



Annual Report

License Year

2009

Colorado Department of Agriculture

Animal Industry Division



Colorado Department of Agriculture

Pet Animal Care Facilities Program (PACFA)

The Colorado Department of Agriculture is dedicated to protecting the health and well-being of those animals in pet care facilities and has established the Pet Animal Care Facilities as a model program for other states across the country. No other state currently has a program as inclusive and comprehensive, making Colorado a leader for pet care in the United States.

With the addition of a fourth full time inspector the program has more trained personnel in the field than ever before. Inspectors are concerned about the health and well-being of all pets that are housed or cared for in pet care facilities, and they have extensive experience and training in evaluating pet animal health and proper care in facilities licensed in the pet care program. Continuing changes to our electronic records management and enhancement of the web site enable the program to provide excellent service and information.

Some of the new things found on our web site are an enhanced selection of forms and record keeping tools. A new and improved application with detailed explanations and instructions to help those applying for a new license or renewing an existing license. An electronic version of our biannual newsletter with an archive of previous editions is also available. Contact information and a territory map are available to the public for ease of access to qualified personnel.



The Department encourages residents to contact the pet care program if they would like to view a facility's inspection record before leaving their pet at that facility or if they have concerns about a pet care facility. Every inquiry made to the Colorado Department of Agriculture concerning these facilities is investigated and we believe the majority of facility owners share our goal of animal health. Complaints and inquiries can be taken by phone or via our website.

The department is excited about all the changes and growth the program has experienced in the past year and looks forward to continuing the tradition of excellent service with an eye toward industry changes and the concern for animal welfare.

Kate N. Anderson, DVM
PACFA Program Administrator

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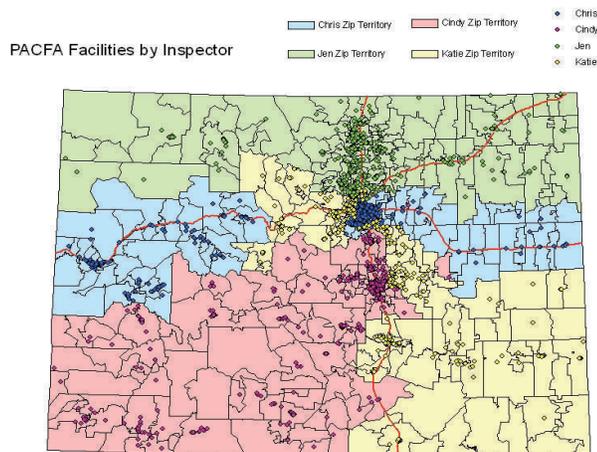
Within the Colorado Department of Agriculture, the Animal Industry division is responsible for administering the Pet Animal Care Facility Act. The mission of PACFA is to protect the health and welfare of pet animals while they reside in pet care facilities in Colorado. This will be achieved through educating facility owners, monitoring facility standards with routine inspections, and responding to complaints or inquiries by the public with investigations. The program also strives to provide leadership in establishing acceptable standards of care and treatment throughout the pet care industry.

The program is made up of one veterinary supervisor, four full-time inspectors one in Northern Colorado, one in Southwestern Colorado, one in Southeastern Colorado and one in Central Colorado, and two administrative assistants.

The offices are housed at 710 Kipling Street, Lakewood Colorado.

PACFA inspectors with the program have extensive experience in animal care and husbandry, either through training as Certified Veterinary Technicians or through undergraduate training and practical experience. Many also have specialized interests and expertise which can be a valuable source of information and education to licensees.

In enforcing PACFA, the inspectors work closely with other agencies including Federal animal care inspectors, local animal care and control agencies, and county code enforcement officers. We also frequently interact with regulated professional groups, industry organizations, humane groups and other concerned individuals.



