City of Centennial

Community Development Dept. – Animal Services
Quarter 2 2013 Report

Survey Says…

The 2010 Centennial Citizen Survey provided residents the opportunity to rate the quality of life in the City, as well as the service delivery and overall workings of local government. The survey also permitted residents to provide feedback to the City on what is working well and what is not.

Citizen's rating of Animal Control Services in the City:
Excellent:10%
Good: 45%
Fair: 30%
Poor: 15%

Citizen's rating of importance of responding to barking dog violations:
Essential: 21%
Very Important: 31%
Somewhat Important: 39%
Not at All Important: 9%

Budget:
2013: $601,102
2012: $622,390
2011: $606,390

FTE: 5.5

Centennial Animal Services (CAS) provides a complete animal services program through an agreement with the Humane Society of the Pikes Peak Region.

Centennial's Vision:

The City of Centennial is dedicated to providing a high quality of life, delivering superior customer service, and achieving the highest professional standards. We strive to uphold our mission by adhering to our organizational values.

Animal Services Mission:

Animal Services is committed to preserving the quality of life in Centennial by serving and protecting the citizens and animals in our community by providing positive responsible pet ownership education and proactive

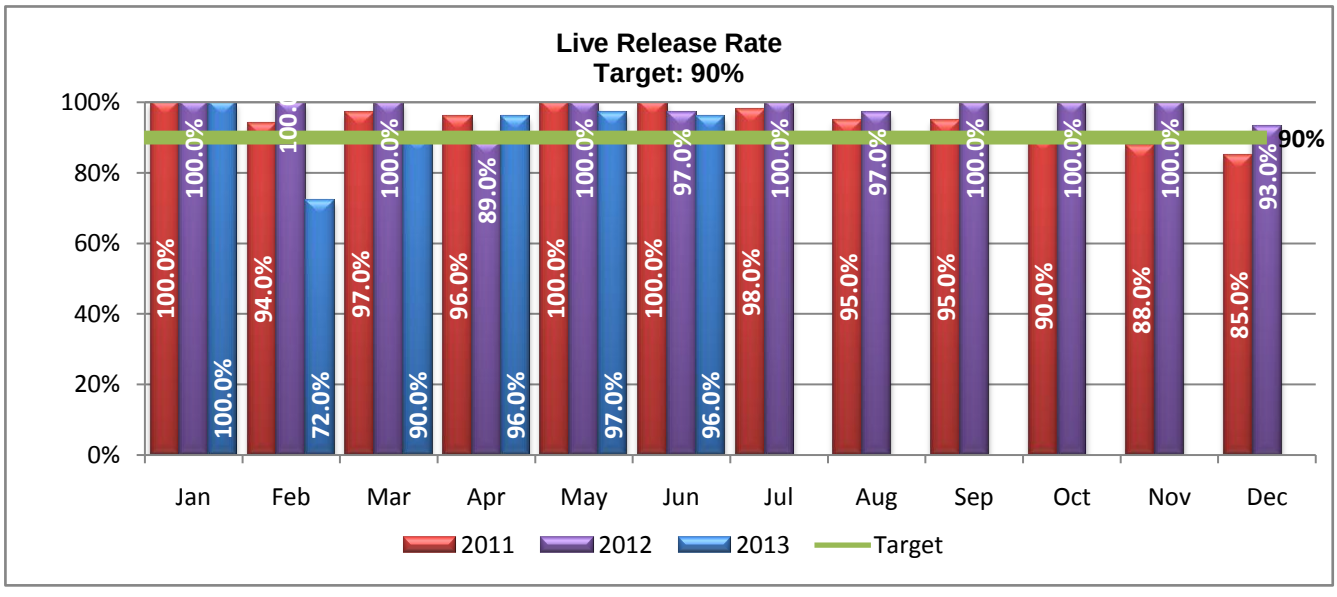
Animal Services Strategic Goals (OVOV Centennial 2030 Alignment)

Protect Public Health, Safety, and Welfare of Animals. Animal Services will protect public safety, health, quality of life, and welfare of animals by providing education and enforcement of animal laws. (CQL 7, CQL 7.3)
Education. Animal Services will seek to explain the purpose of regulations to foster community support and help identify solutions in an effort to assist individuals with voluntary compliance. (CQL 6.1; CQL 6.4)
Enhance Regulations. Animal Services will seek to proactively identify regulatory enhancements to address local issues and to recommend tailored solutions that fit the expectations of the community. (CS 5.3; CQL 4)
Efficient and Effective Service. Animal Services will maintain an accountable, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements and improving business processes. (CS 3, 3.2; EH 1, 1.2, 3.2; Env. 2)
Customer Service. Animal Services will interact with all customers in a respectful, responsive, accountable and trustworthy manner to achieve customer satisfaction. (CS 3, 3.6; CQL 6.5)

