

**Centennial Animal Services
September 2010 Monthly Progress Report
October 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 September 2010. These efforts resulted in Animal Welfare Officers responding to 528 calls for service to include: 41 dogs at large, 18 noisy pets, 204 animal license checks, 20 animal impounds, 6 bite cases and 8 aggressive animals. The Department investigated 14 complaints of animal cruelty and responded to 1 animal rescues. There were 677 telephone calls received and 49 lost and found animal reports taken.

Enforcement activities resulted in 12 individuals being educated/verbal warnings, 20 written warnings, 9 summons and complaints being issued and 28 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in an 79% animal save rate with 41% of animals returned in the field, 21% returned from the kennel, and 17% being transferred to partner agencies.

Activity

Field Services

- 528 Calls for Service: 101 - District 1, 79 - District 2, 187- District 3, 129 - District 4, 32 - Outside of City
- Enforcement Action: 12 Education/Verbal Warning, 20 Written Warnings, 9 Summonses
- Dangerous and Potentially Dangerous Animals
 - 5 – Investigation
 - 5 – Animal Bites Reported
 - 0 – Summons and Complaints Issued
 - 0 – Animal Confiscated

Animals Handled

- 28 Animals Handled: 20 Dogs, 6 Cat, 2 Others
- 79% Animal Save Rate: 41% Returned in the Field, 21% Returned from Kennel, 0% Adopted

General Information

- 677 Telephone Calls, 46 Citizens Walk Ins, 3,612 Miles Driven

Revenue

Monthly

- \$4,731 in revenue was collected
 - \$3,265 Licensing
 - \$1,466 Fees

Year to Date

- \$50,700 in revenue has been collected, which is approximately **14% above** the 2010 year to date projected budget of \$44,577.

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

- Networked with Animal Welfare officers from multiple jurisdictions and states at National training
- Assisted Arapahoe County Sheriff's Department with an aggressive dog where the dog owner was well known to law enforcement
- 82% of officers state (CAACO) certified; 100% of officers nationally (NACA) certified

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

- Communicating with several Centennial HOA groups to include CAS information in their newsletters

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 4% from 2009 14% above budget YTD
- Licensing revenue up 22% YTD
- Animal License Checks up 373% YTD
- 62% Animal Return to Owner (RTO) Rate with 42% RTOD in Field YTD—Saving Cost of Impound

Environment

Goals

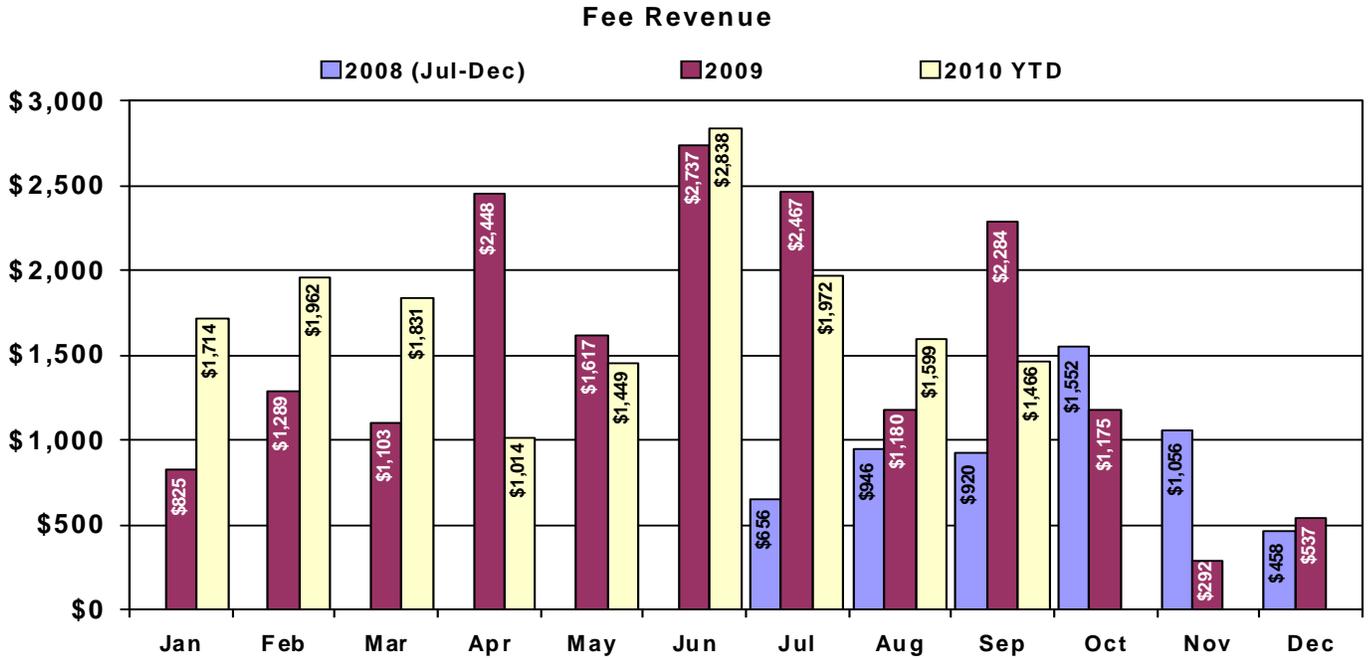
- Explore the possibility of securing funding for GIS Mapping, Chameleon software, and Global Positioning Systems to more effectively deploy and utilize staff
- Work towards and secure funding to equip CAS vehicles with Mobile Data Terminals to more closely control the amount of driving required and decrease the quantity of printing

