City of Centennial

Community Development Dept. – Animal Services
September 2012 Monthly 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:
2012: $622,390
2011: $606,390
2010: $569,802

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 enforcement of animal related laws.

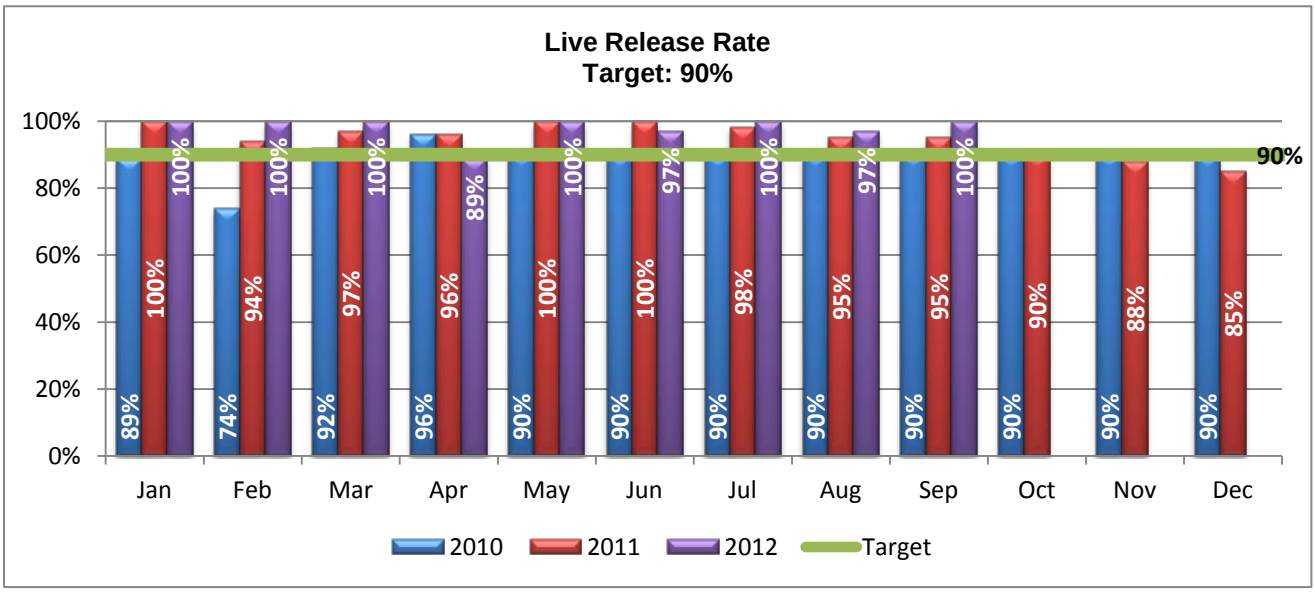
Animal Services Strategic Goals (OVOV Centennial 2030 Alignment)

