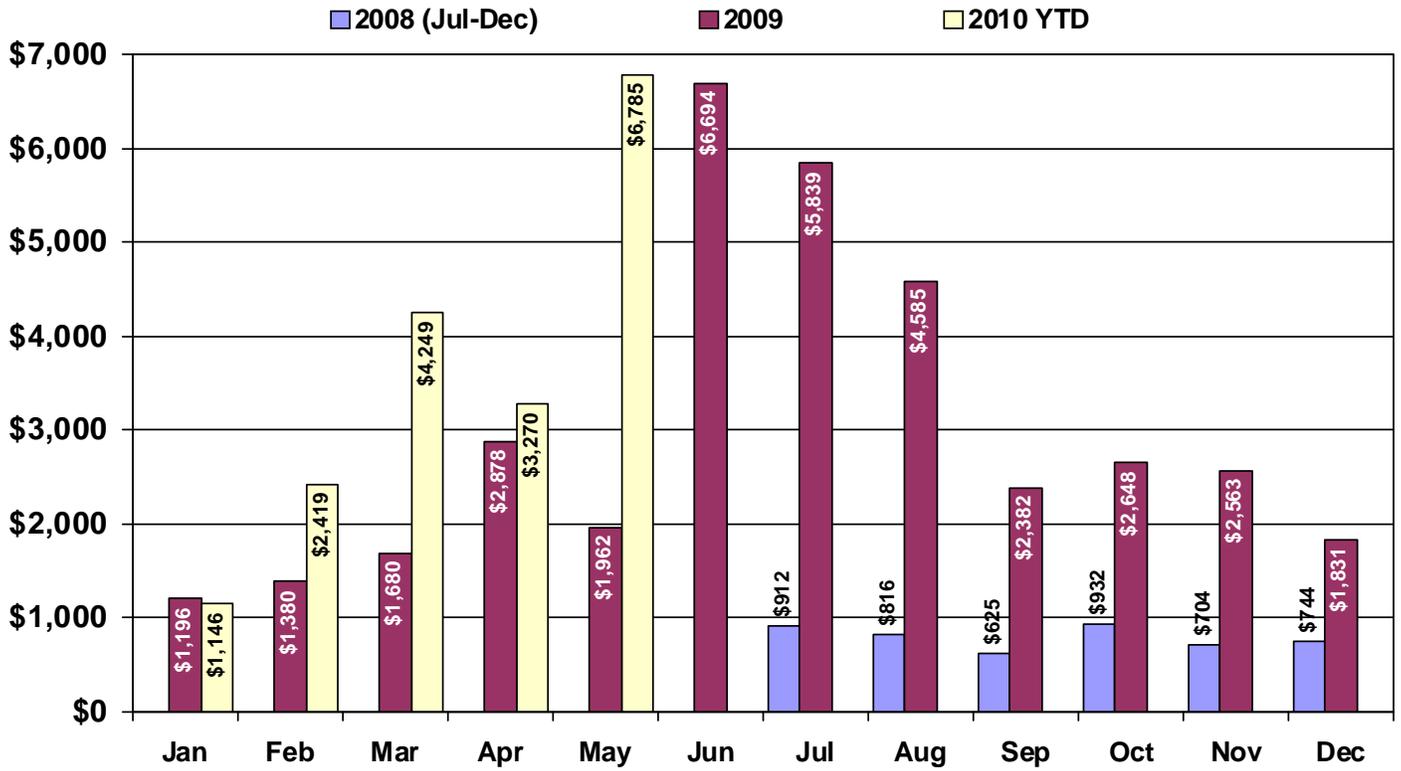
**Total Revenue  
Budgeted vs. Actual**



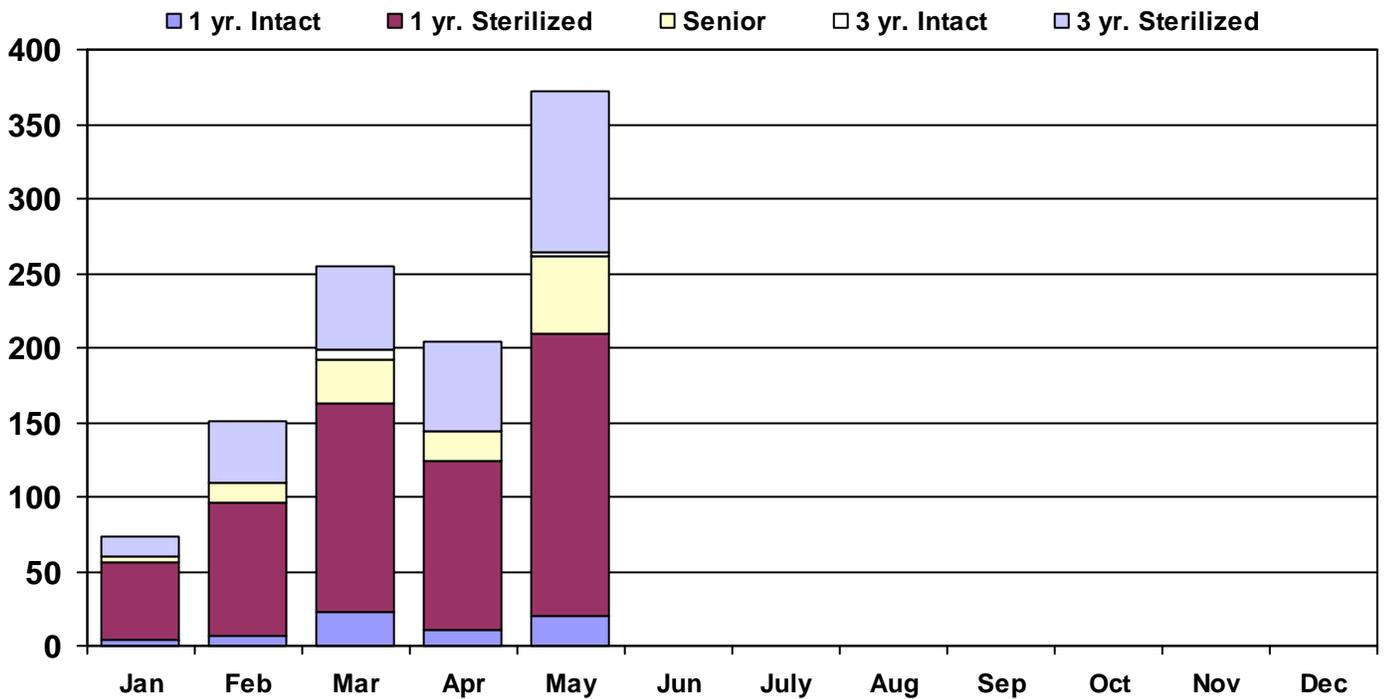
**Total Revenue by Year**



