

**Centennial Animal Services
November 2010 Monthly Progress Report
December 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 November 2010. These efforts resulted in Animal Welfare Officers responding to 571 calls for service to include: 42 dogs at large, 11 noisy pets, 268 animal license checks, 15 animal impounds, 5 bite cases and 4 aggressive animals. The Department investigated 10 complaints of animal cruelty and responded to 5 animal rescues. There were 483 telephone calls received and 34 lost and found animal reports taken.

Enforcement activities resulted in 13 individuals being educated/verbal warnings, 12 written warnings, 11 summons and complaints being issued and 25 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in an 85% animal save rate with 35% of animals returned in the field, 38% returned from the kennel, and 12% being transferred to partner agencies.

Activity

Field Services

- 571 Calls for Service: 67 - District 1, 117 - District 2, 171- District 3, 203 - District 4, 13 - Outside of City
- Enforcement Action: 13 Education/Verbal Warning, 12 Written Warnings, 11 Summonses
- Dangerous and Potentially Dangerous Animals
 - 4 – Investigation
 - 5 – Animal Bites Reported
 - 0 – Summons and Complaints Issued
 - 0 – Animal Confiscated

Animals Handled

- 25 Animals Handled: 19 Dogs, 6 Cat, 0 Others
- 85% Animal Save Rate: 35% Returned in the Field, 38% Returned from Kennel, 12% Adopted

General Information

- 483 Telephone Calls, 34 Citizens Walk Ins, 3,066 Miles Driven

Revenue

Monthly

- \$5,272 in revenue was collected
 - \$3,776 Licensing
 - \$1,496 Fees

Year to Date

- \$62,641 in revenue has been collected, which is approximately **15% above** the 2010 year to date projected budget of \$54,483

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

- Assisted ACSO with animal control while clearing a house
- Call for service in November up 36% from 2009
- Routine patrols and self-initiated enforcement activities up 40% YTD
- Successfully prosecuted the first City Humane Care case
- Resolved a case that has been ongoing for 2 years
- Assisted Douglas County Animal Services with the impound of 40 plus cats from an animal hoarding situation

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

- Resolved numerous animal licensing and rabies vaccination violations through positive community relations

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 22% from 2009 and 15% above budget YTD
- Licensing revenue up 28% from 2009 and 10% above budget YTD
- Animal License Checks up 279% YTD
- 86% Animal Return to Owner Rate (Wildlife Included) with 40% RTO in Field YTD—Saving Cost of Impound