Progress

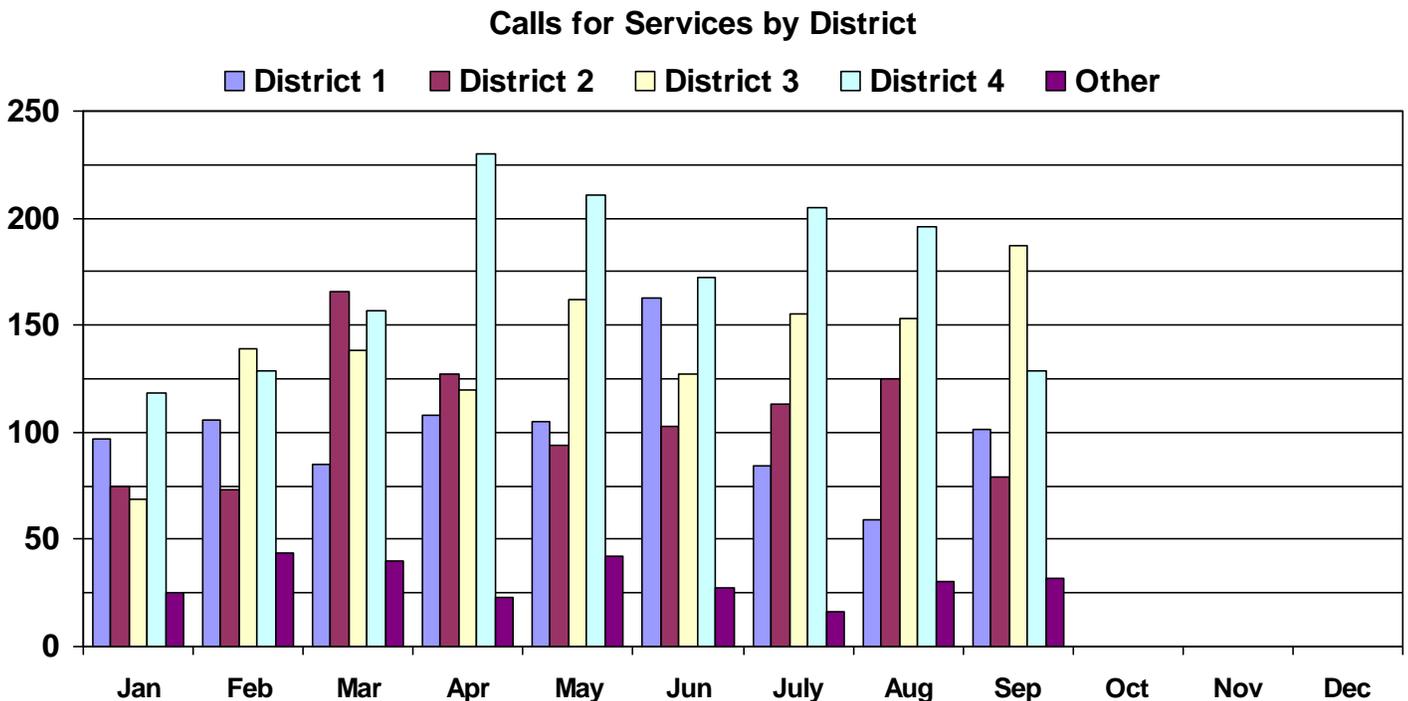
- Intern providing 12-15 hours a week to CAS and has continued internship through December

Field Services

In September 2010 Animal Welfare Officers responding to 528 calls for service to include: 41 dogs at large, 18 noisy pets, 204 animal license checks, 20 animals impounds, 6 bite cases and 8 aggressive animals. The Department investigated 14 complaints of animal cruelty and responded to 1 animal rescues. Enforcement actions have resulted in 12 Education/Verbal Warnings, 20 Written Warnings, and 9 Summons and Complaints.

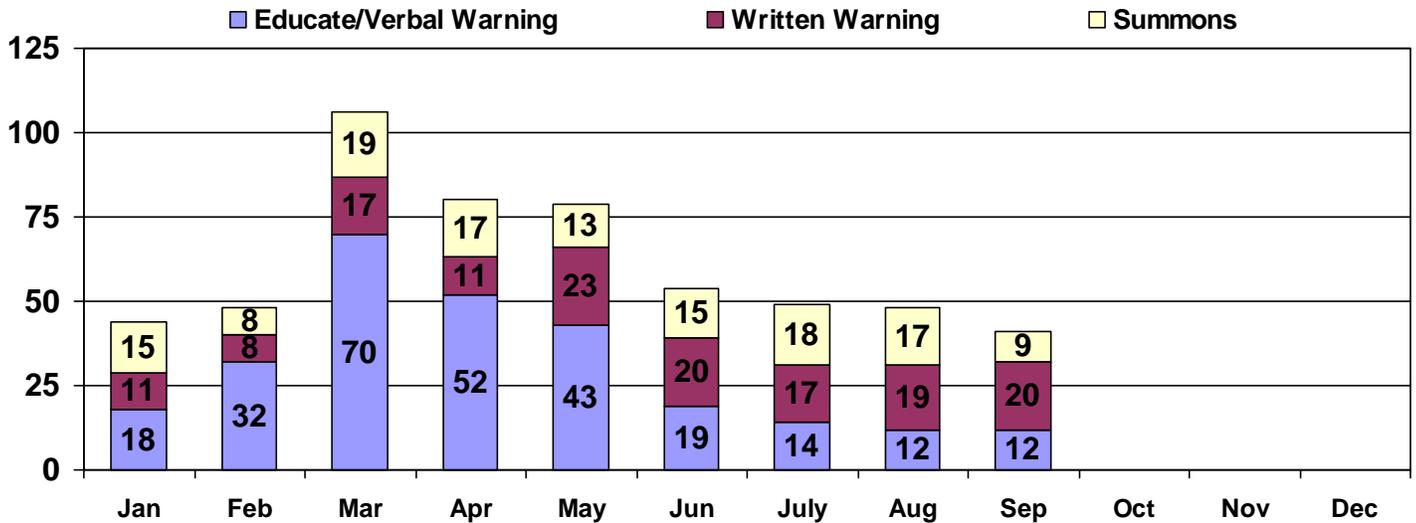


Centennial Animal Services has responded to 4,939 calls for service YTD - 908 in District 1, 955 in District 2, 1,250 in District 3, 1,547 in District 4, and 279 outside of the City.



