



Annual Report
License Year
2010

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.

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. With a full staff for 2010 the program was able to accomplish more than ever before. Increasing numbers of inspections to provide better oversight of operating facilities and faster follow up on complaints to ensure correction of non-compliant issues have added protections for pet animals residing in facilities.

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 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.

A handwritten signature in black ink that reads "Kate N. Anderson, DVM". The signature is written in a cursive style.

Kate N. Anderson, DVM

PACFA Program Administrator

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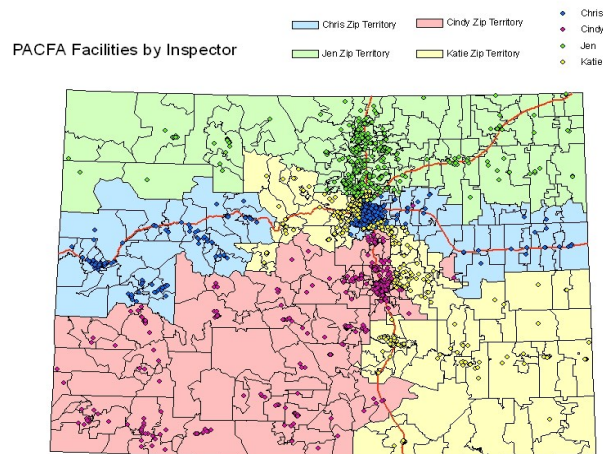
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Within the Colorado Department of Agriculture, the Animal Industry division is responsible for administering the Pet Animal Care Facility Act. The mission of PACFA is to protect the health and welfare of pet animals while they reside in pet care facilities 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 in Northern Colorado, Southwestern Colorado, Southeastern Colorado, 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. They also have specialized interests and expertise which can be a valuable source of information and education to licensees.

While 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
pacfa@ag.state.co.us

PACFA ADVISORY COMMITTEE– 2010

The PACFA statute creates an Advisory committee with § 35-80-115 et al. This committee acts to provide input to the Commissioner about trends in the industry and the affects of rule change on specific areas within the community. Committee members are appointed by the Commissioner and serve three year terms. In 2010 the committee met twice with a spring meeting and a fall meeting. The committee provides a broad base of experience and knowledge across the industry and is a valuable resource to the program.

<i>Position Represented</i>	Member Name
Dog Breeder Small Scale	Dawn Craig
Dog Breeder Large Scale	Teresa Cloud
Cat Breeder	Susan Alaniz
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	Sue Riley
General Public	Bonnie Guzman
General Public	vacant
PACFA Program Administrator	Kate Anderson, DVM

PACFA Financial Statement

Fiscal Year 2010 (July 1 2010 to June 30 2011)

Revenue

License Fees	\$639,300.28	
Sale of Supplies	\$ 1,375.50	
Civil Penalties	\$ 12,502.00	
Total Revenue		\$653,177.78

Expenses

Regular wages	\$345,788.13
Benefits	\$ 86,088.56
Personal services	\$ 28,964.20
Vehicles	\$ 13,202.20
Legal	\$ 26,819.17
(IT)	\$ 42,255.00
Insurance	\$ 3,331.00
Indirect costs	\$ 34,398.00
Leased space	\$ 2,191.76

Operating

Travel	\$ 13,143.58
Vehicle mileage	\$ 25,350.88
Printing	\$ 1,790.44
Communications	\$ 7,431.72
Supplies	\$ 2,003.24
Equipment	\$ 1,196.78
Postage	\$ 4,671.34
Fees	\$ 1,841.82
Total Operating	\$ 57,420.78

Total Expenses **\$640,458.80**

Number of Business Activities in Licensed Facilities

* A single license may contain more than one license category making the total business activity greater than the total licensed facilities.

License Category	2010	License Fee	Base Facility Risk
Retail/Wholesale	165	\$350	Medium-high
Retail Aquarium Only	96	\$320	Low
Boarding/Training	488	\$350	Medium-high
Network Boarding	9	\$275	Medium
Grooming	840	\$320	Medium
Pet Handler	45	\$175	Low
Dog Breeder Small Scale	159	\$345	Medium-high
Dog Breeder Large Scale	28	\$350	Medium-high
Cat Breeder	6	\$320	Medium
Bird Breeder Common	11	\$175	Medium
Bird Breeder Uncommon	7	\$275	Medium-high
Small Animal Breeder	9	\$345	Medium
Animal Shelter	157	\$350	Medium-high
Animal Rescue	114	\$175	Low
Total Number Licensed Facilities*	1872		

Inspection Highlights

Inspectors conduct 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 dependent on the business model and type of operation. The table above indicates base risk by 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, but never below the 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.

The total number of inspections for License Year 2010 represents a 24% increase over the 2009 license year. This increase is largely due to the increase in staffing with the first full year with four full time inspectors for the state.