Joe Stafford, Field Services Manager - 303.435.7554

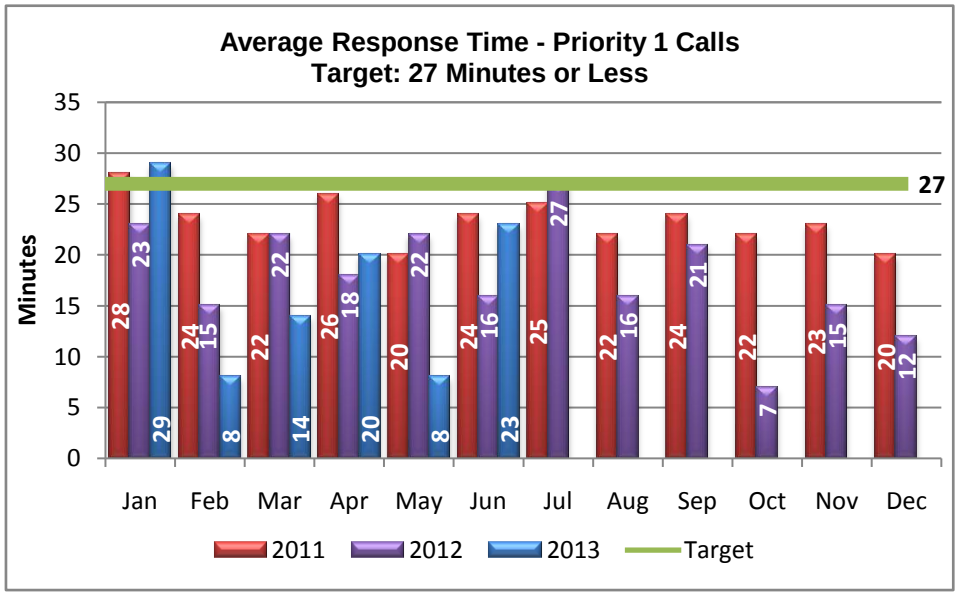
Performance Outcome Measures

Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service and are usually associated with a goal for each measure.



Notes: "Live Release Rate" is calculated by dividing the number of animals returned to their owners, or adopted by a new owner, by the total number of animals impounded. Asilomar Accords is used to determine the Live Release Rate. See www.asilomaraccords.org for guiding principles, definitions, statistics, and formulas.

	2011	2012	2013
January	28	23	29
February	24	15	8
March	22	22	14
April	26	18	20
May	20	22	8
June	24	16	23
July	25	27	-
August	22	16	-
September	24	21	-
October	22	7	-
November	23	15	-
December	20	12	-



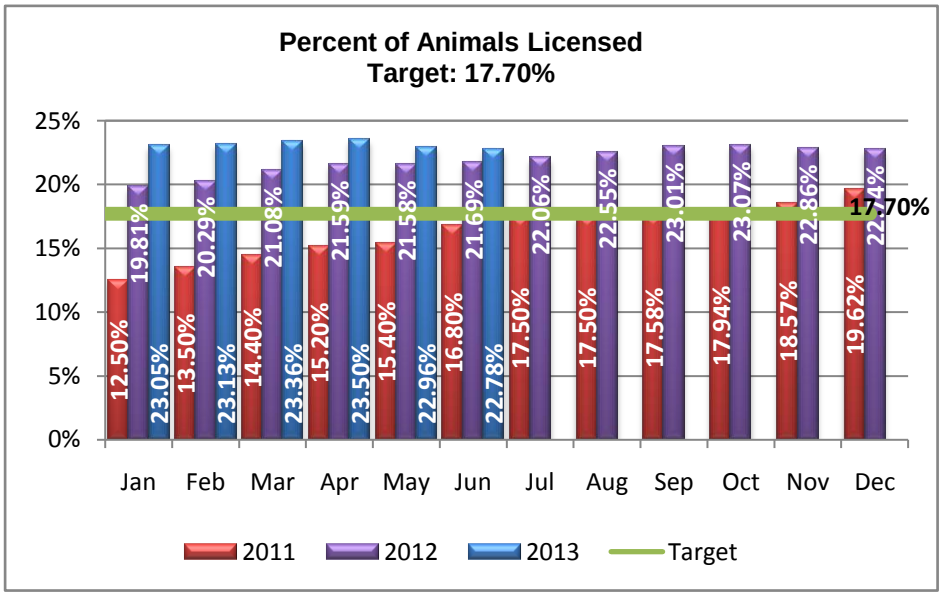
Notes: Priority One (Emergency) service calls are those that are an immediate threat to public safety, health, or animal welfare. Response time is the time elapsed between the call being dispatched and the officer arriving on-scene.