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 272 education/verbal warnings, 146 written warnings, and 131 summons and complaints year to date.

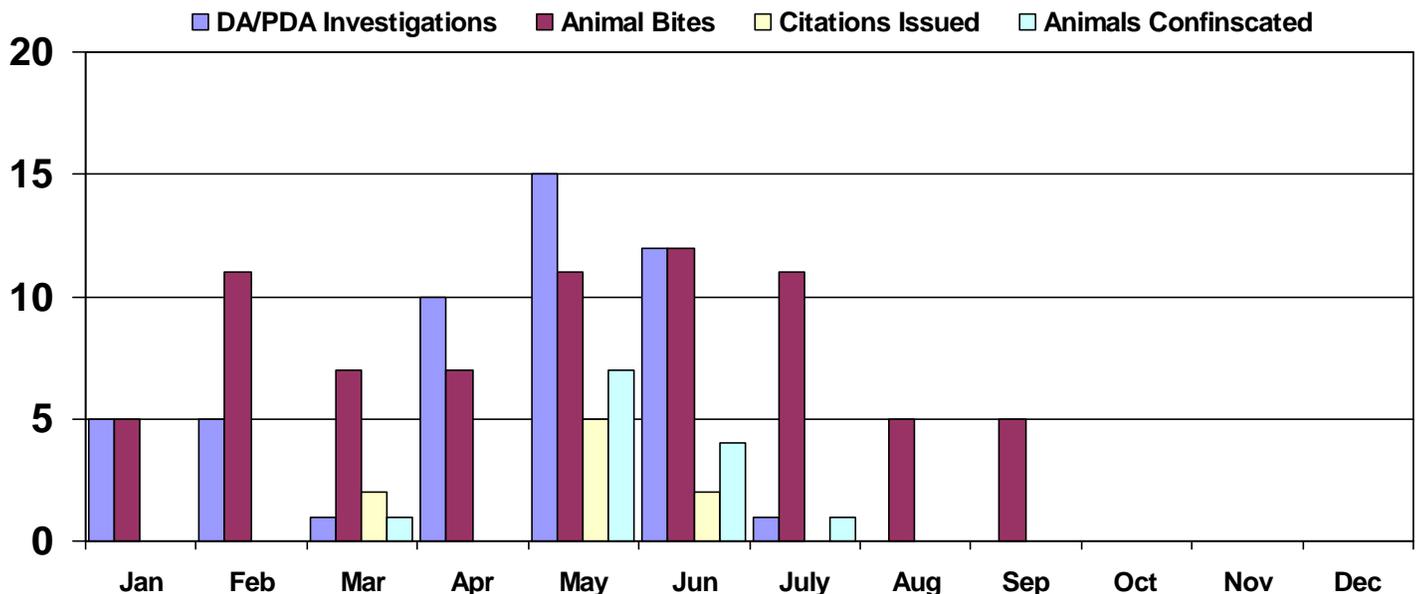
Actions Taken



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 48 DA/PDA Investigations, processed 77 Animal Bites, Issued 9 DA/PDA Summons, and Confiscated 12 Animals.

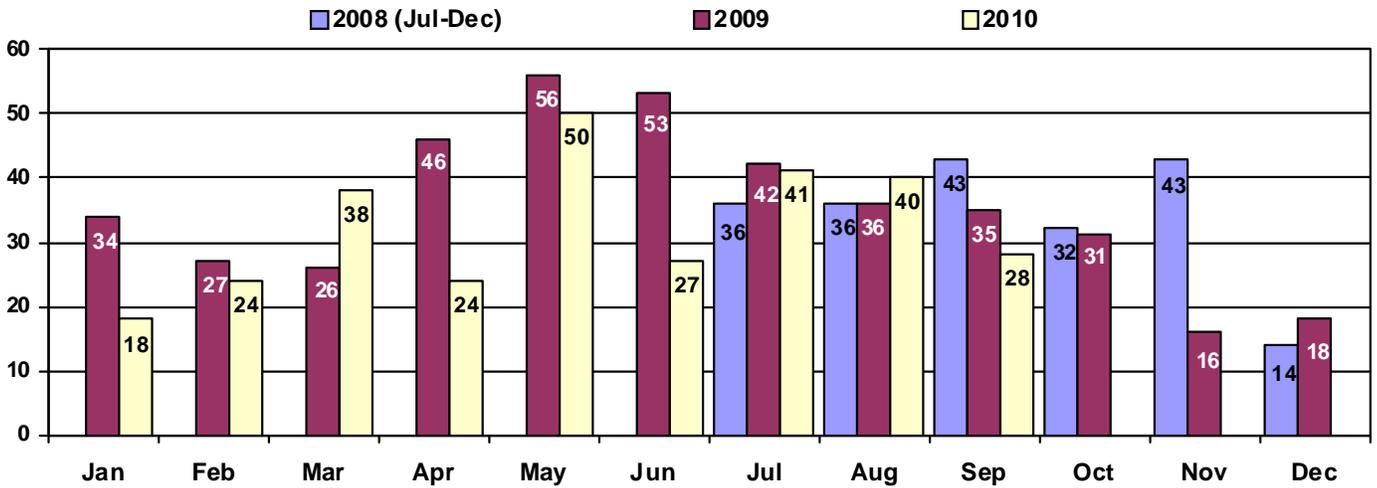
Dangerous & Potentially Dangerous Animals



