

**Centennial Animal Services
October 2010 Monthly Progress Report
November 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 October 2010. These efforts resulted in Animal Welfare Officers responding to 593 calls for service to include: 60 dogs at large, 32 noisy pets, 205 animal license checks, 23 animal impounds, 3 bite cases and 14 aggressive animals. The Department investigated 31 complaints of animal cruelty and responded to 0 animal rescues. There were 692 telephone calls received and 61 lost and found animal reports taken.

Enforcement activities resulted in 7 individuals being educated/verbal warnings, 26 written warnings, 10 summons and complaints being issued and 39 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in an 90% animal save rate with 40% of animals returned in the field, 25% returned from the kennel, and 25% being transferred to partner agencies.

Activity

Field Services

- 593 Calls for Service: 100 - District 1, 89 - District 2, 164- District 3, 223 - District 4, 17 - Outside of City
- Enforcement Action: 7 Education/Verbal Warning, 26 Written Warnings, 10 Summonses
- Dangerous and Potentially Dangerous Animals
 - 2 – Investigation
 - 3 – Animal Bites Reported
 - 2 – Summons and Complaints Issued
 - 1 – Animal Confiscated

Animals Handled

- 39 Animals Handled: 28 Dogs, 8 Cat, 2 Others
- 90% Animal Save Rate: 40% Returned in the Field, 25% Returned from Kennel, 0% Adopted

General Information

- 692 Telephone Calls, 78 Citizens Walk Ins, 3,539 Miles Driven

Revenue

Monthly

- \$6,669 in revenue was collected
 - \$4,637 Licensing
 - \$2,032 Fees

Year to Date

- \$57,483 in revenue has been collected, which is approximately **16% above** the 2010 year to date projected budget of \$49,530.

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

- 2 officers worked collaboratively with Arapahoe County Courts to prosecute an Animal Cruelty case, defendant will be evaluated prior to sentencing.
- 4 officers received approximately 60 hours continuing education credits. (CAACO, ASP, Sue Sternberg)
- Intern presented her CAS project for evaluation and educated audience about animal welfare
- FEMA Certification received
- 1 Officer began cross training program with Douglas County

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

- Participation in HSPPR Pawtoberfest, promoting responsible pet ownership and Centennial Animal Services programs
- Presentation at Association of Prosecuting Attorneys conference; "Prosecuting Animal Cruelty & Fighting Cases"

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 19% from 2009 and 16% above budget YTD
- Licensing revenue up 26% from 2009 and 11% above budget YTD
- Animal License Checks up 322% YTD
- 86% Animal Return to Owner (RTO) Rate with 41% 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

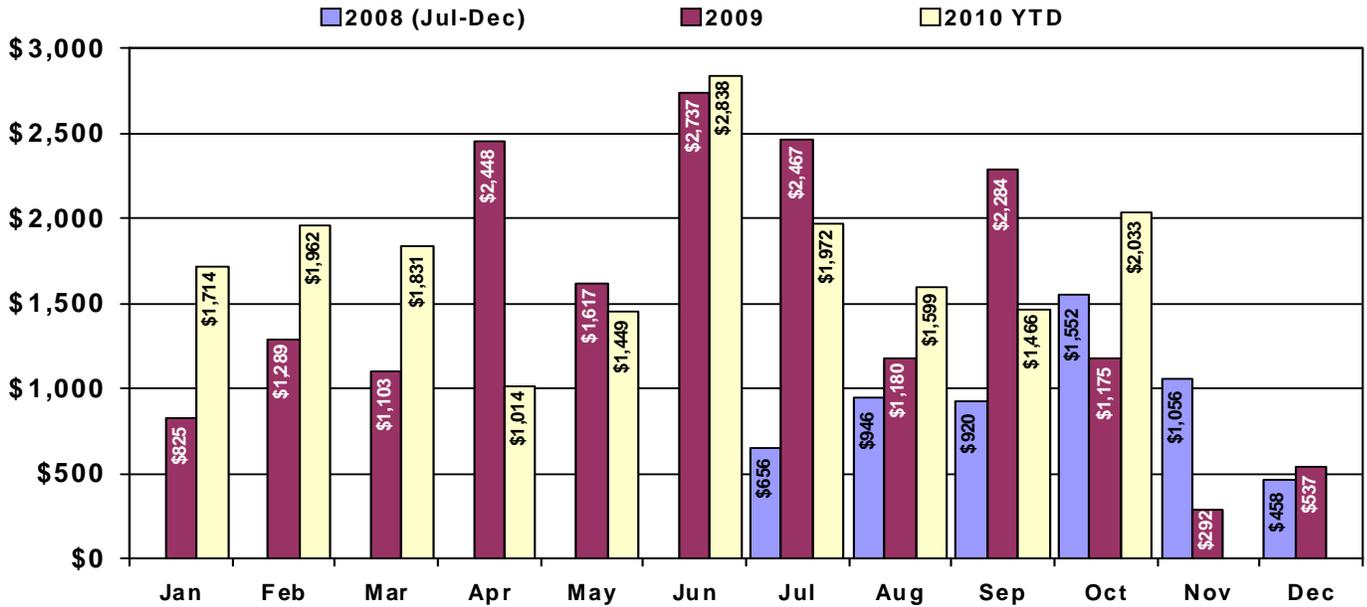
Progress

- Intern providing 12-15 hours a week to CAS and has continued internship through December