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

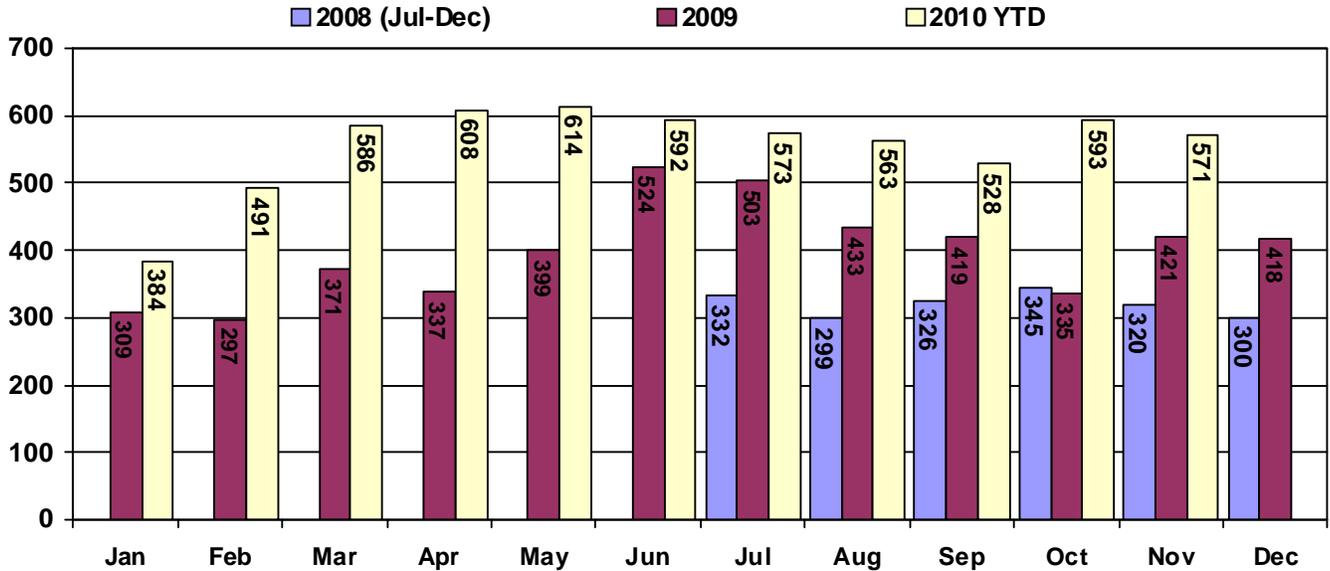
Progress

- Researching the purchase of GPS system and Chameleon software for implantation

Field Services

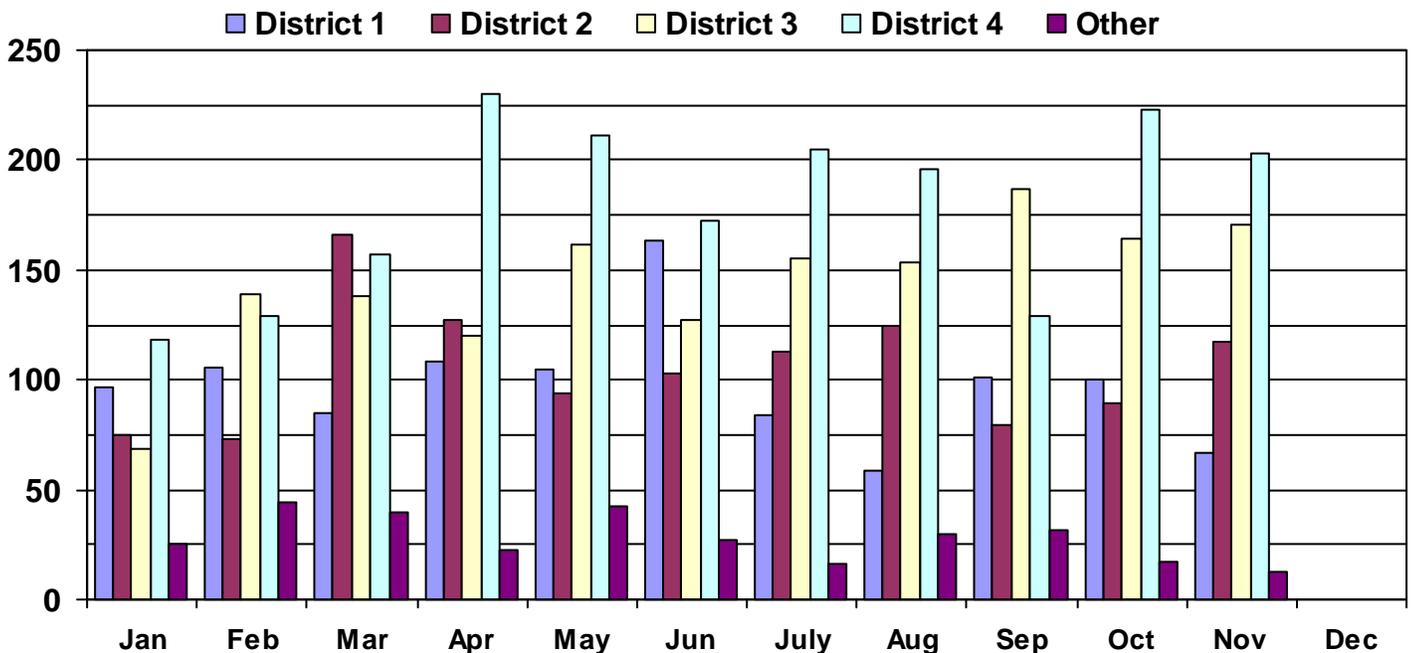
In November 2010 Animal Welfare Officers responded to 571 calls for service to include: 42 dogs at large, 11 noisy pets, 268 animal license checks, 15 animals impounds, 5 bite cases and 4 aggressive animals. The Department investigated 10 complaints of animal cruelty and responded to 5 animal rescues. Enforcement actions have resulted in 13 Education/Verbal Warnings, 12 Written Warnings, and 11 Summons and Complaints.

Calls for Service



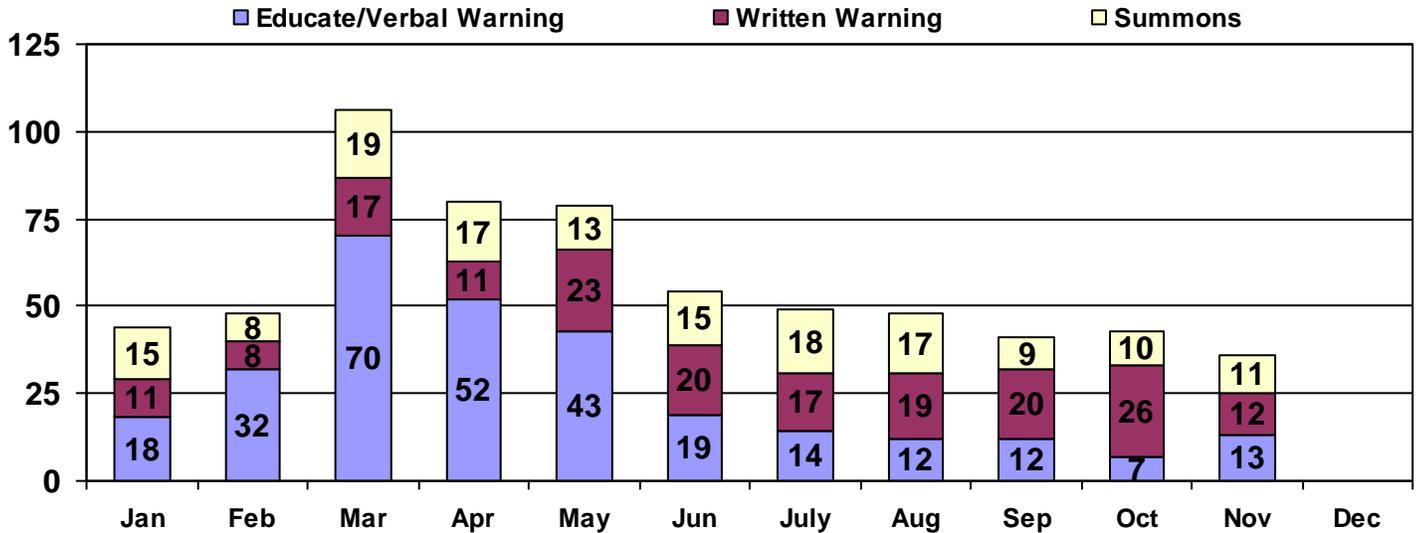
Centennial Animal Services has responded to 6,130 calls for service YTD – 1,008 in District 1, 1,044 in District 2, 1,414 in District 3, 1,770 in District 4, and 296 outside of the City.