Colorado Department of Agriculture Pet Animal Care Program

Mailing address: 700 Kipling Street, Suite 4000
Lakewood, Colorado 80215

Telephone and fax: 303-239-4161 phone
303-239-4164 fax

Web and email: www.colorado.gov/ag/animals
pacfa@ag.state.co.us

PACFA ADVISORY COMMITTEE– 2009

| <i>Position Represented</i> | Member Name |
|------------------------------------|--------------------|
| Dog Breeder Small Scale | Rose Ann Glenn |
| Dog Breeder Large Scale | Teresa Cloud |
| Cat Breeder | JaNeil Cillessen |
| Bird Breeder | Glenda Pullum |
| Retail | Jens Larsen |
| Wholesale | Steve Waugh |
| Small Animal Breeder | Suzanne Dennis |
| Boarding and Training | Doug Johnson |
| Pet Groomer | Wendy Booth |
| Animal Shelter | Donna Straub |
| Animal Rescue | Martha Smith |
| Dog Day Care | Joann Farrend |
| Animal Care and Control | Carla Zinanti |
| Veterinarian | Lori Scott, DVM |
| General Public | Lori Cruser |
| General Public | vacant |
| General Public | vacant |
| PACFA Program Administrator | Kate Anderson, DVM |

Advisory Committee members are appointed by the Commissioner and serve three year terms. In 2009 the committee met twice with a spring meeting and a fall meeting. The resignation of several members near the end of 2009 required a search for new members which was not wholly completed by the end of fiscal year 2009. The committee provides a broad base of experience and knowledge across the industry and is a valuable resource to the program.

PACFA Financial Statement

Fiscal Year 2009 (July 1 to June 30)

Revenue

| | |
|------------------|--------------------|
| License Fees | \$568,186.31 |
| Sale of Supplies | \$ 1,458.75 |
| Civil Penalties | |
| Fines | \$ 9,095.98 |
| Late fees | <u>\$ 8,722.00</u> |
| Total Fines | \$ 17,817.98 |

Total Revenue \$587,463.04

Expenses

| | |
|-----------------------|--------------|
| Regular wages | \$330,418.90 |
| Benefits | \$ 86,009.11 |
| Personal services | \$ 38,610.00 |
| Vehicles | \$ 29,541.88 |
| Travel | \$ 10,899.00 |
| Professional services | |
| Legal | \$ 37,975.26 |
| Other | \$ 758.99 |
| Insurance | \$ 1,449.00 |
| Printing | \$ 4,309.80 |
| Communications | \$ 5,115.02 |
| Supplies | \$ 4,782.09 |
| Equipment | \$ 7,064.00 |
| Operating | \$ 170.00 |
| Postage | \$ 5,670.95 |
| Fees | |
| Registration | \$ 825.00 |
| Other | \$ 308.07 |

Total Expenses \$563,907.07

PACFA License Category Breakdown

| License Category | 2009 | Base Facility Risk |
|-------------------------|------|--------------------|
| Retail/Wholesale | 208 | Medium-high |
| Retail Aquarium Only | 89 | Low |
| Boarding/Training | 570 | Medium-high |
| Network Boarding | 11 | Medium |
| Grooming | 897 | Medium |
| Pet Handler | 59 | Low |
| Dog Breeder Small Scale | 207 | Medium-high |
| Dog Breeder Large Scale | 31 | Medium-high |
| Cat Breeder | 11 | Medium |
| Bird Breeder Common | 22 | Medium |
| Bird Breeder Uncommon | 14 | Medium-high |
| Small Animal Breeder | 15 | Medium |
| Animal Shelter | 162 | Medium-high |
| Animal Rescue | 161 | Low |

Inspection Highlights

Inspectors conduct unannounced routine inspections at the facilities of all licensees in the program to ensure compliance. Routine inspections are performed based on a risk factor and will occur from every 24 months to every 6 months depending on level of risk. Each facility is assigned a base risk dependant on the business model and type of operation, see table above for information on risk and facility type. A facility may increase their risk by committing violations to the rule found during routine inspections or complaint investigations. The risk rating for a facility will only return to base risk when all violations are corrected and noted by inspection. This risk based inspection system supports a focused inspection strategy and allows for more frequent and in-depth inspections at problem facilities and fewer at those which are consistently in compliance. In the 2009 license year, Grooming facilities received the most inspections with Boarding and Training second and Retail/Wholesale facilities third. The largest license category is Pet Groomer which accounts for the number of inspections performed on this license group. Other categories with a high level of public interaction or service, such as Retail pet shops or Boarding facilities, receive higher levels of complaints and therefore more frequent inspections. The number of pre-license inspections is an indicator of the number of new facilities for each license year. In 2009, 172 pre-license inspections represent just more than 9% growth for the year. See table on page 8 for numbers of each type of inspection performed in 2009.