Field Services

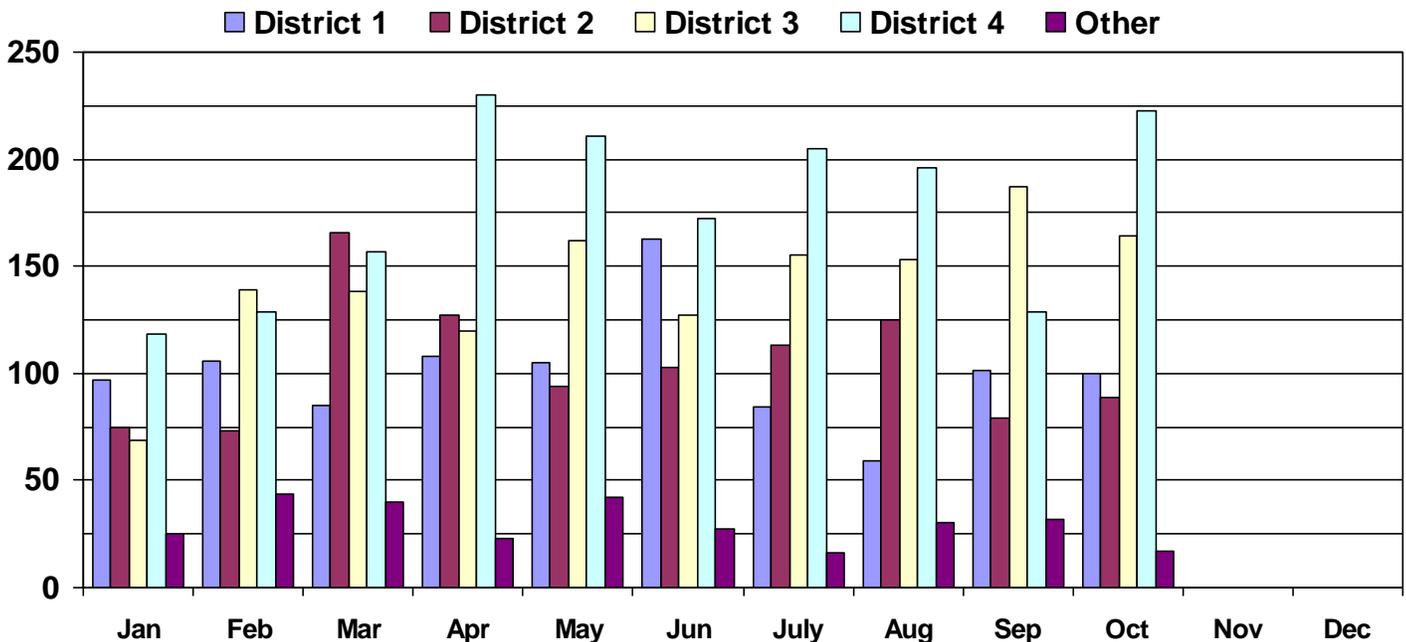
In October 2010 Animal Welfare Officers responded to 593 calls for service to include: 60 dogs at large, 32 noisy pets, 205 animal license checks, 23 animals impounds, 3 bite cases and 14 aggressive animals. The Department investigated 31 complaints of animal cruelty and responded to 0 animal rescues. Enforcement actions have resulted in 7 Education/Verbal Warnings, 26 Written Warnings, and 10 Summons and Complaints.

Fee Revenue



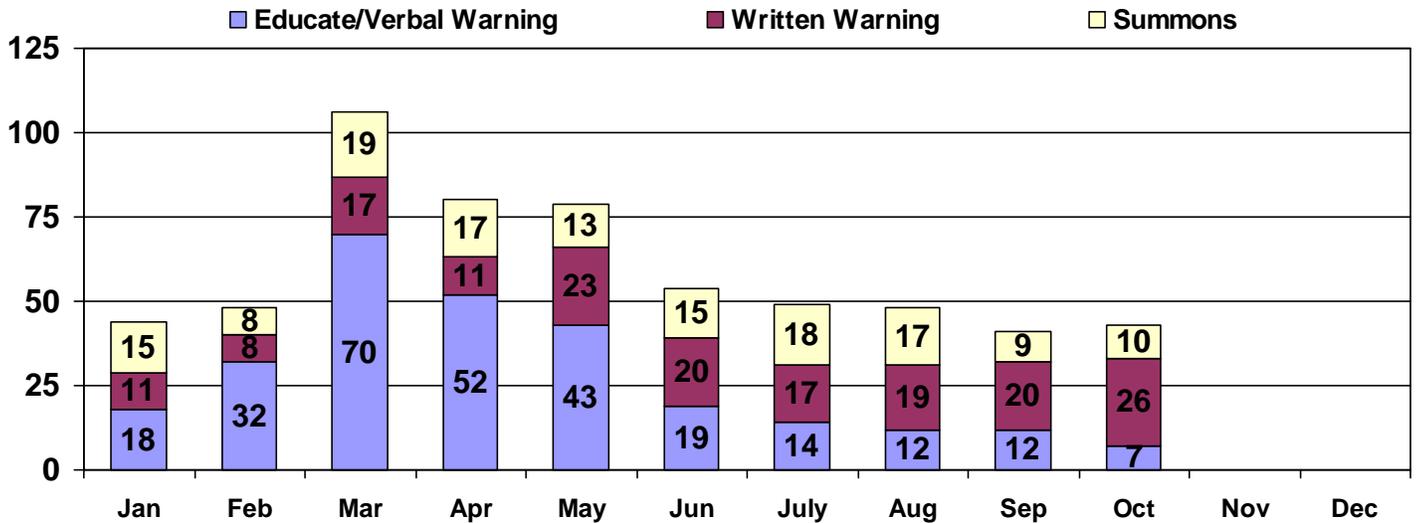
Centennial Animal Services has responded to 5,532 calls for service YTD – 1,008 in District 1, 1,044 in District 2, 1,414 in District 3, 1,770 in District 4, and 296 outside of the City.