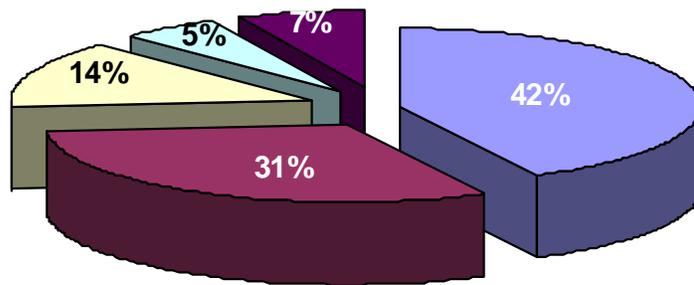
Animals Handled

Year to date CAS has handled 282 animals: 221 Dogs, 38 Cats, 24 Others. 85% of these animals have been saved.

Animals Handled

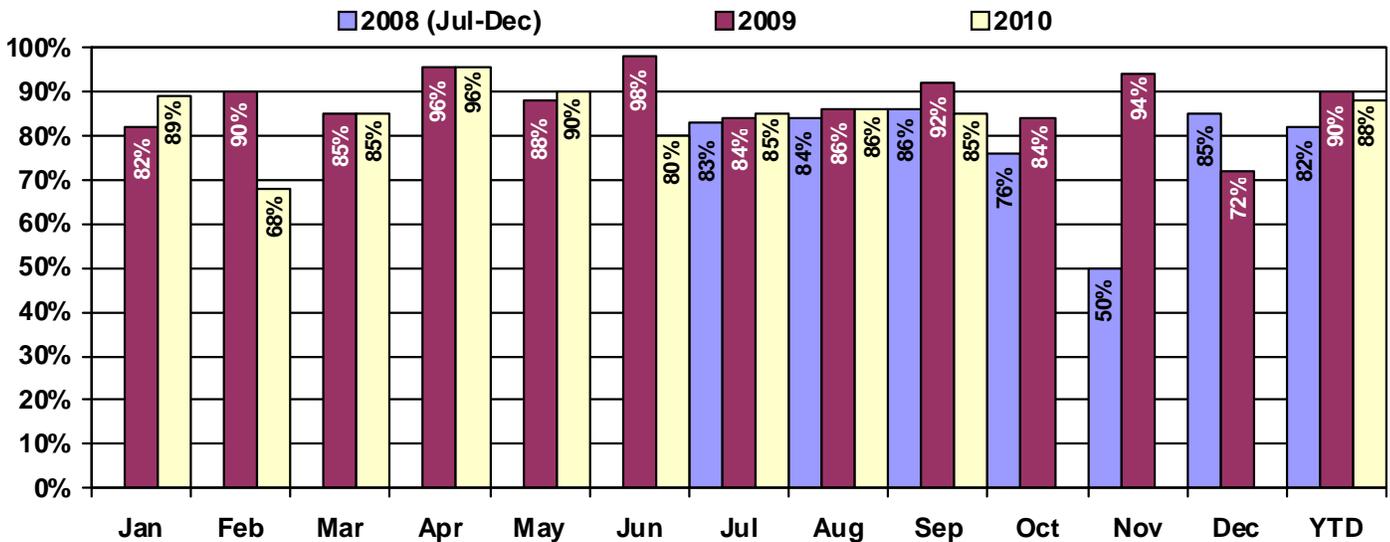


Year to Date Animal Outcomes



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

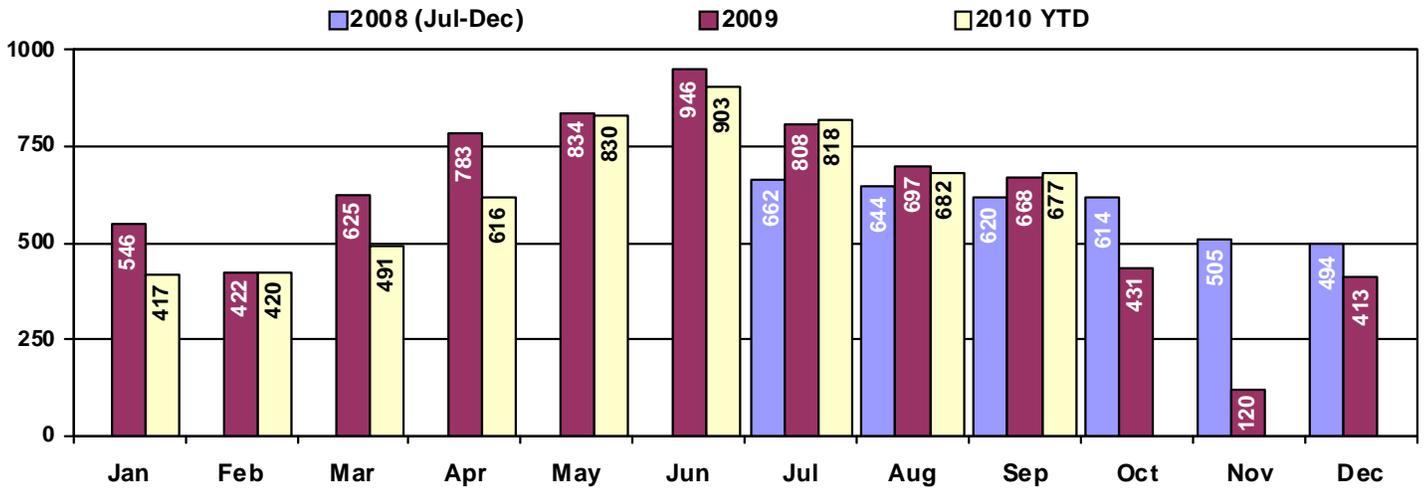
Animal Save Rate



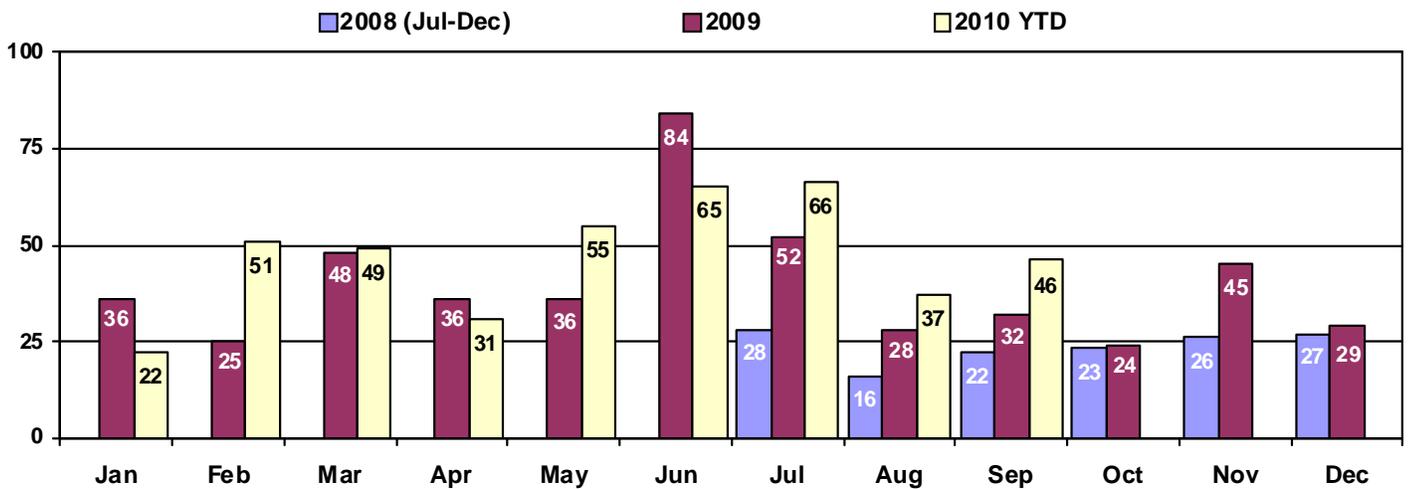
General Information

A total of 5,854 telephone calls have been received, 422 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 36,170 miles without accident or injury.