In second quarter of 2013, average response times for Priority One calls were 17 minutes, well below our target goal of 27 minutes.

Service Level Measures

Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.

	2011	2012	2013
January	12.50%	19.81%	23.05%
February	13.50%	20.29%	23.13%
March	14.40%	21.08%	23.36%
April	15.20%	21.59%	23.50%
May	15.40%	21.58%	22.96%
June	16.80%	21.69%	22.78%
July	17.50%	22.06%	-
August	17.50%	22.55%	-
September	17.58%	23.01%	-
October	17.94%	23.07%	-
November	18.57%	22.86%	-
December	19.62%	22.74%	-

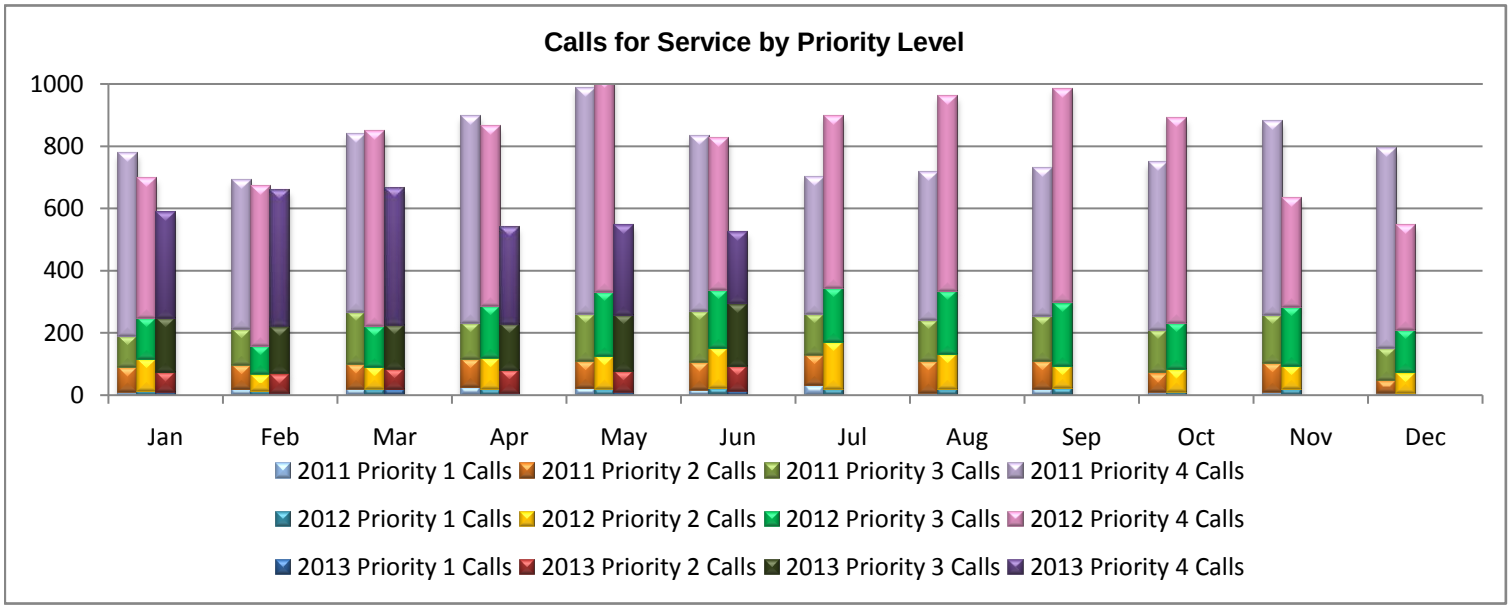


Notes: Since the inception of this performance measure, the percentage of Centennial animals licensed has consistently increased.