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 279 education/verbal warnings, 172 written warnings, and 141 summons and complaints year to date.

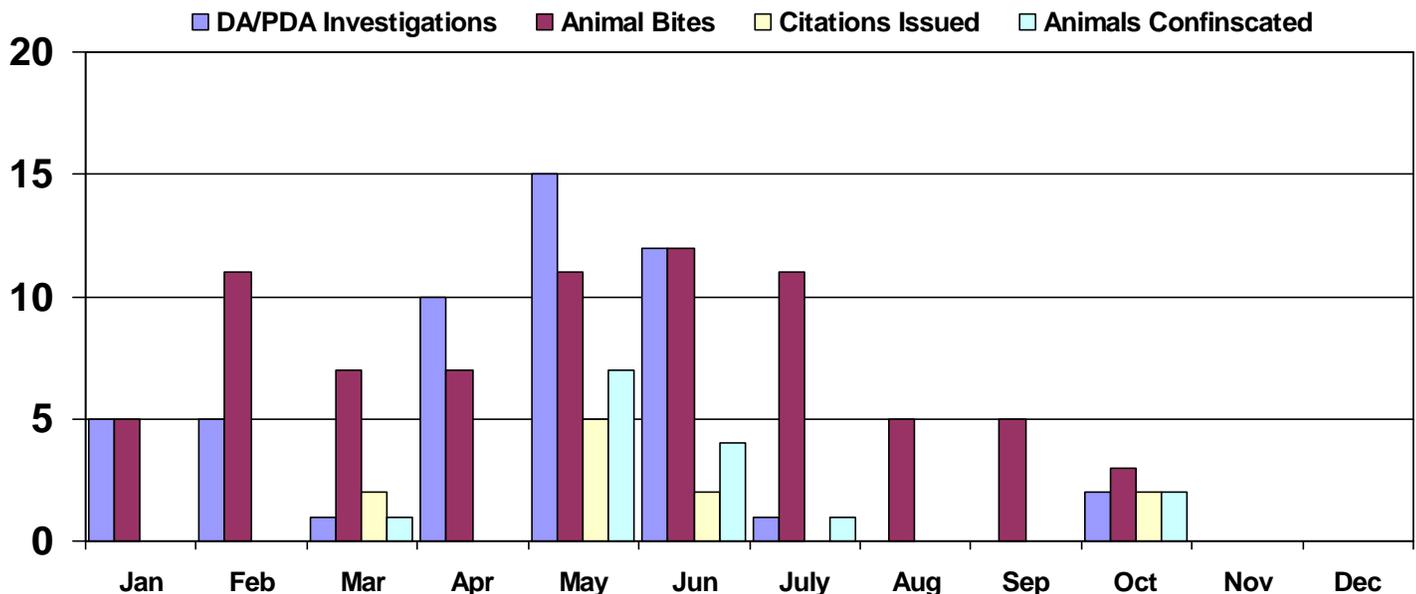
Actions Taken



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 50 DA/PDA Investigations, processed 166 Animal Bites, Issued 11 DA/PDA Summons, and Confiscated 14 Animals.

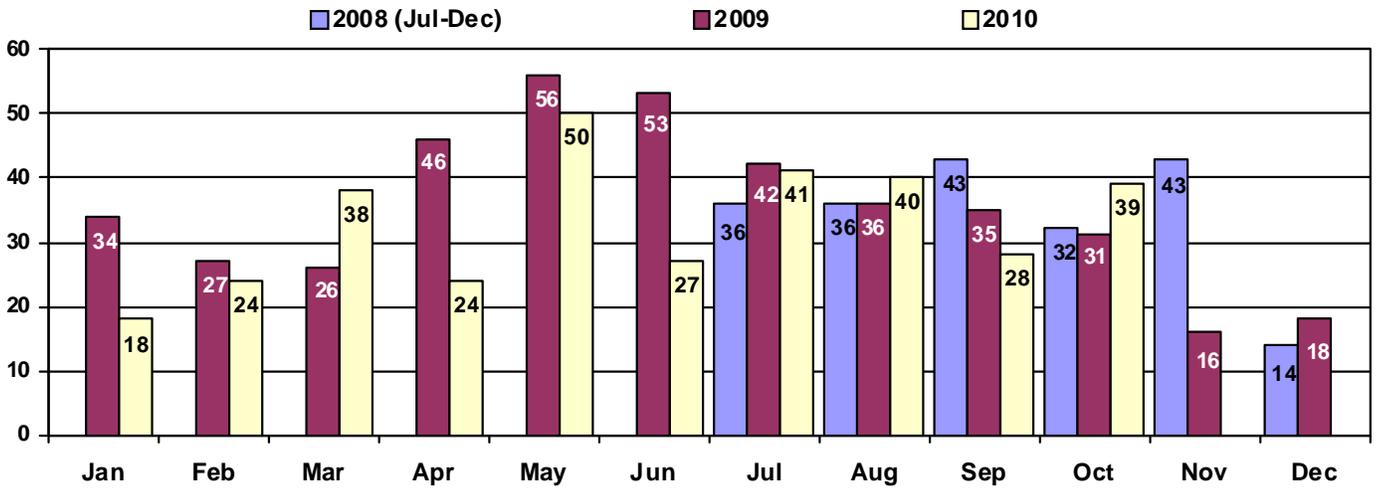
Dangerous & Potentially Dangerous Animals