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 292 education/verbal warnings, 184 written warnings, and 152 summons and complaints year to date.

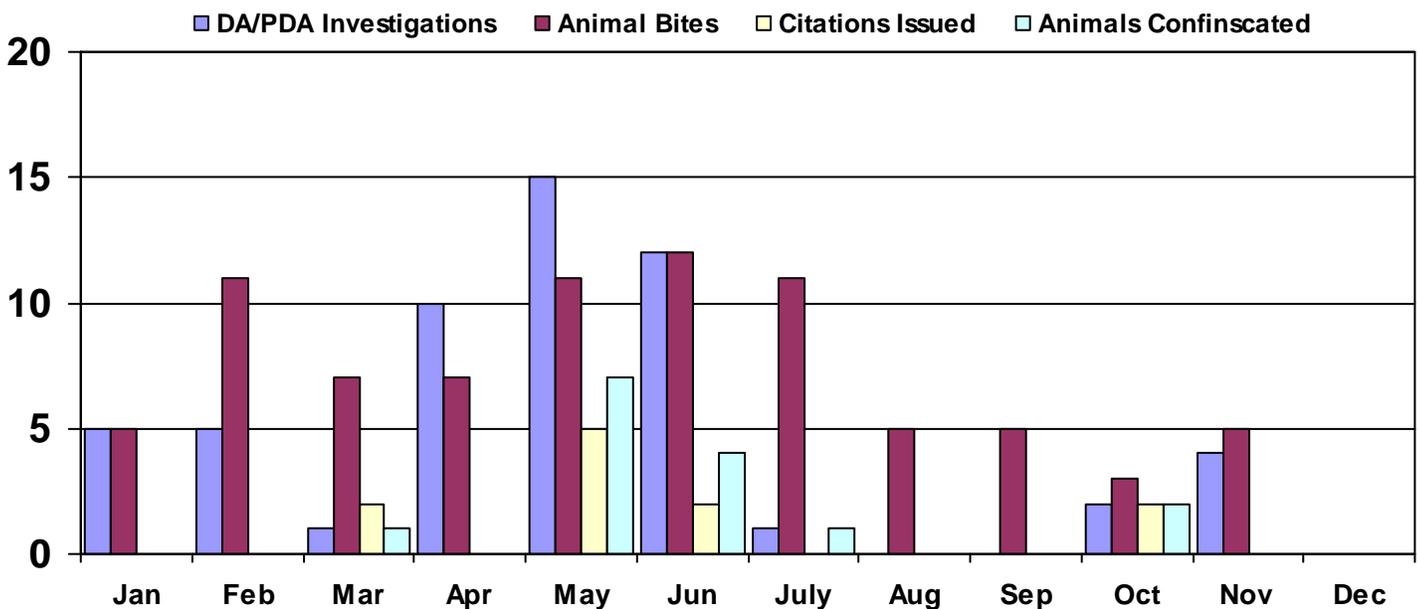
Actions Taken



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 83 DA/PDA Investigations, processed 80 Animal Bites, Issued 11 DA/PDA Summons, and Confiscated 14 Animals.

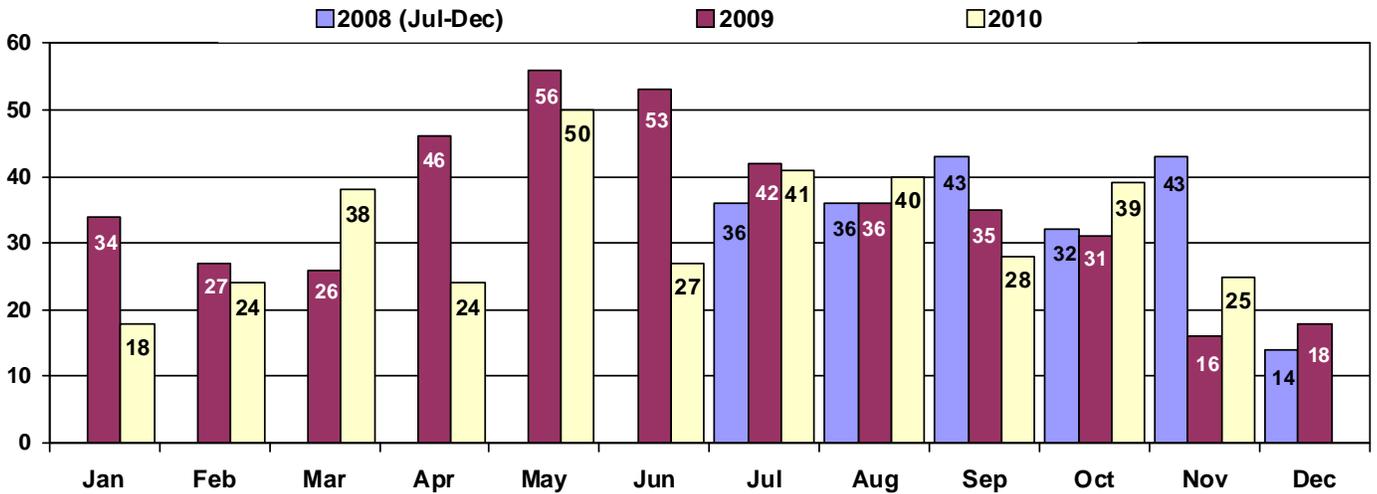
Dangerous & Potentially Dangerous Animals



