



# Delaware Animal Services

Performance Report  
Second Quarter 2016



*DELAWARE HEALTH AND SOCIAL SERVICES*  
Division of Public Health  
Office of Animal Welfare

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# About Delaware Animal Services (DAS)

## **ABOUT US**

Delaware Animal Services (DAS) is the community service and enforcement unit of the Delaware Division of Public Health's Office of Animal Welfare.

## **MISSION**

DAS will make our Delaware communities safer for animals and the public through the professional delivery of animal related services, innovative problem solving, and cooperative partnerships.

## **TEAM**

DAS includes a team of 20 Animal Welfare Officers, assigned to four district field offices, and 6 dispatchers. Our officers have completed over 200 hours of training, including State of Delaware Animal Control and Cruelty certification training, Delaware State Constable Academy, animal handling, animal CPR, and rabies prevention training.

## **SERVICES**

DAS offers a 24-hour hotline, 302-255-4646, and non-emergency mailbox, [DelawareAnimalServices@state.de.us](mailto:DelawareAnimalServices@state.de.us), to receive reports concerning stray and aggressive dogs, stray livestock, animal cruelty and neglect, animal fighting, rabies exposures, seriously injured/endangered stray cats, animal housing and care concerns, agency assistance requests, and emergency response requests.

DAS also administers dog, kennel, and dog retail outlet licenses, and a State Lost and Found Pet Registry. Visit our web site at [AnimalServices.Delaware.gov](http://AnimalServices.Delaware.gov) to learn more about these services.