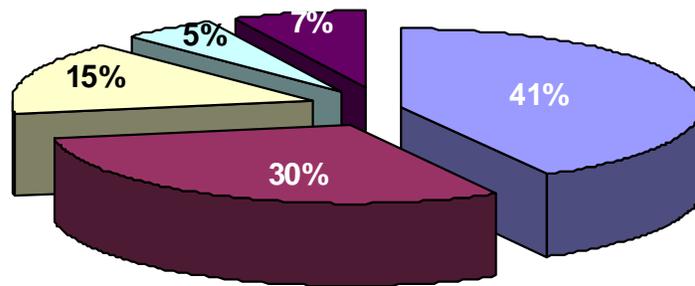
Animals Handled

Year to date CAS has handled 321 animals: 249 Dogs, 46 Cats, 26 Others. 86% of these animals have been saved.

Animals Handled

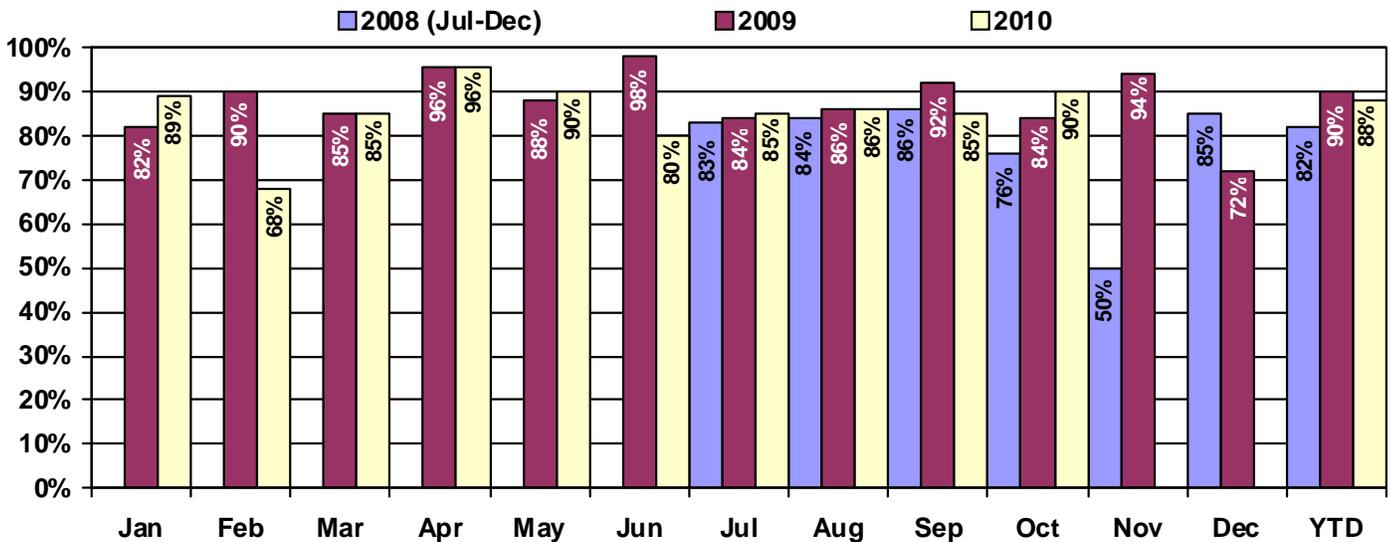


Year to Date Animal Outcomes



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

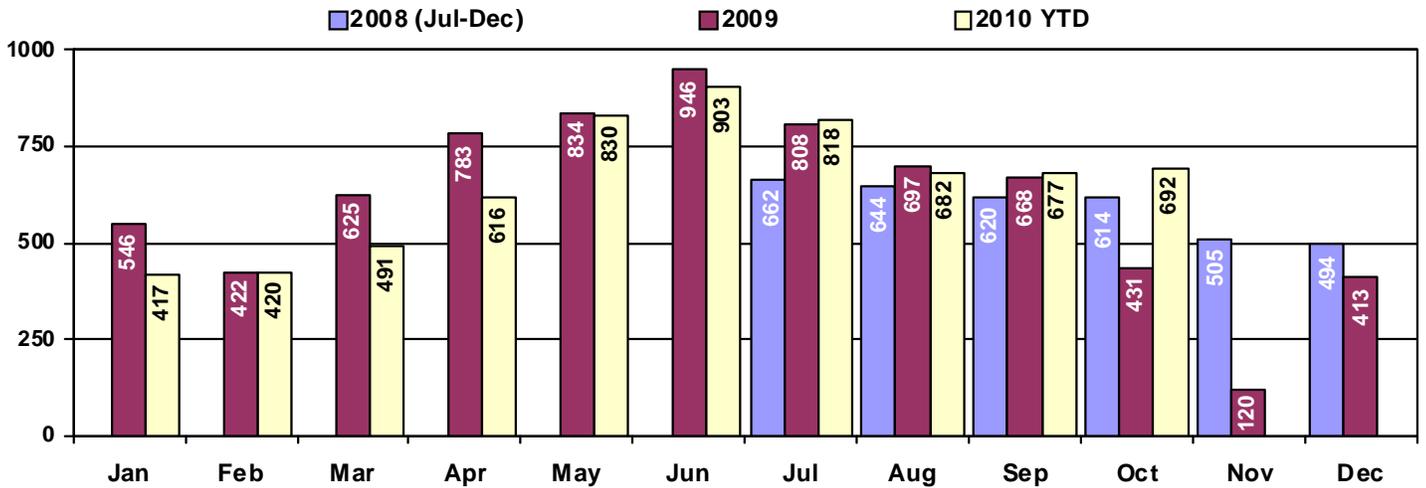
Animal Save Rate



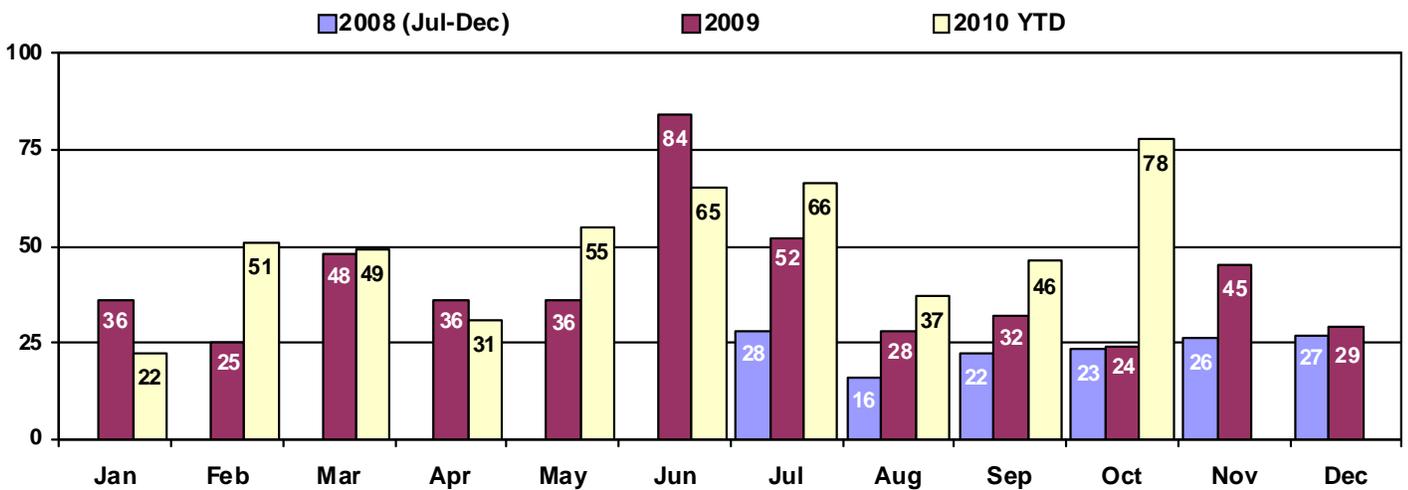
General Information

A total of 6,546 telephone calls have been received, 500 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 39,709 miles without accident or injury.