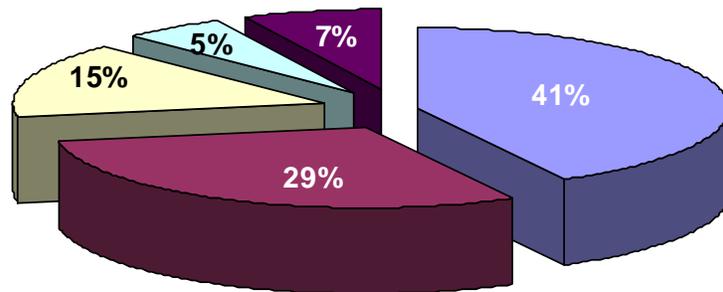
Animals Handled

Year to date CAS has handled 346 animals: 268 Dogs, 52 Cats, 23 Others. 86% of these animals have been saved.

Animals Handled

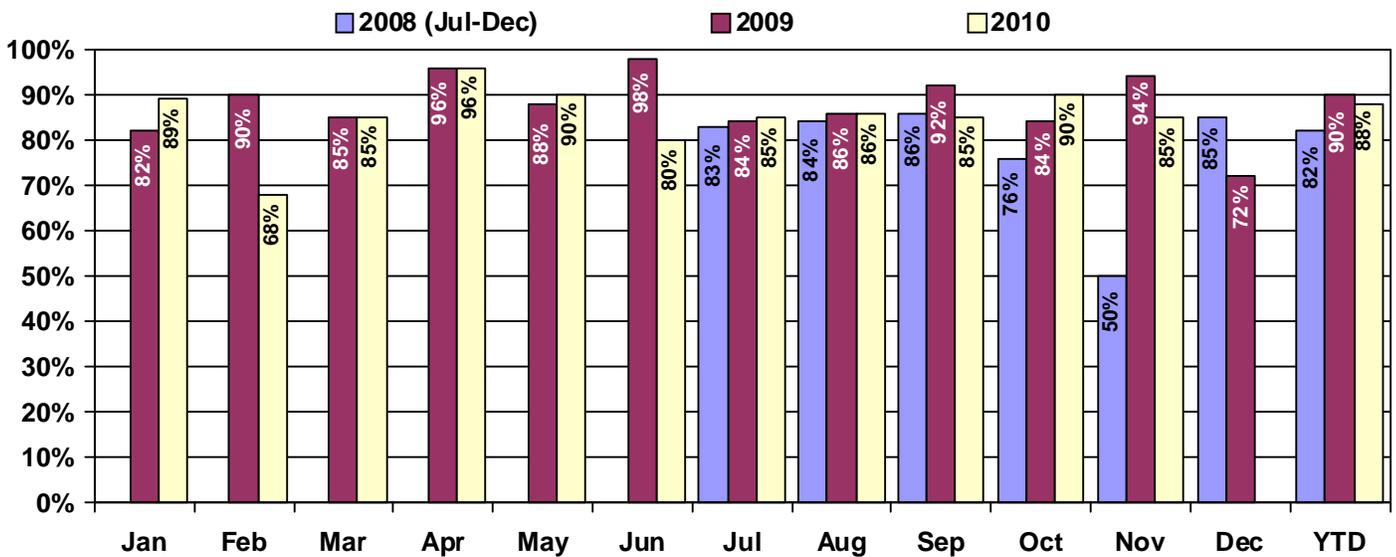


Year to Date Animal Outcomes



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

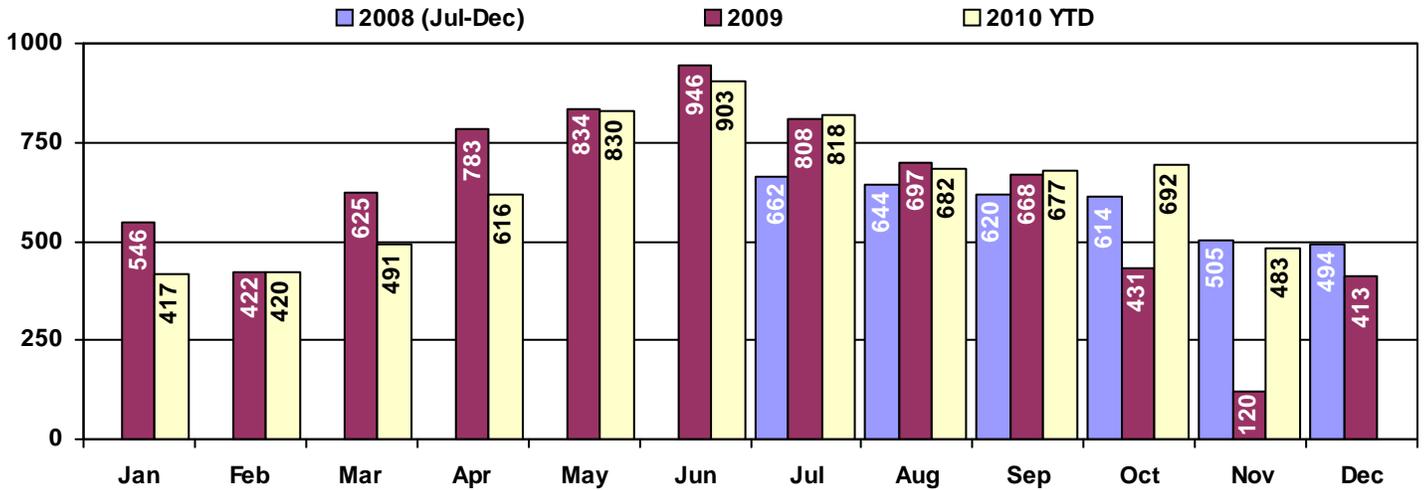
Animal Save Rate



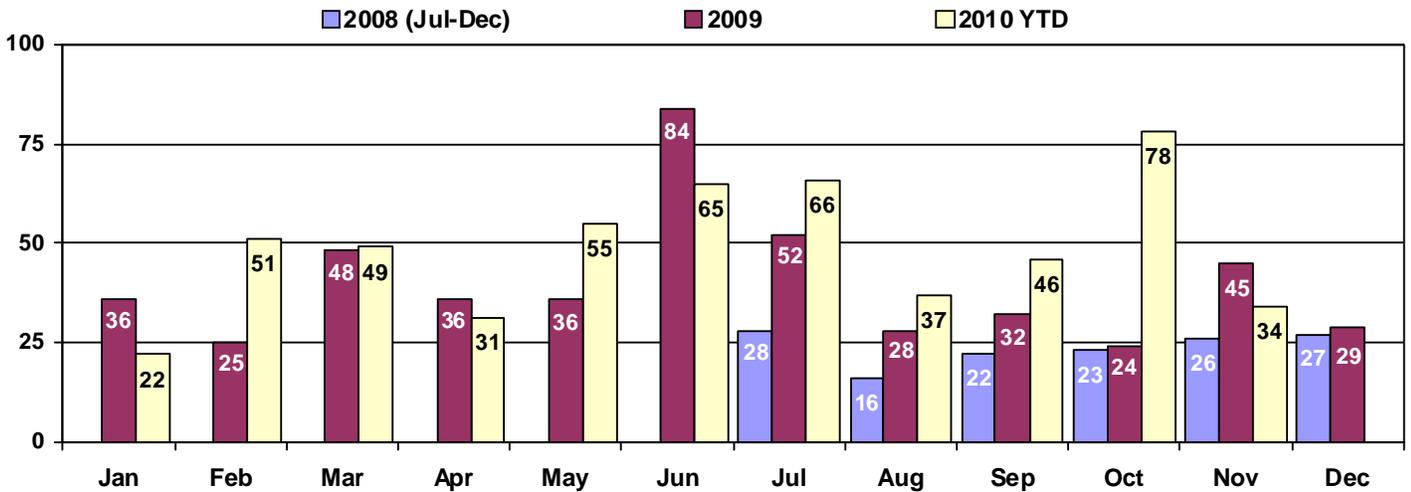
General Information

A total of 7,029 telephone calls have been received, 534 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 42,775 miles without accident or injury.