# Delaware Animal Services

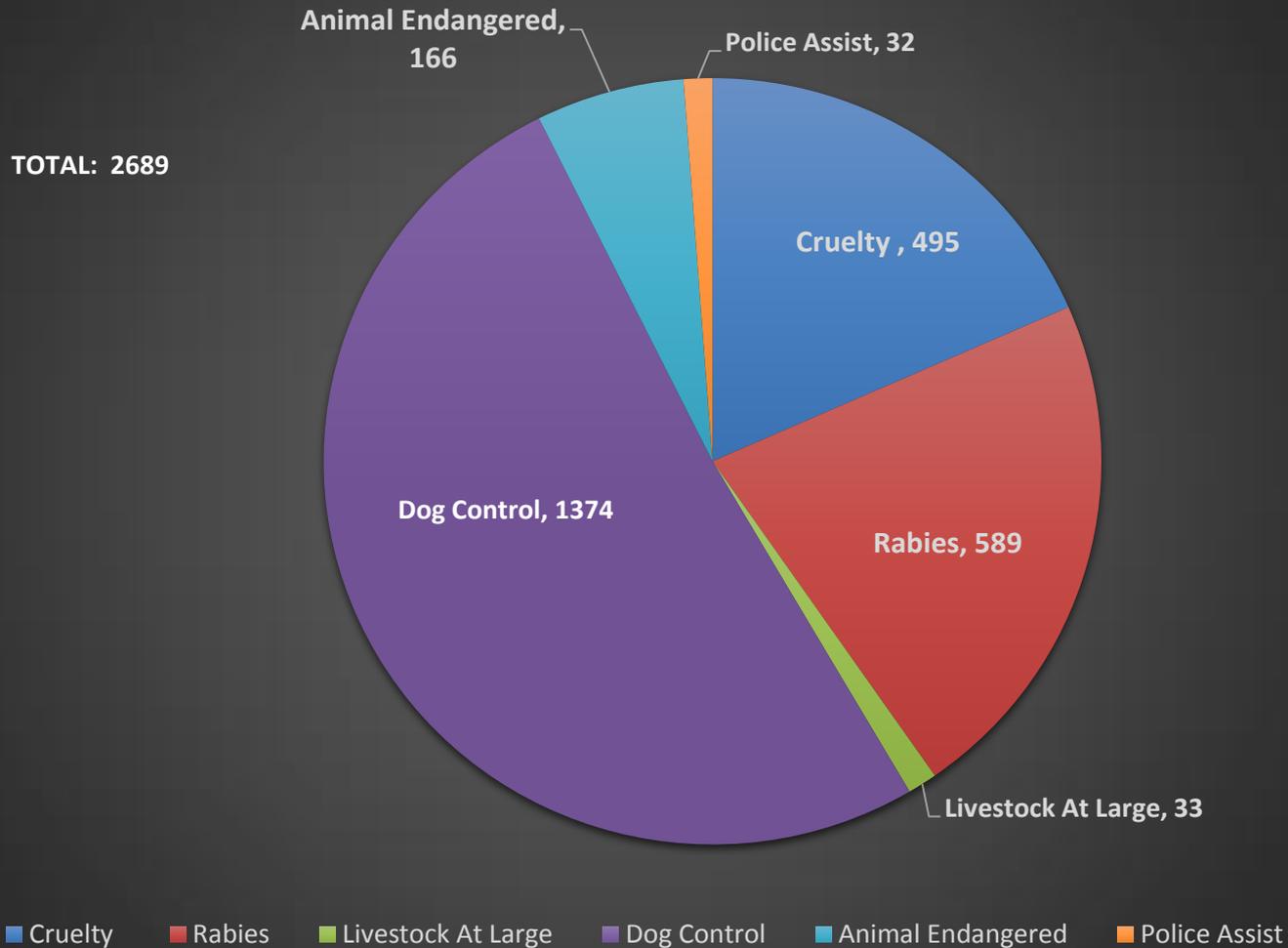
April – June, 2016 Data



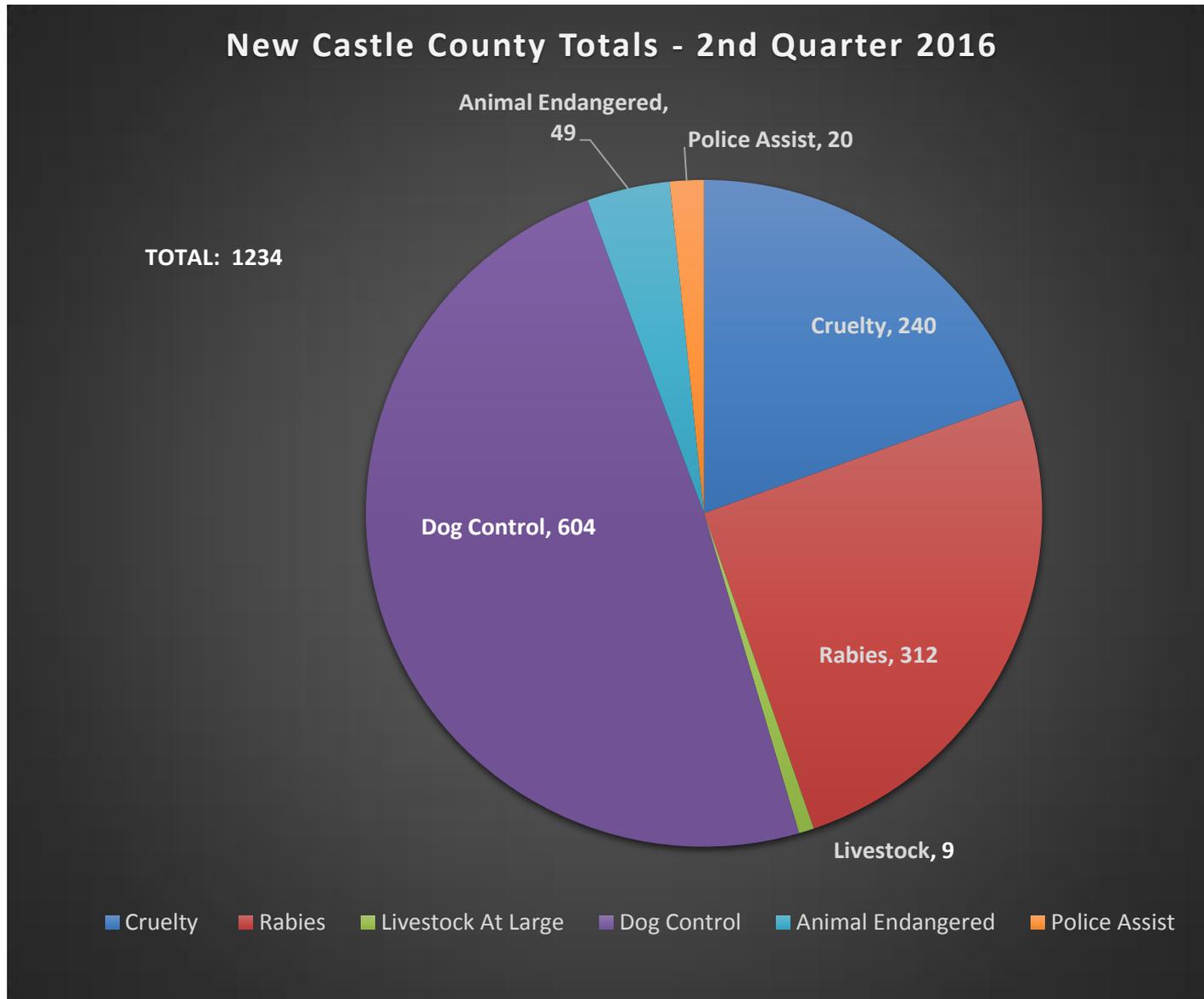
*DELAWARE HEALTH AND SOCIAL SERVICES*  
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# Q2 DISPATCHED REPORTS BY TYPE: STATE