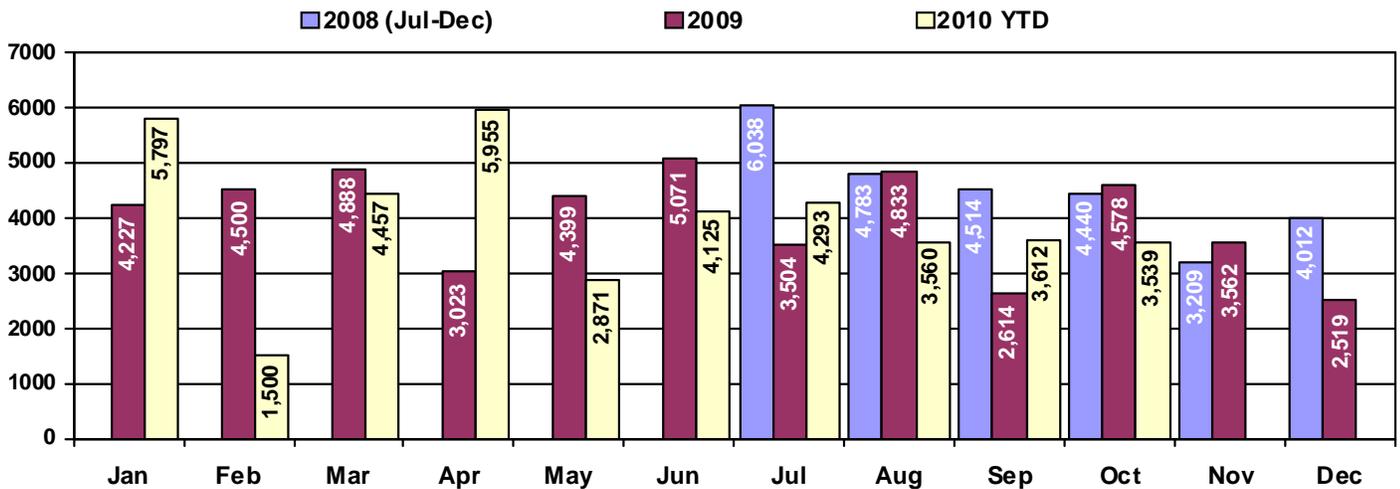
Telephone Calls



Citizen Walk-Ins



Miles Driven

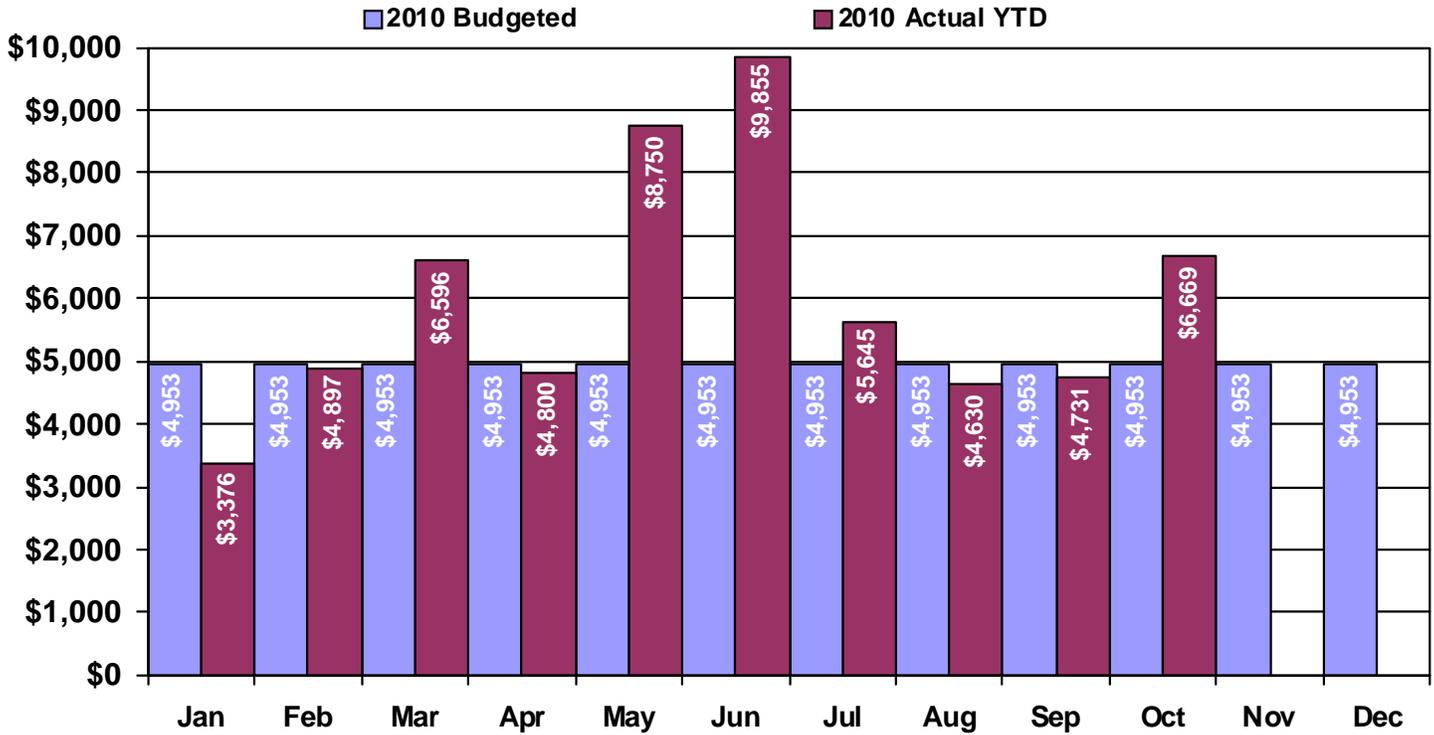


Revenue

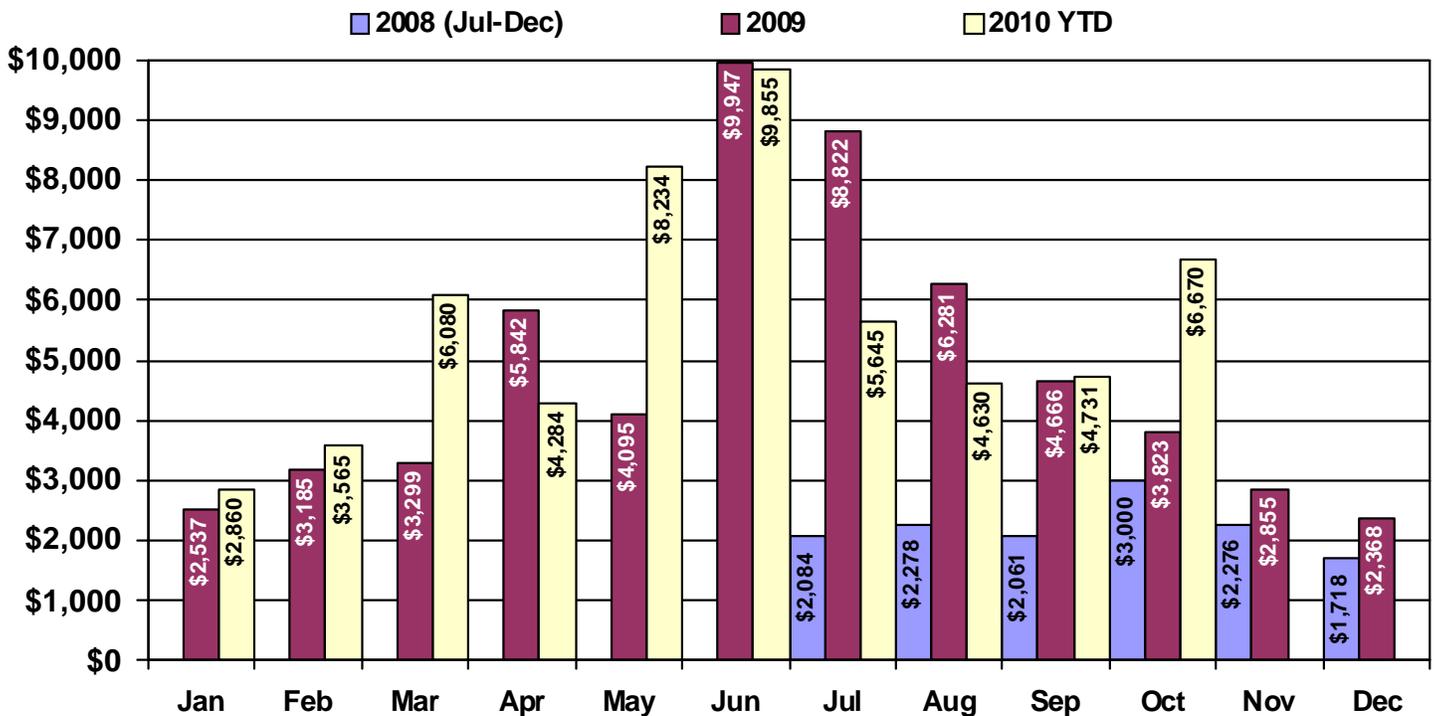
CAS has generated total revenue of \$57,483 year to date. This is approximately **16% Above** the \$49,530 (\$4,953 monthly) yearly budget allocation for revenues.