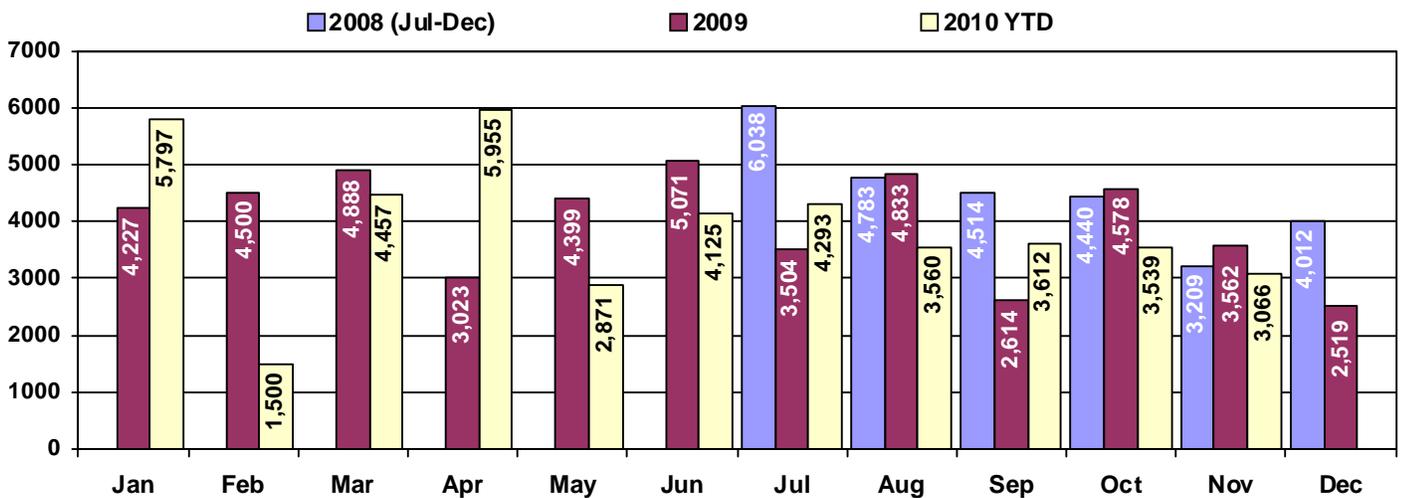
Telephone Calls



Citizen Walk-Ins



Miles Driven

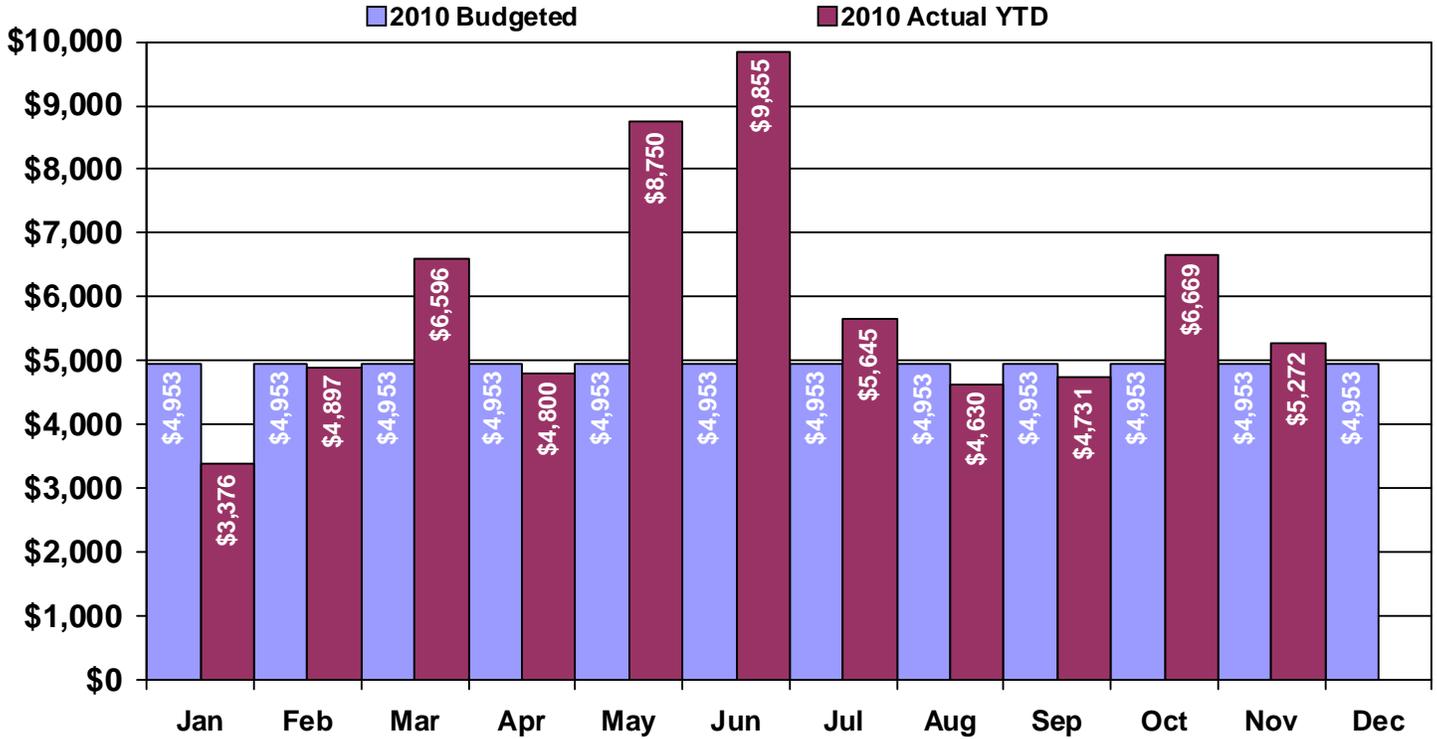


Revenue

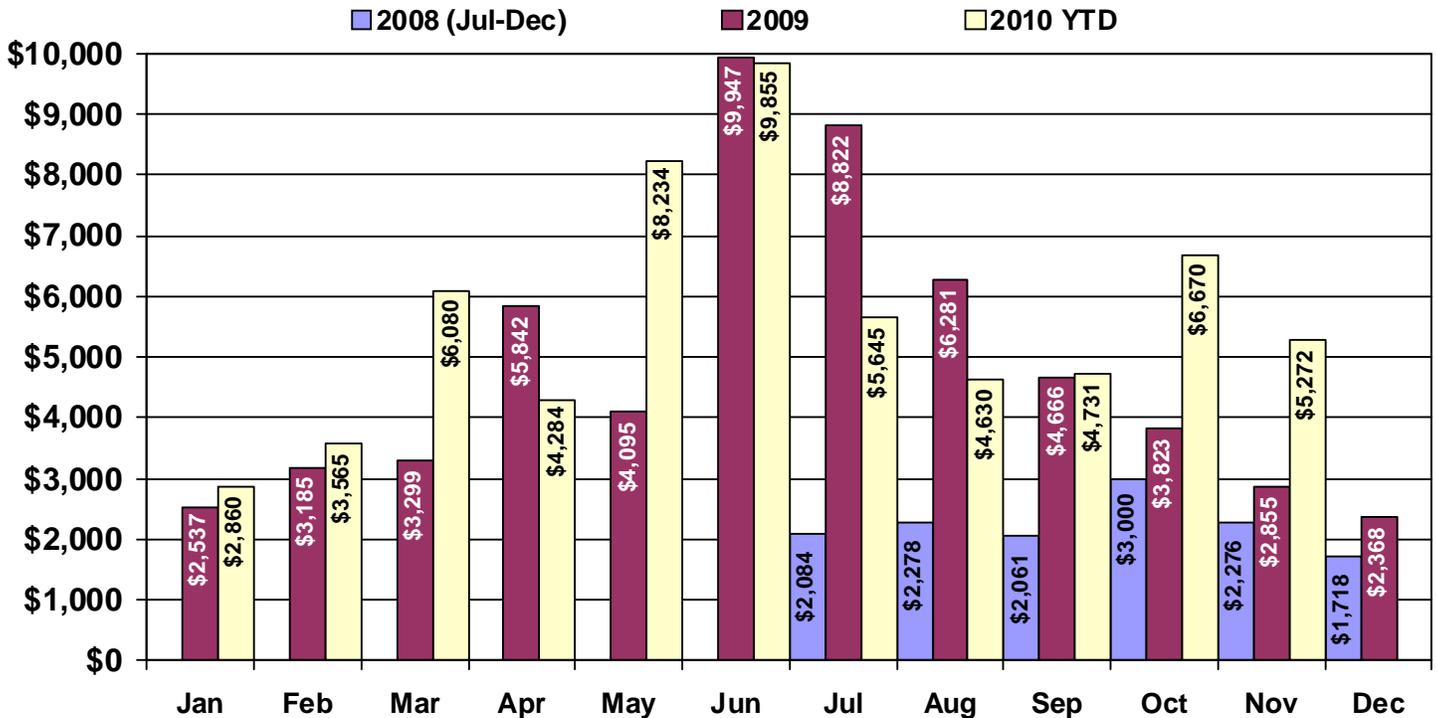
CAS has generated total revenue of \$57,483 year to date. This is approximately **16% Above** the \$49,530 (\$4,953 monthly) yearly budget allocation for revenues.