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

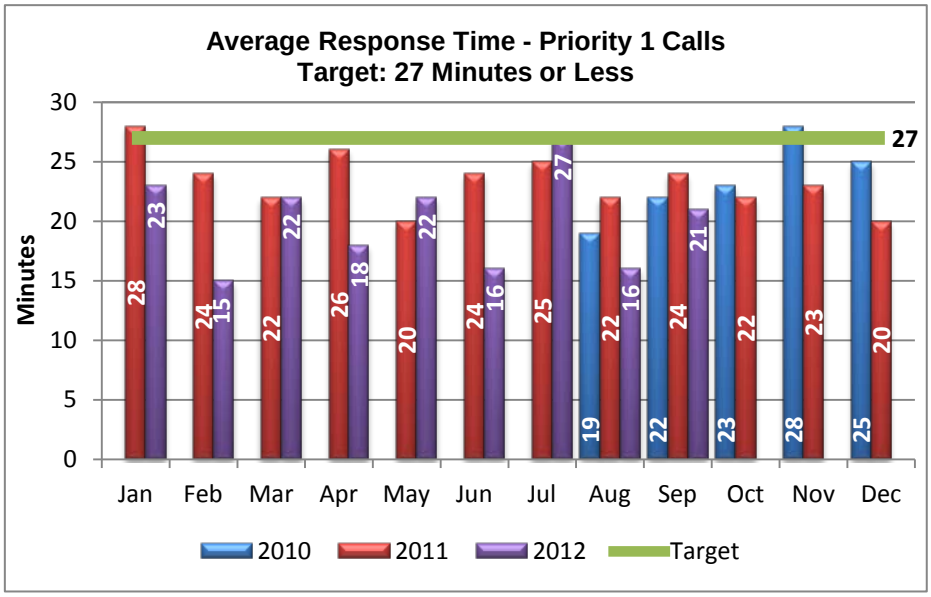
Performance Outcome Measures

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.

	2010	2011	2012
January	0	28	23
February	0	24	15
March	0	22	22
April	0	26	18
May	0	20	22
June	0	24	16
July	0	25	27
August	19	22	16
September	22	24	21
October	23	22	
November	28	23	-
December	25	20	-



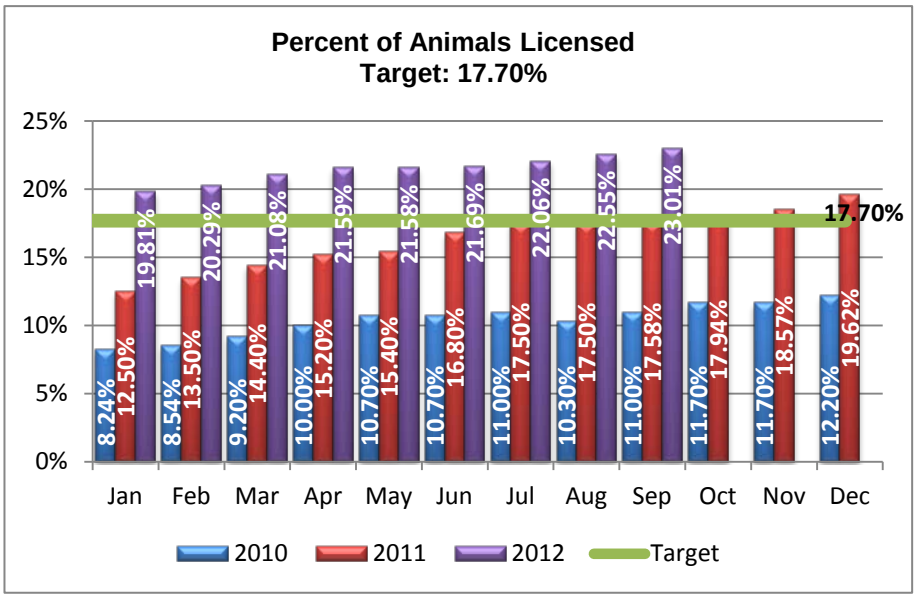
Notes: Priority One (Emergency) service calls are those that are an immediate threat to public safety, health, or animal welfare. Response time is the time elapsed between the call being dispatched and the officer arriving on-scene.

In September, response times for Priority One calls were 21 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.

	2010	2011	2012
January	8.24%	12.50%	19.81%
February	8.54%	13.50%	20.29%
March	9.20%	14.40%	21.08%
April	10.00%	15.20%	21.59%
May	10.70%	15.40%	21.58%
June	10.70%	16.80%	21.69%
July	11.00%	17.50%	22.06%
August	10.30%	17.50%	22.55%
September	11.00%	17.58%	23.01%
October	11.70%	17.94%	-
November	11.70%	18.57%	-
December	12.20%	19.62%	-