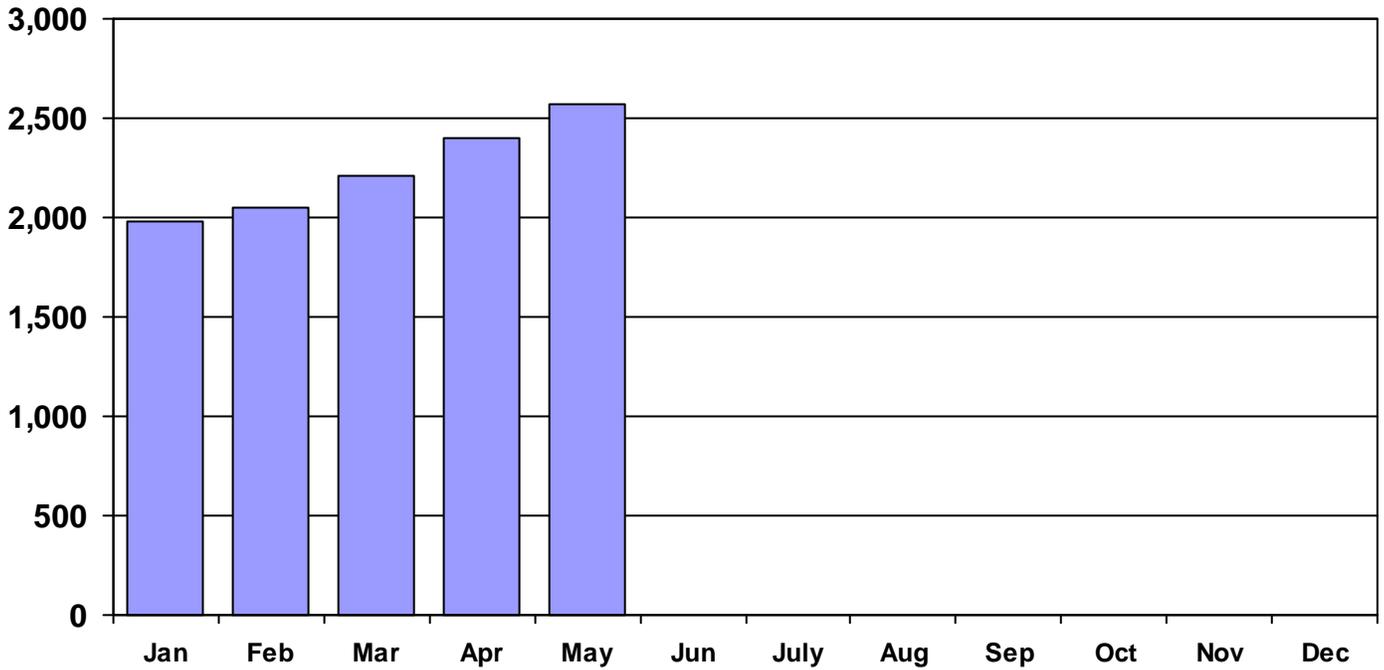
### Animal License Revenue



### Animal Licenses Issued



### Total Number of Licenses Animals 2010



### Fee Revenue