- Animal Licensing—\$43,268 YTD approximately **10% Above** the \$39,215 (\$3,565 monthly) budgeted YTD
- Animal Fee—\$19,373 YTD approximately **27% Above** the \$15,268 (\$1,388 monthly) budgeted YTD

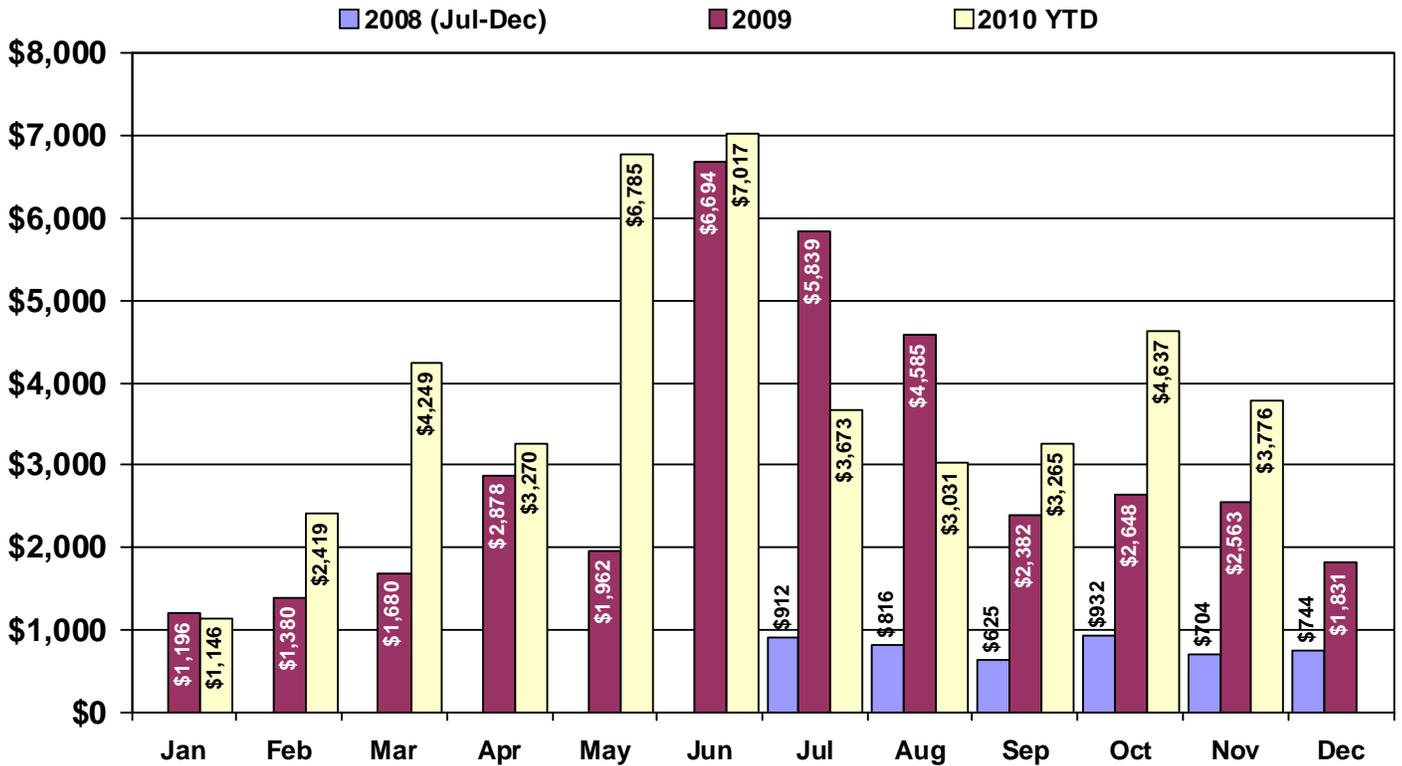
Total Revenue Budgeted vs. Actual



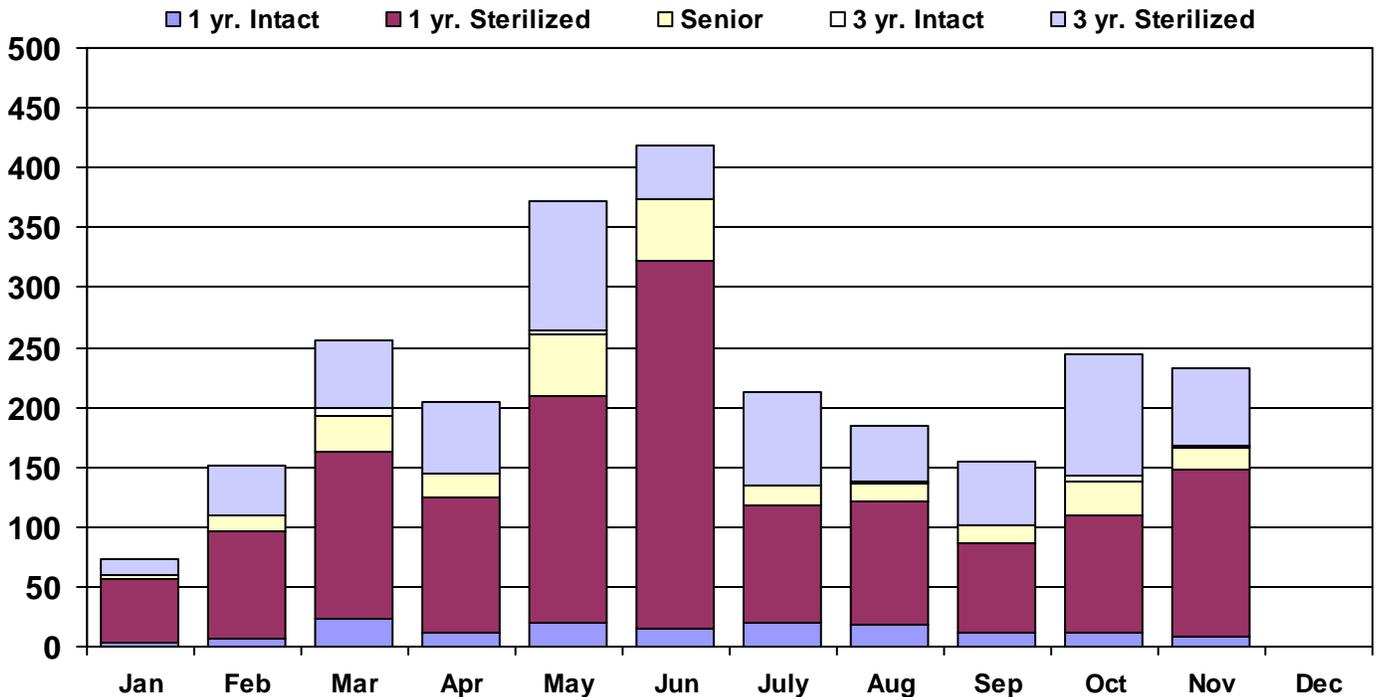