- Animal Licensing—\$39,492 YTD approximately **11% Above** the \$35,650 (\$3,565 monthly) budgeted YTD
- Animal Fee—\$17,877 YTD approximately **29% Above** the \$13,880 (\$1,388 monthly) budgeted YTD

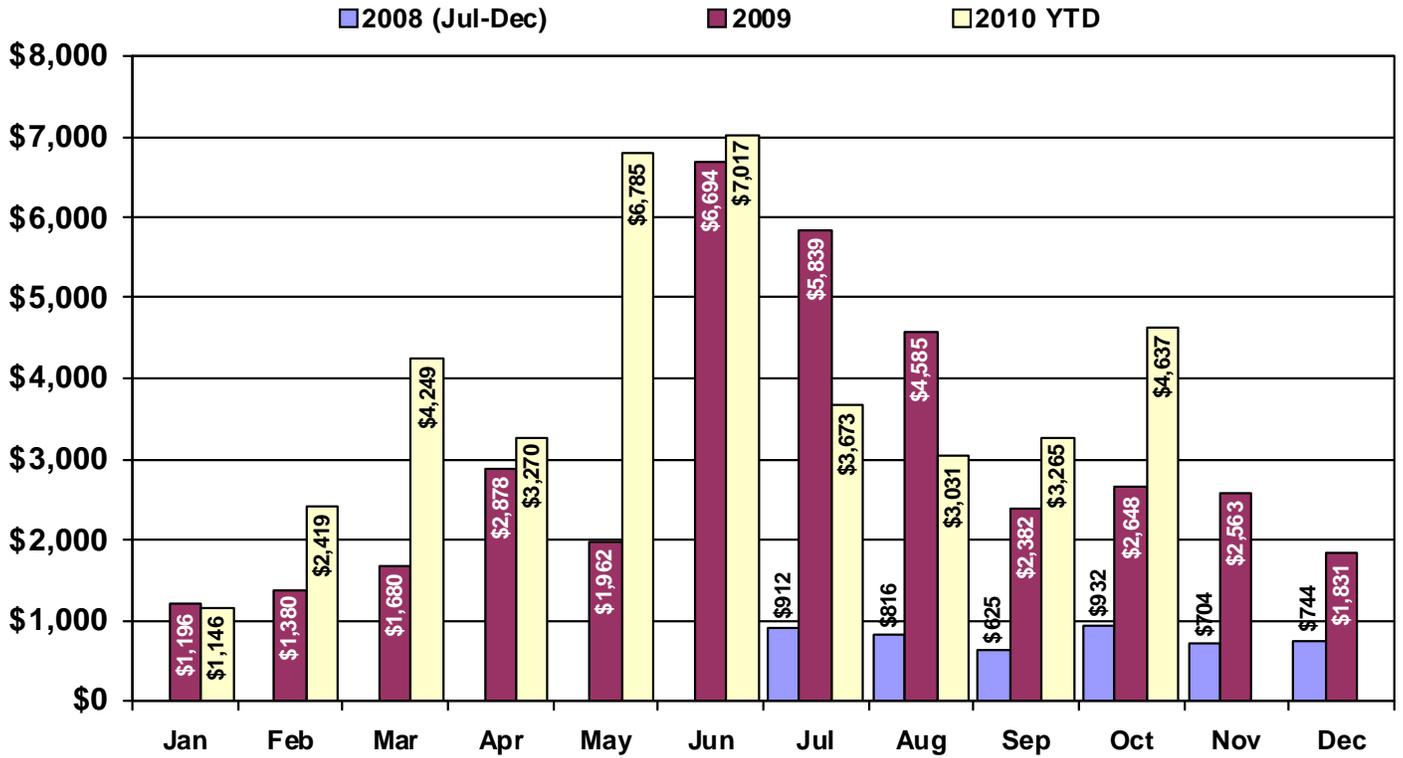
**Total Revenue
Budgeted vs. Actual**