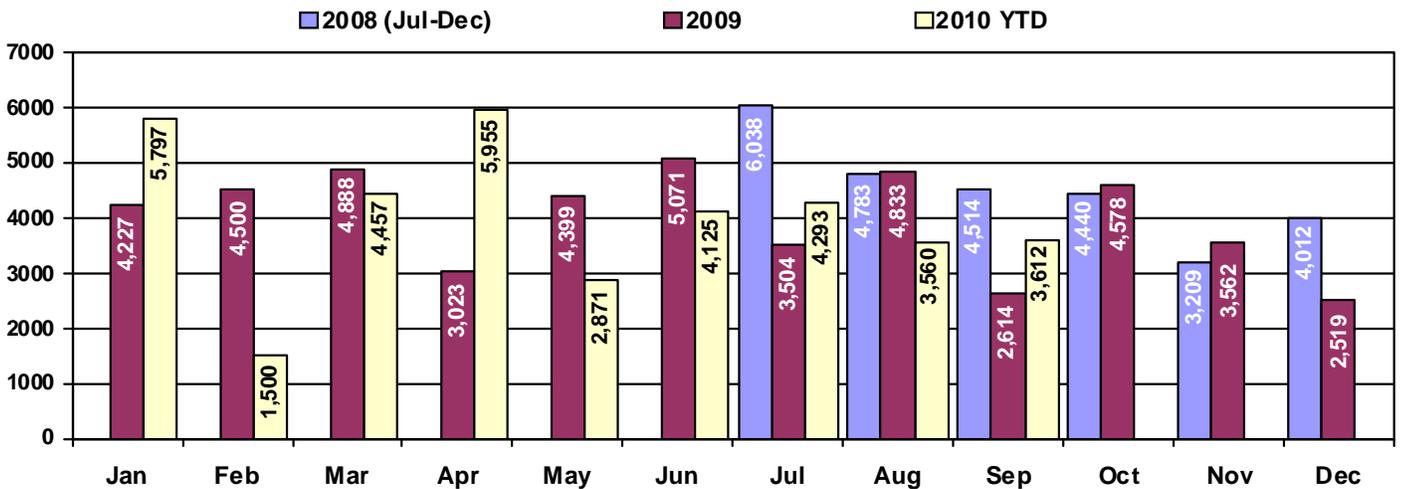
Telephone Calls



Citizen Walk-Ins



Miles Driven

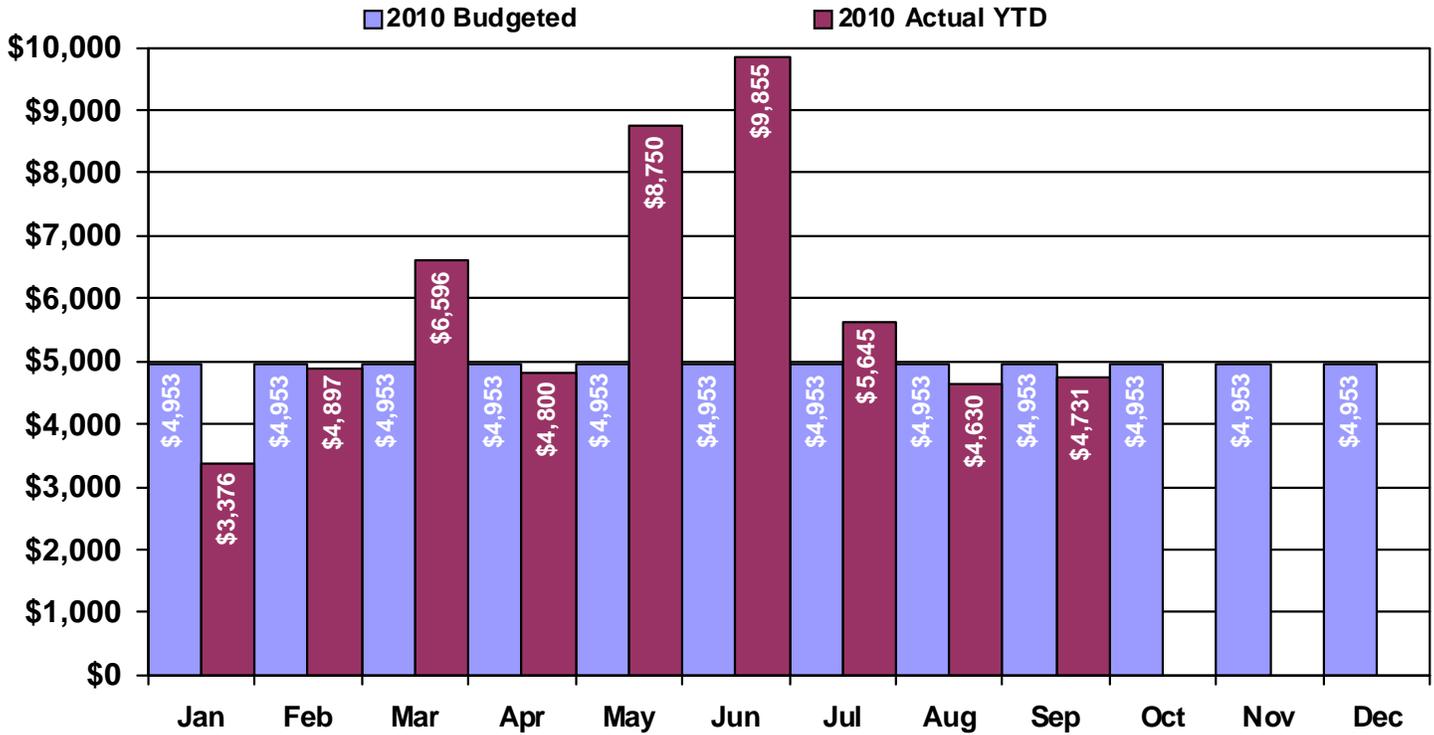


Revenue

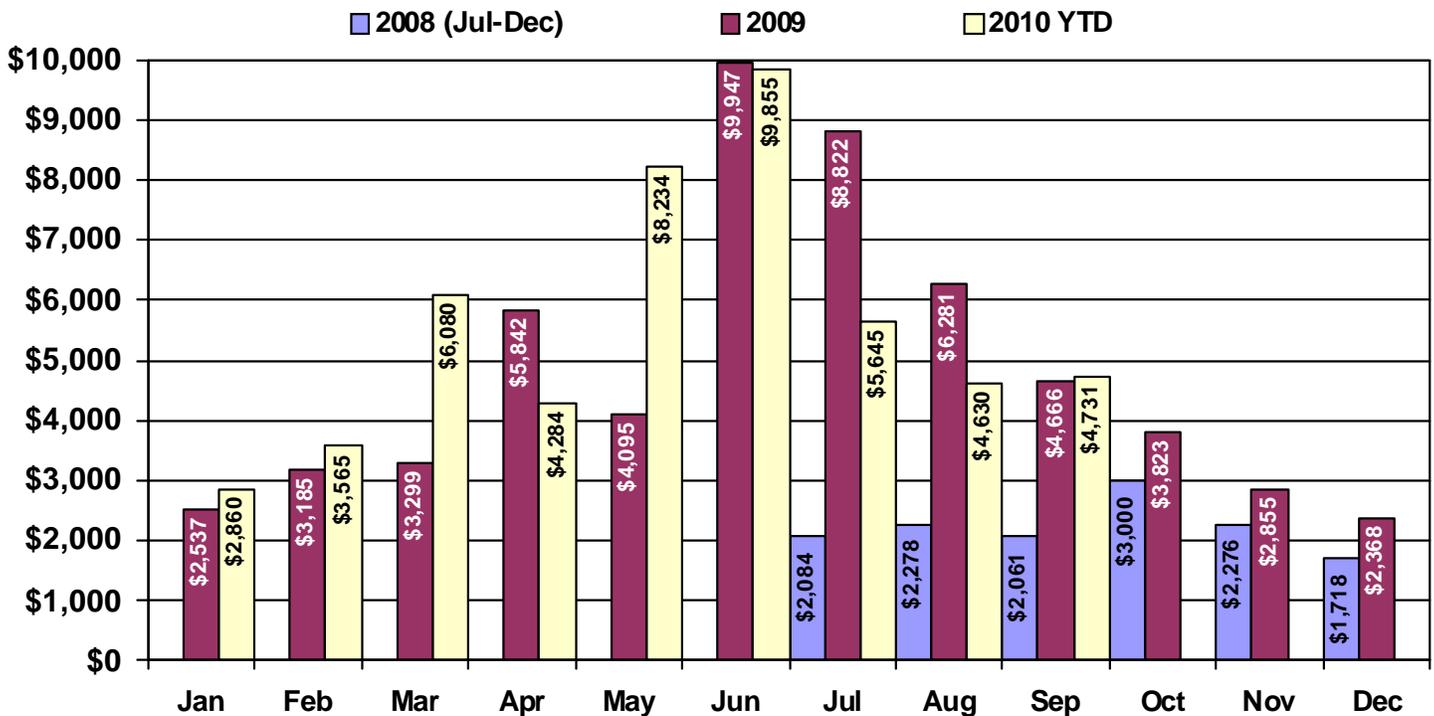
CAS has generated total revenue of \$50,700 year to date. This is approximately **14% Above** the \$44,577 (\$4,953 monthly) yearly budget allocation for revenues.