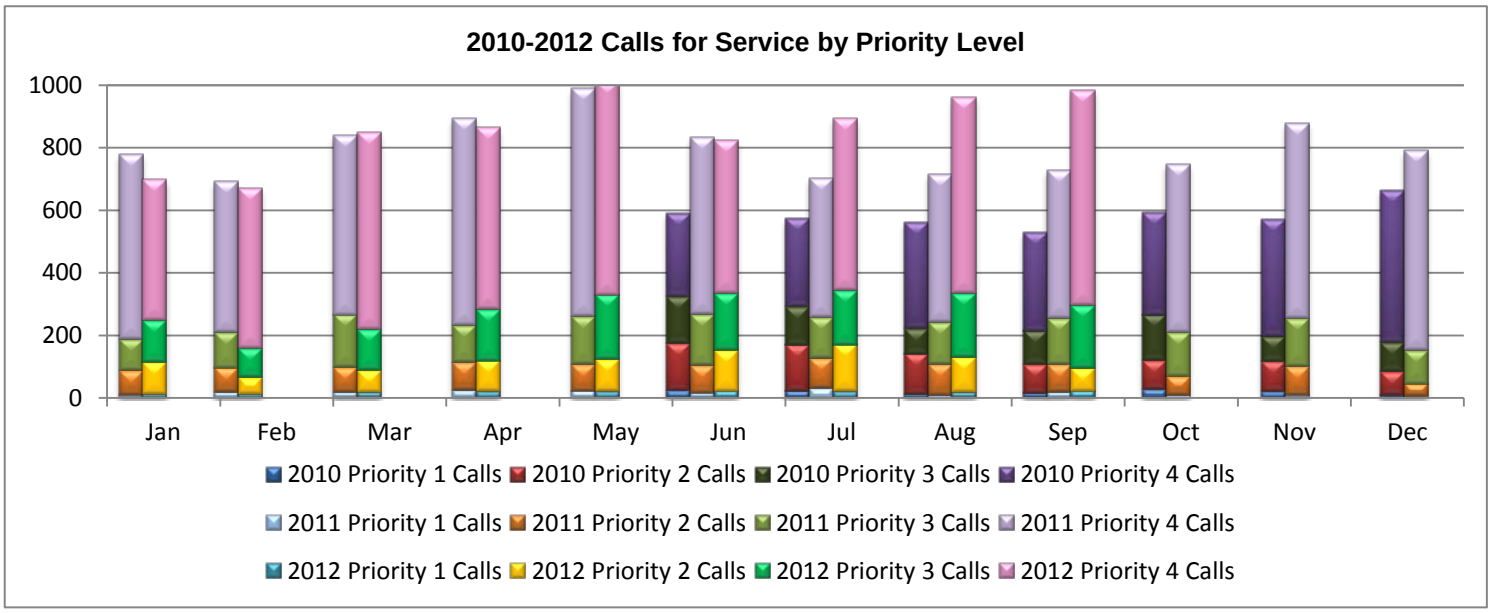


Notes: Since the inception of this performance measure, the percentage of Centennial animals licensed has consistently increased.

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.



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	-	-	-
Number of Priority 2 Calls	103	54	71	99	103	130	151	111	72		-	-
Number of Priority 3 Calls	133	92	131	164	207	184	172	206	203		-	-
Number of Priority 4 Calls	449	513	629	580	684	488	552	625	687	-	-	-
Total All Calls	**697**	**671**	**849**	**863**	**1,014**	**824**	**895**	**960**	**984**	**-**	**-**	**-**

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**

2010 Calls for Service	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Priority 1 Calls						24	22	13	17	26	20	10
Number of Priority 2 Calls						151	149	129	92	94	96	74
Number of Priority 3 Calls						150	121	82	107	147	81	94
Number of Priority 4 Calls						267	281	339	312	326	374	488
Total All Calls						**592**	**573**	**563**	**528**	**593**	**571**	**666**

Notes:
Animal Law Enforcement Officers responded to 984 calls for service to include: 74 dogs at large, 21 noisy pets, 427 animal license/rabies checks, 20 animal impounds, 4 bite cases and 4 aggressive animal cases. The Department investigated 26 complaints of animal cruelty and responded to 10 animal rescue. In September there were 652 telephone calls received and 42 lost and found animal reports taken.