The total canine population (based on 100,377 human population and new AVMA formulas) of the City of Centennial is estimated to be 25,375.

Output Measures

Performance Output Measures indicate the amount of service provided.



2013 Calls for Service	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Priority 1 Calls	11	8	19	8	10	13	-	-	-	-	-	-
Number of Priority 2 Calls	64	61	66	74	68	80	-	-	-	-	-	-
Number of Priority 3 Calls	171	149	139	148	178	199	-	-	-	-	-	-
Number of Priority 4 Calls	341	440	438	309	289	232	-	-	-	-	-	-
Total All Calls	**587**	**658**	**662**	**539**	**545**	**524**	**-**	**-**	**-**	**-**	**-**	**-**

2012 Calls for Service	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Priority 1 Calls	12	12	18	20	20	22	20	18	22	11	19	5
Number of Priority 2 Calls	103	54	71	99	103	130	151	111	72	72	75	66
Number of Priority 3 Calls	133	92	131	164	207	184	172	206	203	148	187	137
Number of Priority 4 Calls	449	513	629	580	684	488	552	625	687	657	352	337
Total All Calls	**697**	**671**	**849**	**863**	**1014**	**824**	**895**	**960**	**984**	**888**	**633**	**545**

2011 Calls for Service	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Priority 1 Calls	10	18	19	24	22	17	30	8	19	9	10	5
Number of Priority 2 Calls	79	78	79	91	87	87	97	100	89	61	92	41
Number of Priority 3 Calls	100	114	169	117	151	164	131	134	146	138	155	107
Number of Priority 4 Calls	588	481	572	663	728	566	444	474	474	540	622	640
Total All Calls	**777**	**691**	**839**	**895**	**988**	**834**	**702**	**716**	**728**	**748**	**879**	**793**

Notes:
In the second quarter of 2013, Animal Law Enforcement Officers responded to 1608 calls for service to include: 144 dogs at large, 47 noisy pets, 626 animal license/rabies checks, 99 animal impounds, 30 bite cases and 12 aggressive animals. The Department investigated 41 complaints of animal cruelty and responded to 8 animal rescues. This quarter there were 2,136 telephone calls received and 118 lost and found animal reports taken.

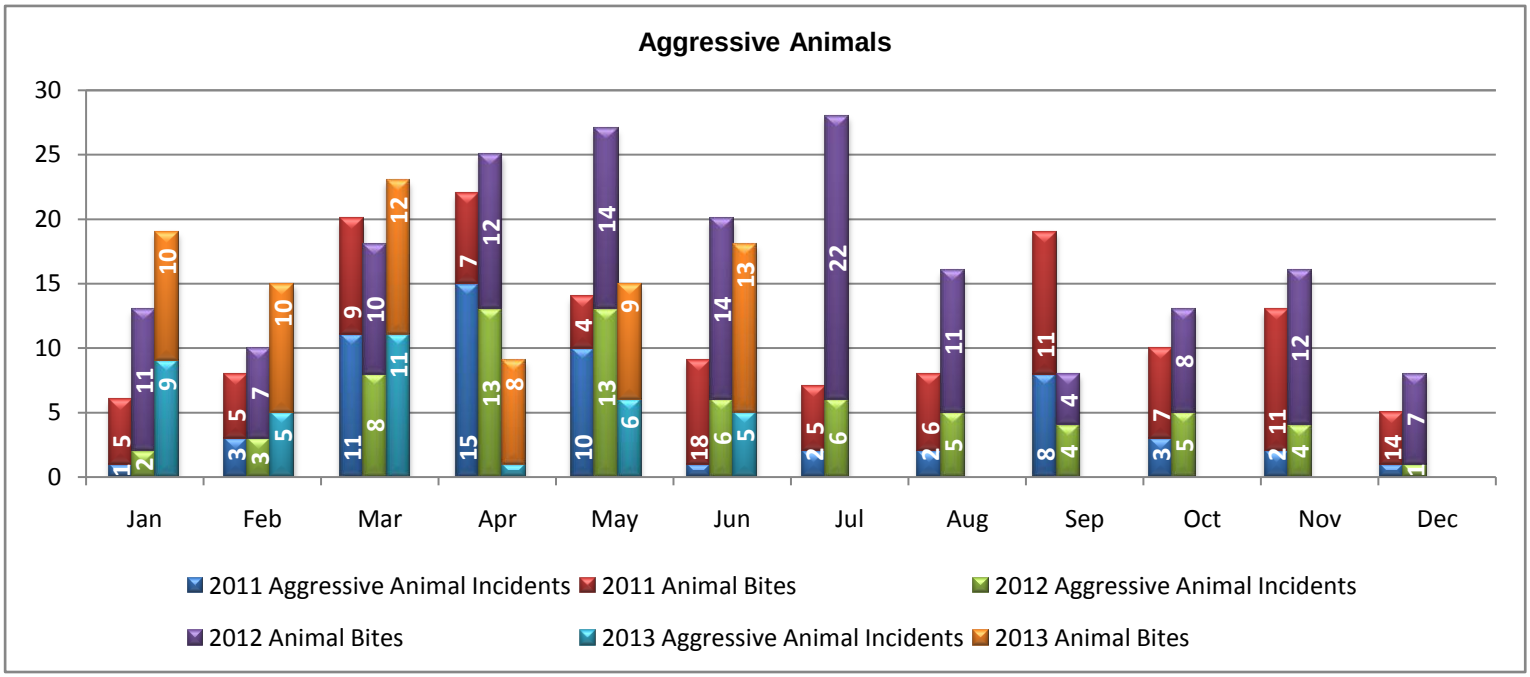
In 2013, a total of 3,744 telephone calls were received, 312 citizens visited the Centennial Civic Center to conduct business, and Animal Services drove a total of 18,713 miles without injury.