- Animal Licensing—\$34,855 YTD approximately **9% Above** the \$32,085 (\$3,565 monthly) budgeted YTD
- Animal Fee—\$15,958 YTD approximately **28% Above** the \$12,492 (\$1,388 monthly) budgeted YTD

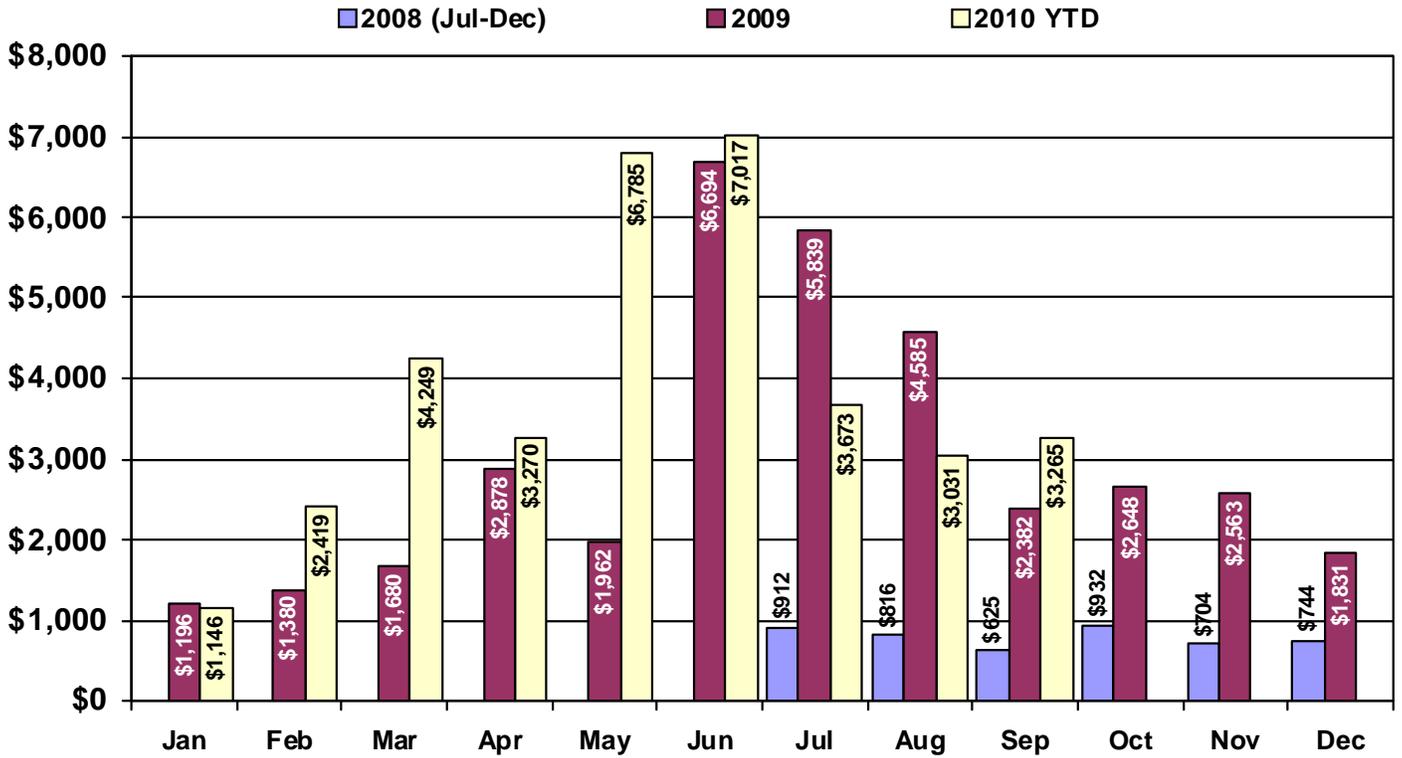
**Total Revenue
Budgeted vs. Actual**



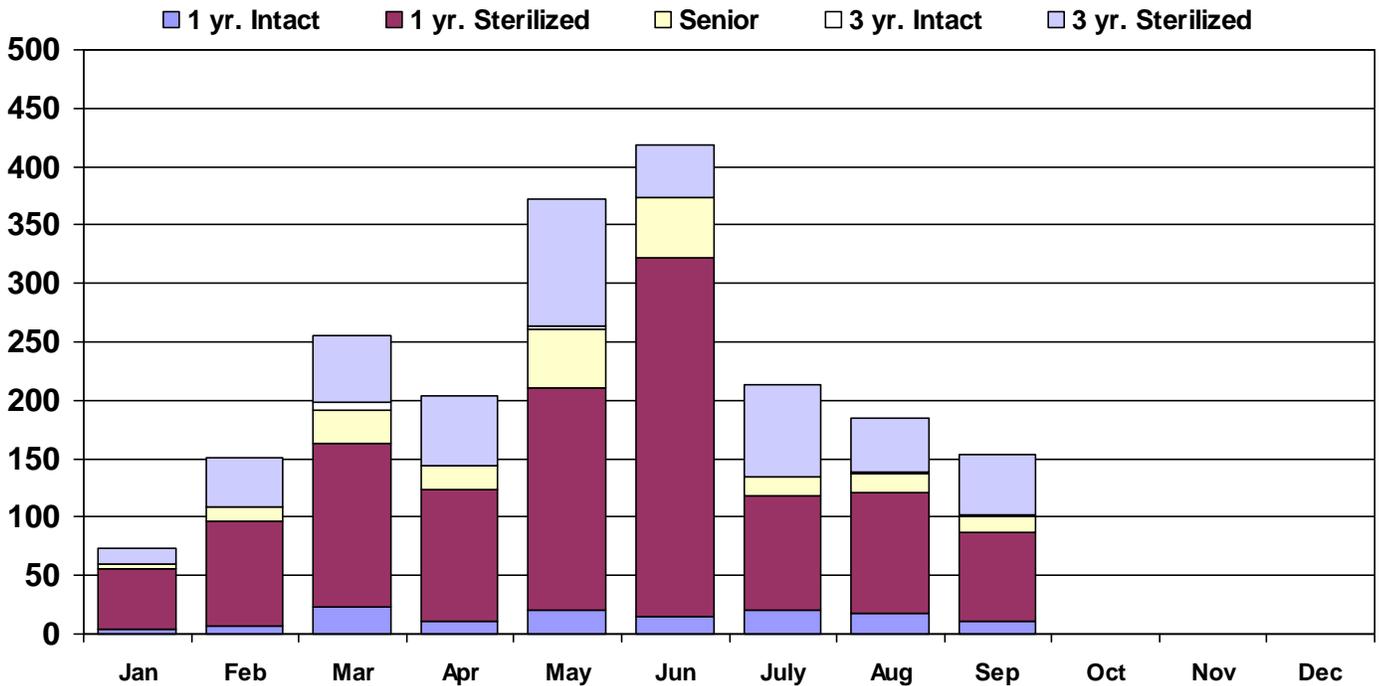