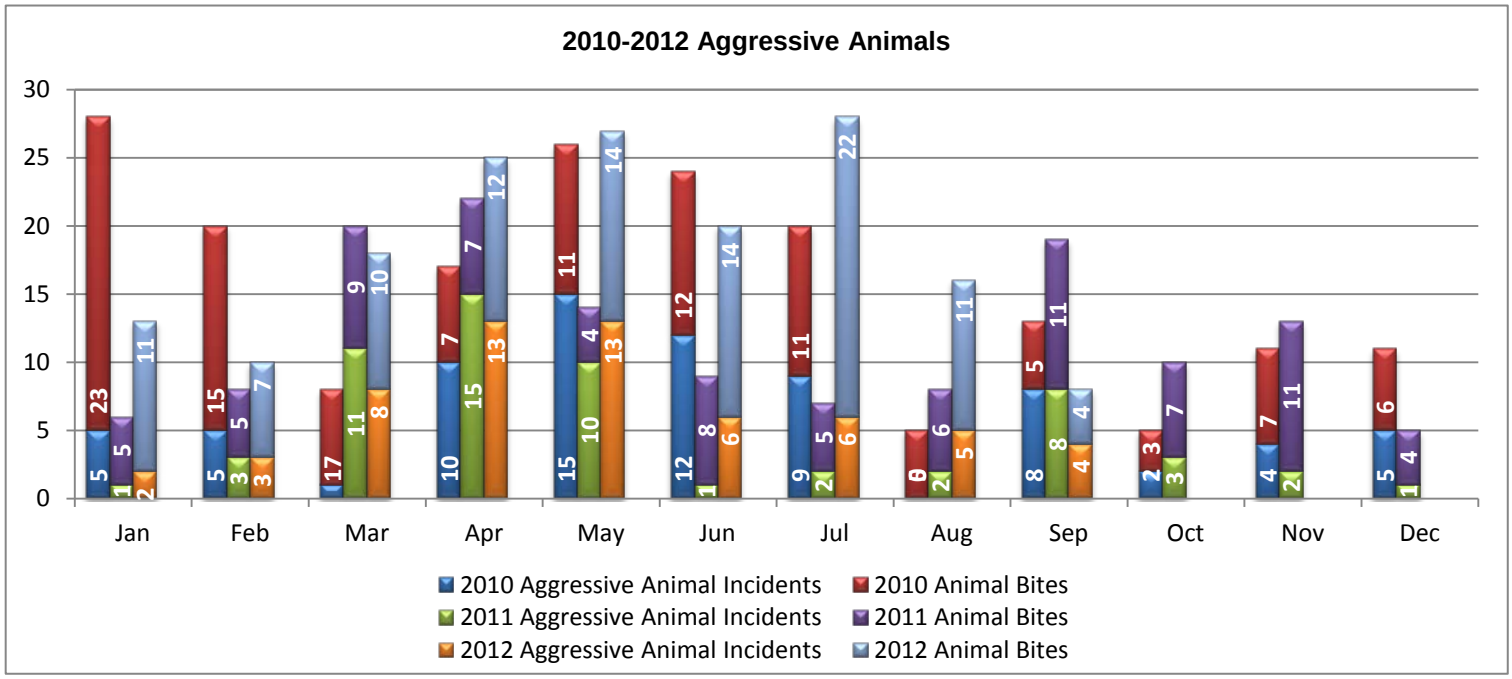
Year to date, a total of 6,632 telephone calls have been received, 603 citizens have visited the Centennial Civic Center to conduct business, and Animal Services has driven a total of 32,826 miles without accident or injury.

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.