Call Descriptions: Priority 1 (Emergency)—Some examples include: aggressive animals at large (dog has bit or had aggressive physical contact with a person and is at large in the community) and situations involving an immediate risk to animal welfare where animal is very likely to perish without immediate intervention (domestic animal hit by car, severely emaciated or ill animal, animal in hot car).

Priority 2 (High)—Some examples include: animal bites, animal quarantines, assists to Law Enforcement, CAS Officers calling for backup/assistance, court appearances, animal neglect/cruelty investigations (animal not in immediate danger), pick up contained animals from citizens, transporting injured animals to a vet for treatment.

Priority 3 (Medium)—Some examples include: returning animals to their owner, taking signed complaints from citizens, transporting animal to or from the kennel, animal transfers to adoption partners, trap set/checks, pick up of deceased animals, and wildlife calls.

Priority 4 (Low)—Calls for service include increased patrol, barking dogs, and animal licensing activity.



2013 Aggressive Animals	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Aggressive Animals Service Calls	9	5	11	1	6	5	-	-	-	-	-	-
Animal Bites Reported	10	10	12	8	9	13	-	-	-	-	-	-
Total	**19**	**15**	**23**	**9**	**15**	**18**	**-**	**-**	**-**	**-**	**-**	**-**

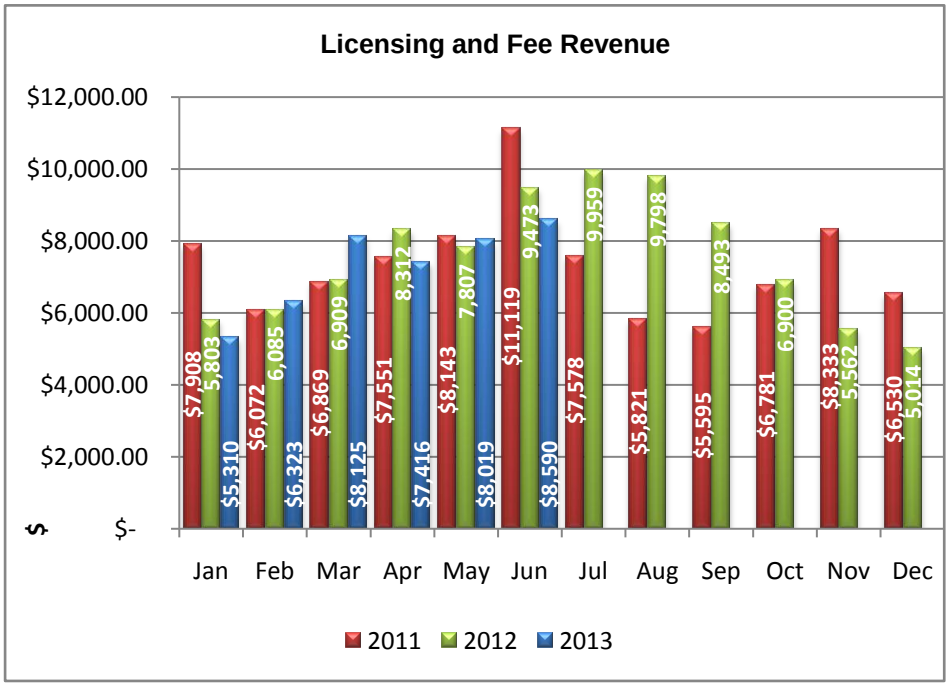
2012 Aggressive Animals	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Aggressive Animals Service Calls	2	3	8	13	13	6	6	5	4	5	4	1
Animal Bites Reported	11	7	10	12	14	14	22	11	4	8	12	7
Total	**13**	**10**	**18**	**25**	**27**	**20**	**28**	**16**	**8**	**13**	**16**	**8**