Total Revenue by Year



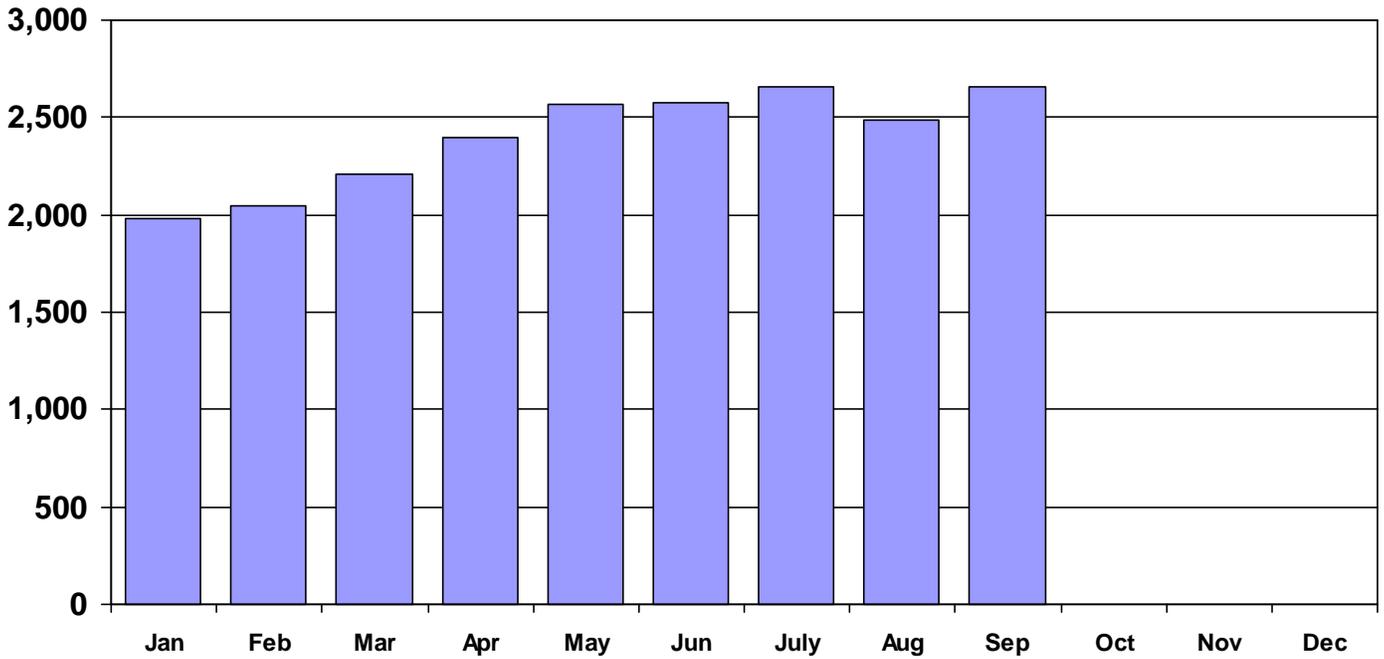
Animal License Revenue



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 September, the total number of licensed animals in the City is 2,656 or 11.07% of the estimated canine population of 24,000.

Fee Revenue