Inspections by Type

| Inspection Type | Complaint | Routine | Pre-license | Re-inspection |
|-----------------|-----------|---------|-------------|---------------|
| | 227* | 447 | 172 | 39 |

* Not all complaint investigations result in an inspection report, explaining why total complaint inspections does not equal total complaints received.

Total Inspections

885

Complaint Investigation

In addition to conducting routine inspections of licensed facilities, PACFA inspectors follow up on public complaints to determine whether animals in regulated facilities are receiving proper care. All complaints, including those made anonymously, are of utmost importance and the goal is to investigate in a timely and effective manner to ensure the health and well being of pet animals within all PACFA facilities. Complaint investigations have priority over routine inspections and compliance work. Complaints are prioritized by type of alleged violations and whether there is potential for the pet animal's health and welfare to be at risk. After investigation, all complaints are closed with comment or inspection report and classified either:

Compliant = No evidence to support allegation

Non-compliant = Evidence supports allegations

Not regulated

Complaints Received License Year 2009

356

| License Category | Complaints |
|----------------------|------------|
| Animal Rescue | 82 |
| Animal Shelter | 51 |
| Bird Breeder | 25 |
| Boarding/Training | 70 |
| Cat Breeder | 0 |
| Pet Groomer | 90 |
| Dog Breeder | 45 |
| Pet Handler | 4 |
| Retail/Wholesale | 162 |
| Small Animal Breeder | 11 |

Enforcement

The PACFA program has been allowed a wide variety of enforcement tools. Education provided by qualified and experienced inspectors in the course of routine and pre-license inspections is the most effective tool used in our program. Inspections offer the opportunity for inspectors to explain regulations and answer questions posed by facility owners. Many times facility owners benefit from the vast knowledge and experience of inspectors who visit many locations and are constantly learning about new products and services that may be useful in the industry.

In the event that a facility is unwilling or unable to correct non-compliant issues the statute enables the Commissioner to impose civil penalties up to the amount of \$1000 per violation, to issue Cease and Desist orders, fail inspections, and suspend, deny or revoke licenses. The program has also used administrative search warrants to gain access to facilities when access is denied but the inspector has reason to believe a violation of the regulations is occurring. The use of search warrants and other lawful orders has allowed the program to be proactive in the investigation of alleged violations.

| Enforcement Actions LY 2009 | Total |
|-----------------------------|-------|
| Injunctive Relief | 1 |
| Stipulations | 104 |
| Cease and Desist Orders | 20 |
| Civil Penalties | 111 |
| Failed Inspections | 74 |
| License Denied or Revoked | 4 |

In addition to civil penalties and other orders, the program makes extensive use of stipulations to bring disciplinary action against those facility owners that are unwilling or unable to comply with regulations. Probationary license periods and monetary penalties can be very effective in gaining and maintaining compliance within some facilities. During the 2009 license year there were more than one hundred stipulations which resulted in final agency orders and disciplinary action.

| Total Amount of Fines Issued by LY | Dollar Amount |
|------------------------------------|---------------|
| 2009 | \$17,817.98 |
| 2008 | \$22,452.50 |
| 2007 | \$15,151.00 |
| 2006 | \$17,485.00 |

Colorado Pet Overpopulation Authority

The Colorado Pet Overpopulation Fund awarded \$180,000 in grant funds to 25 community coalitions of veterinarians and animal care and control organizations across the state.

Funds for the Colorado Pet Overpopulation Fund (CPOF) are donated by taxpayers through the state tax return checkoff and used to control pet overpopulation by subsidizing pet spay and neuter surgeries in underserved communities. The 2008 tax year resulted in 20% fewer donations made to the fund.