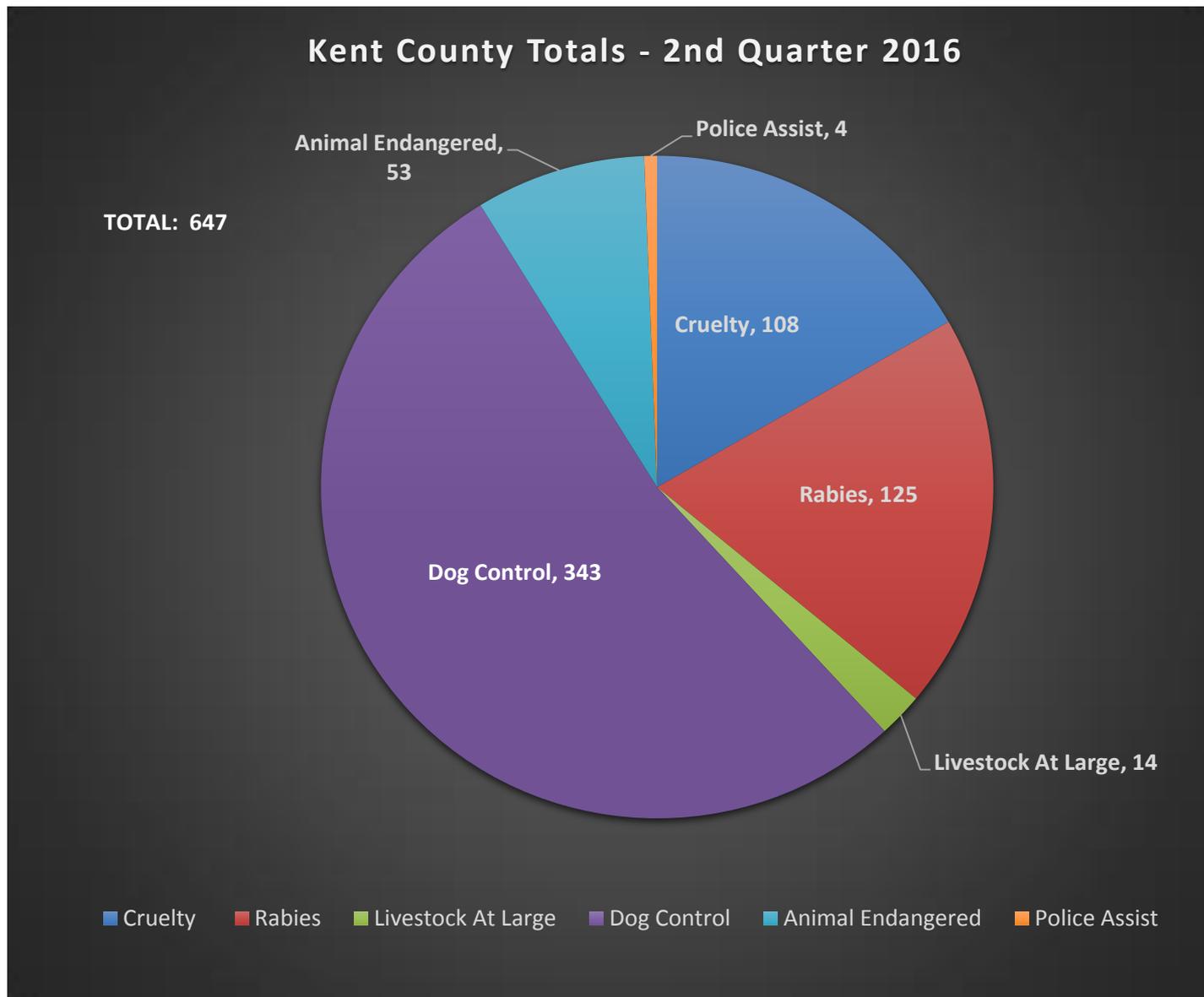
State Totals - 2nd Quarter 2016



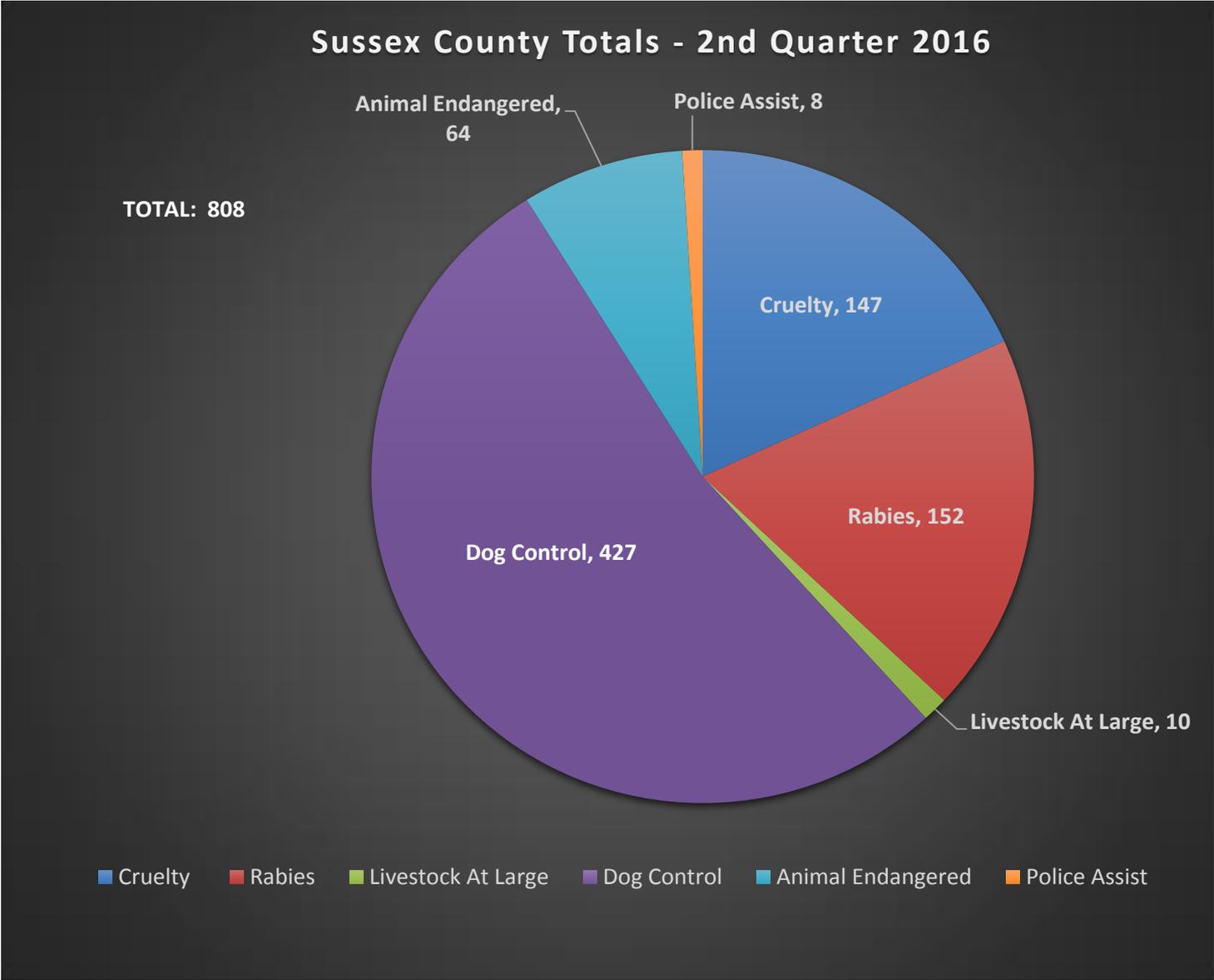
# Q2 DISPATCHED REPORTS BY TYPE: NEW CASTLE COUNTY



# Q2 DISPATCHED REPORTS BY TYPE: KENT COUNTY



# Q2 DISPATCHED REPORTS BY TYPE: SUSSEX COUNTY



# Additional Productivity Data: Q2 2016

Teleservice<sup>1</sup> calls received and handled: 1550

Number of dogs returned to their owners by officers directly: 180

*Animals that are not able to be returned to their owner directly are posted on the State Lost and Found web site and taken to shelter.*