2011 Aggressive Animals	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Aggressive Animals Service Calls	1	3	11	15	10	1	2	2	8	3	2	1
Animal Bites Reported	5	5	9	7	4	8	5	6	11	7	11	4
Total	**6**	**8**	**20**	**22**	**14**	**9**	**7**	**8**	**19**	**10**	**13**	**5**

Notes: An Aggressive Animal Incident is any response that results from a report of a domestic animal displaying threatening behaviors, making aggressive physical contact, or causing bodily injury.

In 2013, Animal Services responded to 37 aggressive animal calls and processed 61 animal bites resulting in 18 summons for Potentially Dangerous Animal and 19 animals being confiscated to protect public safety and health.

	2011	2012	2013
January	$ 7,908	$ 5,803	$ 5,310
February	$ 6,072	$ 6,085	$ 6,323
March	$ 6,869	$ 6,909	$ 8,125
April	$ 7,551	$ 8,312	7,416
May	$ 8,143	$ 7,807	8,019
June	$ 11,119	$ 9,473	8,590
July	$ 7,578	$ 9,959	-
August	$ 5,821	$ 9,798	-
September	$ 5,595	$ 8,493	-
October	$ 6,781	$ 6,900	-
November	$ 8,333	$ 5,562	-
December	$ 6,530	$ 5,014	-
Total	**$ 88,300**	**$ 90,114**	**$ 43,782**



Notes: An animal license promotes animal safety by increasing the rate of return of lost animals to Centennial citizens. In 2013, Centennial Animal Services maintained a 94% live release rate and 100% of all licensed animals that were impounded were returned directly to their owners in the field.

In 2013, Animal Services exceeded its 2013 Adopted Budget revenue projection by 25%.

Key Performance Measures Report

Animal Services
Quarter 2 2013

Executive Summary

Live Release Rate
Animal Services far exceeded the 90% target for Live Release Rate for Quarter 2 (96.3%). Currently, Animal Services is on track to exceed its goal for the year, even with a below-target Quarter 1 due to the month of February.

The Live Release Rate is up 9% from Quarter 1, and at 91.8% for the year to date.

Average Response Time – Priority 1 Calls
The Average Response Time for Priority 1 Calls is below the target for both Quarter 2 (17 minute average) and the year to date (17 minute average).

Percent of Animals Licensed
Beginning to see a slight downturn in the percentage of animals licensed over the last two months. While still above the target of 17.7%, and 1.46% above the same quarter the previous year, the percentage of animals licensed is down 0.10% from Quarter 1.

There may be an uptick in the percentage of animals licensed from the Dog Days event, currently scheduled for September 21, 2013. Staff will continue to monitor this measure closely.

Calls for Service
Total calls for service are down 40% year over year, and down 15.72% from Quarter 1 to Quarter 2. This decrease appears to be largely due to a significant decrease in Priority 4 calls, which include Increased Patrol, Barking Dogs, and Licensing Activities. There may be some overlap in the downturn in Priority 4 Calls for Service and the slight decrease noted below in Revenues.

Aggressive Animals
Overall, there is a decrease in the number of Aggressive Animal reports, including bites – down 26.3% Quarter 1 to Quarter 2, and down 41.6% year over year. The decrease is due to fewer Aggressive Animals Service Calls, as Animal Bites Reported has remained largely at the same level.

Revenues
Revenues are currently down 1.6% year over year. However, in comparing Quarter 2 2013 to Quarter 2 2012, revenues are down 6% over the prior year time period ($25,592 in 2012 to $24,024 in 2013).