The 2009 funds were distributed to the following organizations:

| | |
|--|----------|
| Ark Valley Humane Society | \$2,000 |
| Calhan Veterinary Clinic | \$12,500 |
| Delta Co Veterinary Medical Assn. & Humane Society | \$5,000 |
| Lamar Police Department/Animal Control | \$8,000 |
| Cliffes Veterinary Clinic | \$2,500 |
| Fremont Veterinary Clinic | \$7,500 |
| For Pets Sake Humane Society | \$15,000 |
| Friends of Rifle Animal Shelter | \$4,000 |
| Grand Rivers Humane | \$5,000 |
| Cat Care Network of Colorado | \$5,000 |
| Holyoke Veterinary Service | \$5,000 |
| Fort Morgan Humane Society | \$2,500 |
| La Plata County Humane Society | \$5,000 |
| Limon Veterinary Clinic | \$10,000 |
| Montrose Animal Protection Agency | \$7,500 |
| Noah's Ark Animal Welfare Assoc | \$5,000 |
| Peak View Animal Hospital | \$18,000 |
| PETS of Greeley | \$15,000 |
| Ark Valley Animal Hospital | \$2,500 |
| Rio Cucharas Veterinary Clinic | \$3,500 |
| Krugman Small Animal Clinic | \$7,500 |
| San Luis Valley Veterinary Medical Assn. | \$20,000 |
| Second Chance Humane Society | \$2,500 |
| TLC Veterinary Clinic | \$6,500 |
| Veterinary Medical Clinic | \$3,000 |

More than \$1.3 million in grants have assisted families in underserved areas of Colorado to spay or neuter 37,000 pets through the Pet Overpopulation Fund. In 2009, 123,000 dogs and cats entered Colorado shelters; 33,000 of those animals were euthanized.

For more information on the Colorado Pet Overpopulation Fund, please visit www.coloradopetfund.org.

PACFA Outreach

In 2009 PACFA carried out a number of outreach activities aimed at educating and informing program stakeholders and industry about the program and its role in protecting animals. A range of communications tools were used to achieve our goals.

A biannual newsletter was produced and posted on the web site. Issues are also archived on the web site for easy access at any time. The newsletter is used to inform the public and licensees about changes to rules and regulations, pending legislative changes that may affect the program as a whole or portions of the industry. It is also used to pass on useful tips and helpful hints for pet care and facility management as well as announcements regarding licensure or renewal processes.



Several agencies hosted speakers from the program in order to inform and educate representatives from across the state about the program. PACFA spoke at the annual Colorado Sheriff's Association meeting in January. This was an exemplary opportunity to inform our law enforcement partners about PACFA and the authority we have at the state level. Inspectors and administration for the PACFA program attended a national meeting of state and federal animal care agencies in January. A meeting such as this is a way to keep abreast of changes in other states as well new

information from the national level. The Governor's advocate corp monthly meeting hosted Dr. Anderson to present information about PACFA and the scope of our regulation, enabling this state office to better direct inquiries by having a greater understanding of the types of facilities we regulate. The Colorado Association of Dog Daycare and the Buckhorn Valley Dog Club hosted meetings at which PACFA was asked to speak. These events presented an excellent opportunity to interact with licensees or potential licensees and discuss elements of the industry. PACFA participates in the Colorado State Fair as part of the Agriculture Pavilion which is open to the public with displays set up to inform the public about the programs and services offered by the department.

PACFA will continue to look for ways to improve outreach efforts to the regulated community, industry groups and other stakeholder organizations.

Appendix 1 - Shelter/Rescue Reporting 2009 License Year

| | Return to Owner | Adopted | Euthanized | DOA | Died | Transferred from in State | Transferred from out of state | Other | Total Outcomes | Ending Inventory |
|---------------|-----------------|---------|------------|------|------|---------------------------|-------------------------------|-------|----------------|------------------|
| Dogs | 25793 | 47750 | 11404 | 1521 | 689 | 764 | 894 | 1916 | 89293 | 5108 |
| Cats | 2397 | 33757 | 21748 | 2048 | 1693 | 4837 | 15 | 1361 | 65433 | 3573 |
| Small Mammals | 73 | 2399 | 527 | 283 | 76 | 277 | 0 | 72 | 3306 | 524 |
| Reptiles | 16 | 133 | 31 | 2 | 54 | 21 | 1 | 30 | 58 | 199 |
| Pet Birds | 148 | 432 | 102 | 110 | 92 | 184 | 0 | 8 | 847 | 424 |
| Other | 341 | 1615 | 924 | 508 | 725 | 537 | 24 | 56 | 4321 | 29 |