Total Return-to-Owner (RTO) rate of stray dogs, field returns and shelter returns combined: 373 or 55.6%

- Total RTO of dogs and cats combined: 382

Number of Delawareans provided pet care supplies, such as pet food, litter, dog/cat houses, training, straw, flea control: 12

Community or educational events conducted by officers: 23

Citations, warrants, criminal summons: 289



<sup>1</sup>Teleservice calls are requests for referrals, education, or resources that do not require action by officers. These calls are handled by dispatchers and other members of the Office of Animal Welfare.

# Shelter Statistics

Brandywine Valley SPCA (BVSPCA) is the contracted shelter partner for Delaware Animal Services.

BVSPCA provides all medical, nutritional, and behavioral care for animals rescued by DAS. They facilitate pet-owner reunification, rabies quarantine, and adoption services for unclaimed animals.

BVSPCA operates a full service animal shelter in New Castle, adoption center at PetSmart Dover, and satellite stray animal holding facilities in Kent and Sussex Counties.



Brandywine Valley SPCA Statistics					
April - June, 2016					
		Cats	Dogs	Other	Total
<b>Live Intake</b>					
	Stray	355	491	6	<b>852</b>
	Owner Surrender	20	11	0	<b>31</b>
	Adoption Return	2	13	0	<b>15</b>
	Transfer In	0	35	0	<b>35</b>
	Seized/Custody	8	64	38	<b>110</b>
	<b>Total Intake</b>	<b>385</b>	<b>614</b>	<b>44</b>	<b>1043</b>
<b>Live Release</b>					
	Adoption	29	201	13	<b>243</b>
	Return-to-Owner (from shelter only)	5	193	0	<b>198</b>
	Transfer Out	2	111	22	<b>135</b>
	Return to Field	258	0	0	<b>258</b>
	<b>Total Release</b>	<b>294</b>	<b>505</b>	<b>35</b>	<b>834</b>
<b>Euthanasia</b>					
	Shelter	31	49	1	<b>81</b>
	Owner Request	0	0	0	<b>0</b>
	<b>Total</b>	<b>31</b>	<b>49</b>	<b>1</b>	<b>81</b>
<b>Other Outcomes</b>					
	<b>Total</b>	<b>12</b>	<b>4</b>	<b>0</b>	<b>16</b>
	<b>Live Release Rate (%)</b>	<b>90.5%</b>	<b>91.2%</b>	<b>97.2%</b>	<b>91.1%</b>