Total Revenue by Year



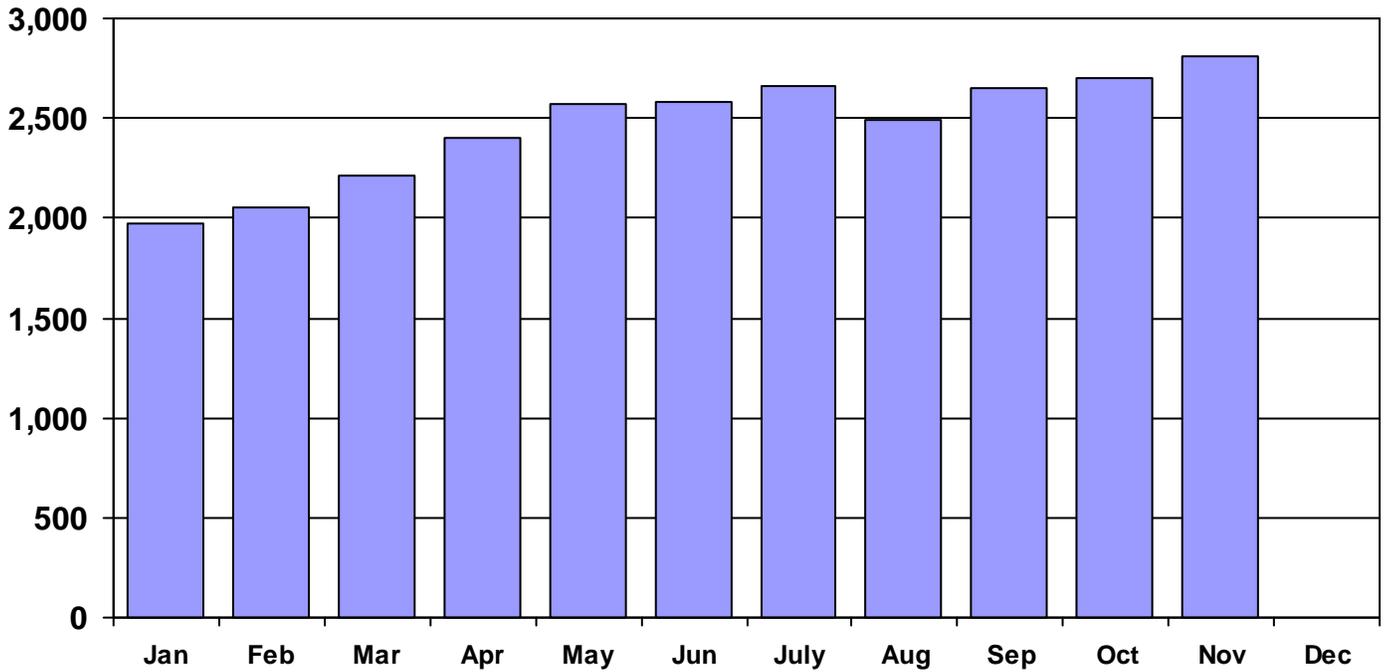
Animal License Revenue



Animal Licenses Issued



2010 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 November, the total number of licensed animals in the City is 2,815 or 11.73% of the estimated canine population of 24,000.

Fee Revenue