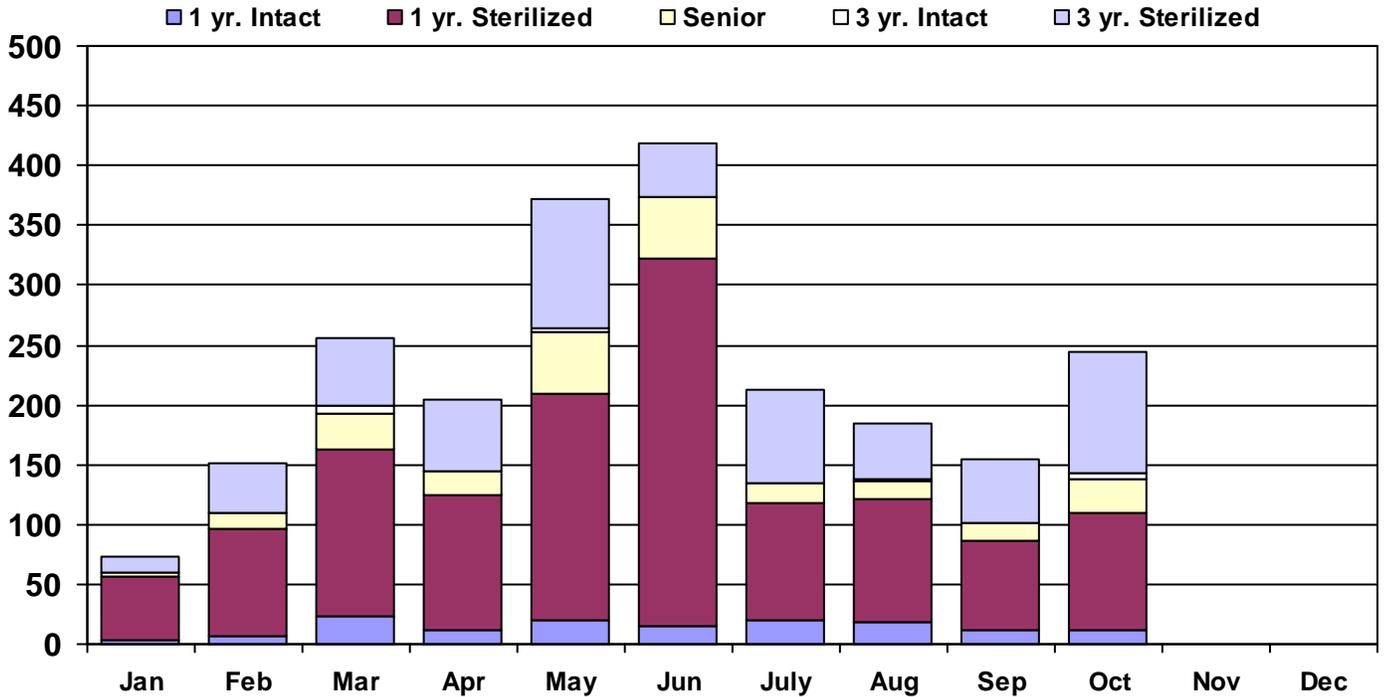
Total Revenue by Year



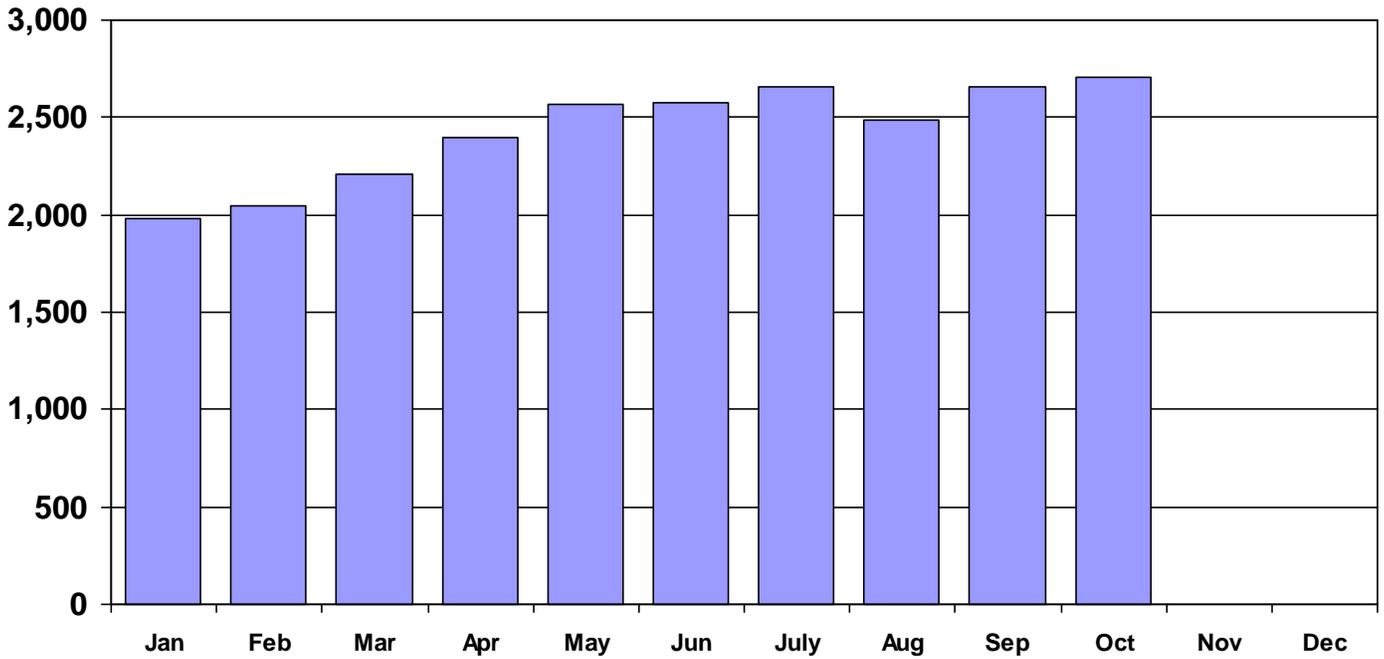
Animal License Revenue



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 October, the total number of licensed animals in the City is 2705 or 11.27% of the estimated canine population of 24,000.

Fee Revenue