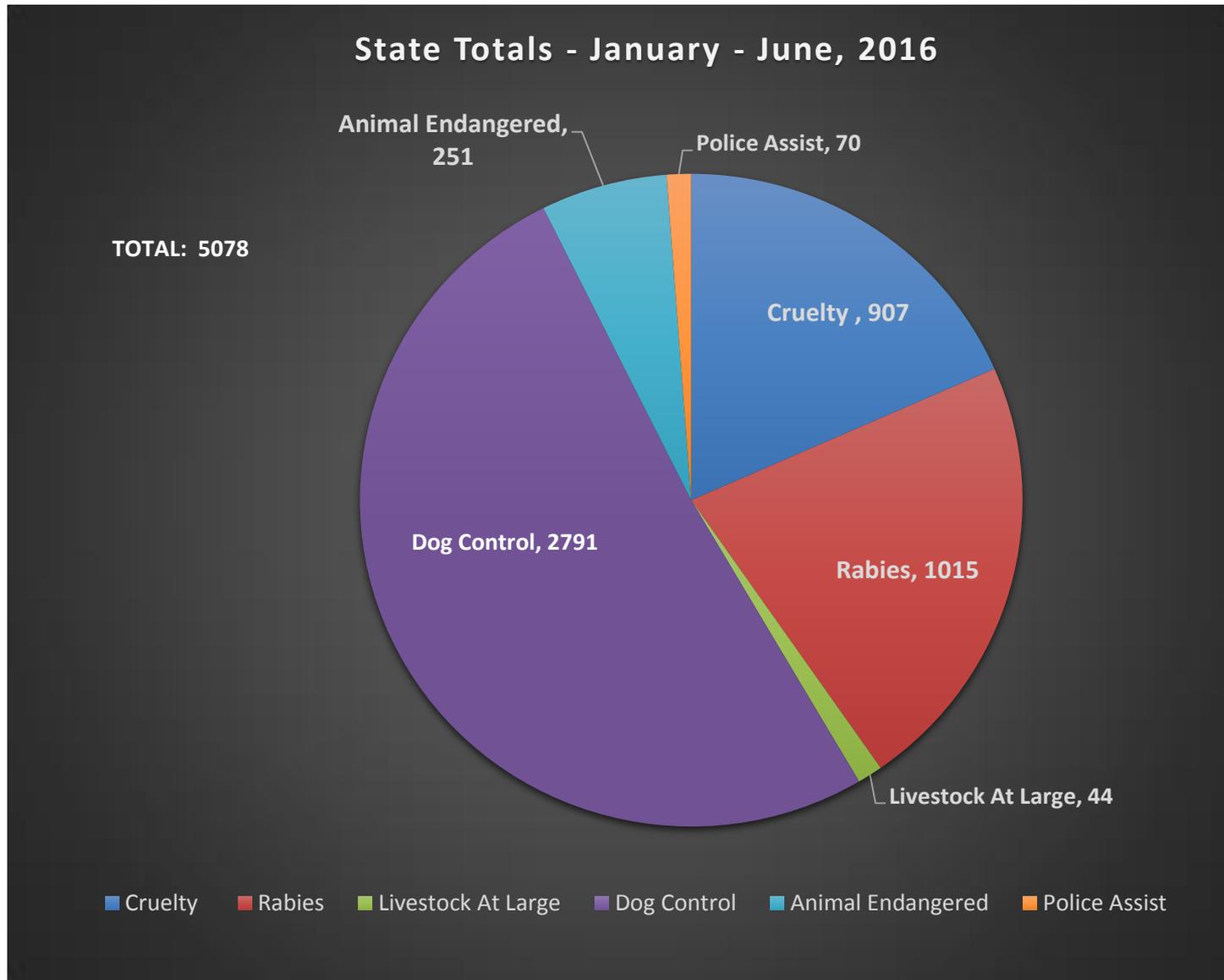
# Delaware Animal Services

Year-To-Date Data  
(January – June)



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# DISPATCHED REPORTS BY TYPE: YTD



<b>Brandywine Valley SPCA Statistics</b>					
<b>January - June, 2016</b>					
		<b>Cats</b>	<b>Dogs</b>	<b>Other</b>	<b>Total</b>
<b>Live Intake</b>					
	Stray	471	986	6	<b>1463</b>
	Owner Surrender	30	14	0	<b>44</b>
	Adoption Return	3	16	0	<b>19</b>
	Transfer In	0	35	0	<b>35</b>
	Seized/Custody	53	90	40	<b>183</b>
	<b>Total Intake</b>	<b>557</b>	<b>1141</b>	<b>46</b>	<b>1744</b>
<b>Live Release</b>					
	Adoption	38	330	13	<b>381</b>
	Return-to-Owner (from shelter only)	10	359	0	<b>369</b>
	Transfer Out	15	222	22	<b>259</b>
	Return to Field	335	0	0	<b>335</b>
	<b>Total Release</b>	<b>398</b>	<b>911</b>	<b>35</b>	<b>1344</b>
<b>Euthanasia</b>					
	Shelter	49	68	1	<b>118</b>
	Owner Request	0	0	0	<b>0</b>
	<b>Total</b>	<b>49</b>	<b>68</b>	<b>1</b>	<b>118</b>
<b>Other Outcomes</b>					
	<b>Total</b>	<b>14</b>	<b>10</b>	<b>0</b>	<b>24</b>
	<b>Live Release Rate (%)</b>	<b>89.0%</b>	<b>93.1%</b>	<b>97.2%</b>	<b>91.9%</b>



# Year-to-Date Productivity Data

Teleservice<sup>1</sup> calls received and handled: 2184

Number of animals returned to their owners by officers directly: 324

*Animals that are not able to be returned to their owner directly are posted on the State Lost and Found web site and taken to shelter.*

Total Return-to-Owner (RTO) rate of stray dogs, field returns and shelter returns combined: 683 or 52.1%

Number of Delawareans provided pet care supplies, such as pet food, litter, dog/cat houses, training, straw, flea control: 125

Community or educational events conducted by officers: 35

Citations, warrants, criminal summons: 398



<sup>1</sup>Teleservice calls are requests for referrals, education, or resources that do not require action by officers. These calls are handled by dispatchers and other members of the Office of Animal Welfare.