

Animal Services: 2014 2nd Quarter

Mission: To serve and protect the citizens and animals in the community through responsible pet ownership education and proactive enforcement of animal-related laws.

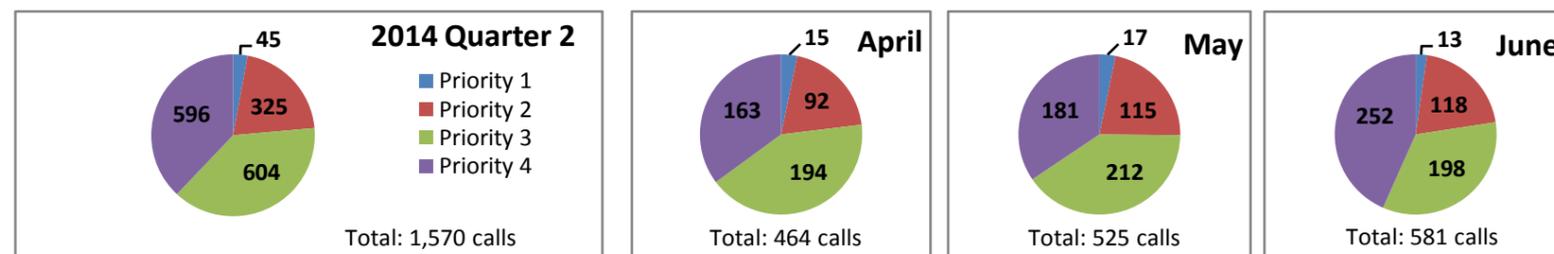
Annual Budget: \$572,630

Contractor: HSPPR

	12 Month Trend	Apr	May	June	YTD Actual to Expected				
Percentage of Animals Licensed <i>Measures responsible pet ownership in the City</i>		23.23%	22.96%	22.96%	<table border="1"> <tr><td>25.00%</td><td>Expected</td></tr> <tr><td>22.96%</td><td>Actual</td></tr> </table>	25.00%	Expected	22.96%	Actual
25.00%	Expected								
22.96%	Actual								
Live Release Rate <i>Measures the effectiveness of licensing and outreach efforts, and provides quality-of-life rating</i>		100%	100%	100%	<table border="1"> <tr><td>90%</td><td>Expected</td></tr> <tr><td>100%</td><td>Actual</td></tr> </table>	90%	Expected	100%	Actual
90%	Expected								
100%	Actual								
Average Response Time to Priority 1 Calls <i>Measures effectiveness of public safety component</i>		26	16	11	<table border="1"> <tr><td>25</td><td>Expected</td></tr> <tr><td>16</td><td>Actual</td></tr> </table>	25	Expected	16	Actual
25	Expected								
16	Actual								
Aggressive Animal Service Calls <i>Shows the trending of reported aggressive animal incidents in Centennial</i>		8	2	3	<table border="1"> <tr><td>27</td><td>Expected</td></tr> <tr><td>2</td><td>Actual</td></tr> </table>	27	Expected	2	Actual
27	Expected								
2	Actual								
Animal Bites Reported <i>Shows the trending of reported animal bites incidents in Centennial</i>		14	19	12	<table border="1"> <tr><td>75</td><td>Expected</td></tr> <tr><td>19</td><td>Actual</td></tr> </table>	75	Expected	19	Actual
75	Expected								
19	Actual								
Customer Satisfaction Rating <i>Measures satisfaction of individuals with the provision of Animal Services</i>		100%	100%	88%	<table border="1"> <tr><td>80%</td><td>Expected</td></tr> <tr><td>97%</td><td>Actual</td></tr> </table>	80%	Expected	97%	Actual
80%	Expected								
97%	Actual								

— Current Year
 — Previous Year

Total Number of Calls to Animal Services
Demonstrates the amount and type of calls received by Staff



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.

KeyPerformance Measures Report

Animal Services Quarter 2 2014

Executive Summary

Percentage of Animals Licensed

The percentage of animals licensed in Quarter 2 was 23.05%, bringing the 2014 total to 22.96%. This is consistent with the percent of animals licensed at this time the previous year (23.13%). Per Council direction, Animal Services has shifted their priorities to focus more on the other operations within their scope of activities and is not proactively seeking to license animals in the City. As such, it is expected that the percentage of animals licensed in the City will stay fairly consistent with the current year trend.

Live Release Rate

The Live Release rate for Animal Services continues to be exceptionally high. The live release rate in Quarter 2 was 100%, matching the 100% live release rate from Quarter 1. This can in part be attributed to the outreach efforts by Animal Services in finding homes for the animals in the shelters.

Average Response Time – Priority 1 Calls

The average response time for Priority 1 calls continues to be below the target of 25 minutes. For Quarter 2, the average response time was 18 minutes, bringing the overall 2014 average response time to 16 minutes. Priority 1 calls received in the quarter remained consistent across the months. The slightly higher than expected response time in April is attributed to several calls being received after work hours requiring officers to drive into the City.

Aggressive Animal Service Calls

There were 13 aggressive service animal calls received in Quarter 2 bringing the 2014 total to 27. There has been a downward trend in aggressive animal service calls the last 2 years. In 2013, during the same time period, there were 37 aggressive animal service calls received and there were 45 in 2012.

Animal Bites Reported

There were 45 animal bites reported in the City for Quarter 2 bringing the year to date total to 75. This is slightly higher than the number of animal bites reported at this time period in 2013 (62) and 2012 (68).

Survey Results: Customer Satisfaction Rating

Animal Services was incorporated into the Customer Service surveys in March. Since its inclusion, the division has received consistently high customer satisfaction ratings for each month. The division received 31 surveys in Quarter 2 with an average customer satisfaction rating of 97%. These scores can be attributed to the professionalism and courtesy of the Animal Services division.

Total Number of Calls for Service

Animal Services received 1,570 calls for service in Quarter 2 bringing the 2014 total to 3,429. This is similar to the total calls for service for the same time the previous year (3,515). A summary of priority 4 calls is below:

- 66 calls were citizen requests for patrols of certain areas with reports of off leash animals, feces not being cleaned up, and other non-emergency related issues.
- 268 calls were license/rabies check for citizen's dogs or cats.
- 262 calls consisted of Officers subpoenaed to testify in a case(s), transporting animals to a Tenaker kennel or outside agency, quarantine release of animal(s) involved in a bite, permit/property inspections, public events, trap set/check or Officer generated patrols.