The number of pre-license inspections is an indicator of the number of new facilities for each license year. In 2010, 194 pre-license inspections represent just over 9% growth for the year. See table on page 8 for numbers of each type of inspection performed in 2010.

Inspections by Type

Inspection Type	Complaint	Routine	Pre-license	Re-inspection
	88*	835	194	46

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

Total Inspections

1163

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

In 2010 86% of complaints were closed within 6 weeks of receiving them. This indicates the commitment of the inspectors to finalize their investigations as quickly as possible and to provide information to members of the public who call with concerns. Some parts of an investigation are beyond our control and have an effect on the ability to close a complaint in a timely manner. Every complaint is important and receives the attention it deserves.

License Category	Complaints	Violations
Animal Rescue	26	0
Animal Shelter	42	29
Bird Breeder	3	0
Boarding/Training	57	211
Cat Breeder	0	0
Pet Groomer	29	60
Dog Breeder	21	177
Pet Handler	1	0
Retail/Wholesale	98	233
Small Animal Breeder	3	0

Complaints Received License

Year 2010

280

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 2010	Total
Injunctive Relief	1
Stipulations	128
Cease and Desist Orders	40
Civil Penalties	78
Failed Inspections	68
License Denied or Revoked	5

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 2010 license year there were more than one hundred stipulations which resulted in final agency orders and disciplinary action.

Civil Penalties Issued

Total Amount of Fines and Fees Issued by LY	Dollar Amount
2010	\$13,060
2009	\$17,817.98
2008	\$22,452.50
2007	\$15,151.00

Colorado Pet Overpopulation Authority

The Colorado Pet Overpopulation Fund created in § 35-80-116.5 et al, awarded \$152,000 in grant funds to 26 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 check off and used to control pet overpopulation by subsidizing pet spay and neuter surgeries in underserved communities. The 2009 tax year represented a 20% decrease in donations made to the fund.

The 2009 Tax Year funds were distributed to the following organizations:

Ark Valley Humane Society	\$2,000
Ark Valley Animal Hospital	\$1500
Calhan Veterinary Clinic	\$10,000
Cat Care Network of CO & NM	\$5,000
Delta Co Veterinary Medical Assn. & Humane Society	\$5,000
Denkai Animal Sanctuary	\$3,000
Lamar Police Department/Animal Control	\$8,000
Eastern Colorado Veterinary Services	\$5,000
Feline Rescue Network	\$1,000
Fremont Veterinary Clinic	\$5,000
For Pets Sake Humane Society	\$15,000
Friends of Rifle Animal Shelter	\$4,000
Mesa County Animal Services	\$3,000
Pueblo Animal Services	\$5,000
Holyoke Veterinary Service	\$5,000
Fort Morgan Humane Society	\$2,500
La Plata County Humane Society	\$5,000
Limon Veterinary Clinic	\$5,000
Montrose Animal Protection Agency	\$5,000
Noah's Ark Animal Welfare Assoc	\$5,000
Peak View Animal Hospital	\$17,000
PETS of Northern Colorado	\$10,000
Rio Cucharas Veterinary Clinic	\$1,000
Krugman Small Animal Clinic	\$6,500
San Luis Valley Veterinary Medical Assn.	\$15,000
South Park Good Samaritan Fund	\$1,000
TLC Veterinary Clinic	\$6,500

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, 134,201 dogs and cats entered Colorado shelters; 22,408 of those animals were euthanized.

PACFA Outreach

In 2010 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 has continued to improve the web based services to the public and to license holders. A new application packet is available on line as a fillable form which can be printed and submitted. New features continue to be added to keep license holders and the public informed.

Appendix 1 - Shelter/Rescue Outflow 2010 License Year

	Return to Owner	Adopted	Euthanized	DOA	Died	Transferred from in State	Transferred from out of state	Missing Or Stolen	Total Outcomes	Ending Inventory
Dogs	25975	48355	10204	2048	506	6357	204	1214	90583	4924
Cats	5565	33681	20583	2796	1039	5125	4	743	67528	3708
Small Mammals	102	3503	757	1592	180	634	0	73	6825	650
Reptiles	24	825	129	29	97	97	22	62	1258	409
Pet Birds	66	383	78	178	86	71	3	45	831	757

The shelter/Rescue reporting form was amended in 2009 to capture more information with regard to intake and outflow of animals. Since the reporting of statistics is mandatory for licensed rescue and shelter agencies this new form helps to gather information that is important for monitoring the effect of shelters and rescues in the state.

Appendix 2- Shelter/Rescue Intake 2010 License Year

	Beginning Inventory	Stray	Owner Surrender	Confiscated	Transferred from in State	Transferred from out of state	Other	Total Intake
Dogs	5346	45291	23112	4390	7361	12489	4211	105371
Cats	4239	37409	21749	1388	4829	1737	2994	71606
Small Mammals	579	1486	2964	345	427	285	591	5880
Reptiles	415	417	556	140	129	102	49	1393
Pet Birds	767	349	246	125	18	27	16	1548