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	-	-	-
Animal Bites Reported	11	7	10	12	14	14	22	11	4	-	-	-
Total	**13**	**10**	**18**	**25**	**27**	**20**	**28**	**16**	**8**	**-**	**-**	**-**

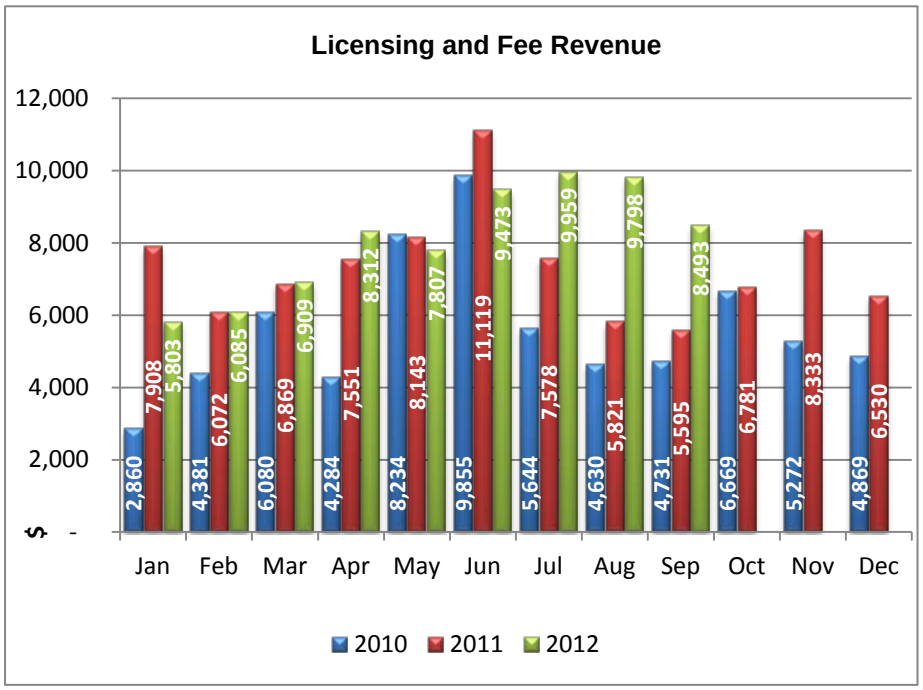
2011 Aggressive Animals	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Aggressive Animals Service Calls	1	3	11	15	10	1	2	2	8	3	2	1
Animal Bites Reported	5	5	9	7	4	8	5	6	11	7	11	4
Total	**6**	**8**	**20**	**22**	**14**	**9**	**7**	**8**	**19**	**10**	**13**	**5**

2010 Aggressive Animals	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Aggressive Animals Service Calls	5	5	1	10	15	12	9	0	8	2	4	5
Animal Bites Reported	23	15	7	7	11	12	11	5	5	3	7	6
Total	**28**	**20**	**8**	**17**	**26**	**24**	**20**	**5**	**13**	**5**	**11**	**11**

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.

Year to date, Animal Services has responded to 60 aggressive animal calls and processed 105 animal bites resulting in 17 summons for Potentially Dangerous Animal and 20 animals being confiscated to protect public safety and health.

	2010	2011	2012
January	$ 2,860	$ 7,908	$ 5,803
February	$ 4,381	$ 6,072	$ 6,085
March	$ 6,080	$ 6,869	$ 6,909
April	$ 4,284	$ 7,551	$ 8,312
May	$ 8,234	$ 8,143	$ 7,807
June	$ 9,855	$ 11,119	$ 9,473
July	$ 5,644	$ 7,578	$ 9,959
August	$ 4,630	$ 5,821	$ 9,798
September	$ 4,731	$ 5,595	$ 8,493
October	$ 6,669	$ 6,781	$ -
November	$ 5,272	$ 8,333	$ -
December	$ 4,869	$ 6,530	$ -
Total	**$ 67,509**	**$ 88,300**	**$ 72,638**



Notes: An animal license promotes animal safety by increasing the rate of return of lost animals to Centennial citizens. In 2012 Centennial Animal Services has maintained a 97% animal live release rate and 100% of all licensed animals that have been impounded were returned directly to their owners in the field.

Year to date, CAS has exceeded its budgeted revenue by 40%.

Year to date, Animal Services has collected 9% more in licensing and fee revenue than in 2011.