



Annual Report  
License Year  
2011

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.

The last four years have brought many improvements to the program for the benefit of pet animals across the state. Increased staffing has resulted in more frequent inspections, faster follow up on concerns and complaints, and better compliance among facilities. Changing economics has changed the balance of facility types within the program increasing the numbers of service oriented locations such as boarding kennels and grooming shops. Economics has not seemed to slow the increase in licensed facilities which indicates the pet care industry is weathering the storm.

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 encouraged by the success of the businesses we serve and looks forward to continuing the tradition of excellent service with an eye toward industry changes and the concern for animal welfare. We are looking forward to the upcoming sunset review process for the opportunity to show the progress we have made.



Kate N. Anderson, DVM  
PACFA Program Administrator

# Table of Content

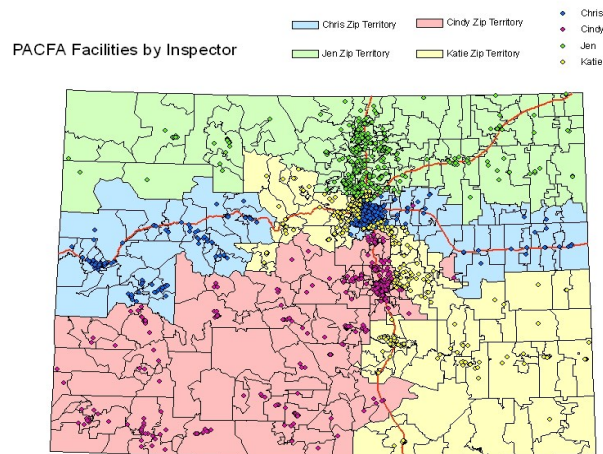
Letter of Introduction	2
Description of PACFA program	4
PACFA Advisory Committee	5
PACFA Financial Statement	6
License Category and Inspections	7
Complaint Investigation	8
Enforcement	9
Colorado Pet Overpopulation Authority	10
Adopt a Shelter Pet License Plate Fund	11
PACFA Outreach Activity	12
Appendix 1 - Shelter/Rescue Reporting, Outflow	13
Appendix 2—Shelter/Rescue Reporting, Intake	14

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](http://www.colorado.gov/ag/animals/pacfa)  
[pacfa@ag.state.co.us](mailto:pacfa@ag.state.co.us)

## PACFA ADVISORY COMMITTEE– 2011

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 2011 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.

<b><i>Position Represented</i></b>	<b>Member Name</b>
Dog Breeder Small Scale	Dawn Craig
Dog Breeder Large Scale	Teresa Cloud
Cat Breeder	Vacant
Bird Breeder	Glenda Pullum
Retail	Jens Larsen
Wholesale	Steve Waugh
Small Animal Breeder	Adam Morr
Boarding and Training	Doug Johnson
Pet Groomer	Wendy Booth
Animal Shelter	Leslie Yoder
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 2011 (July 1 2011 to June 30 2012)

## Revenue

License Fees	\$582,163.22
Sale of Supplies	\$ 1,466.25
Civil Penalties	\$ 16,323.50

**Total Revenue** **\$599,952.97**

## Expenses

Regular wages	\$344,741.50
Benefits	\$ 48,033.68
Personal services	\$ 16,672.44
Vehicles	\$ 9,258.04
Legal	\$ 26,089.75
(IT)	\$ 6,824.86
Insurance	\$ 39,964.80
Indirect costs	\$ 29,200.12
Leased space	\$ 8,742.15

## Operating

Travel	\$ 7,330.62
Vehicle mileage	\$ 16,809.46
Printing	\$ 2,408.58
Communications	\$ 9,060.04
Supplies	\$ 1,916.33
Equipment	\$ 116.28
Postage	\$ 3,742.82
Fees	\$ 1,483.55
Total Operating	\$ 42,867.68

**Total Expenses** **\$572,395.02**

## 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	2011	License Fee	Base Facility Risk
Retail/Wholesale	161	\$350	Medium-high
Retail Aquarium Only	87	\$320	Low
Boarding/Training	498	\$350	Medium-high
Network Boarding	9	\$275	Medium
Grooming	901	\$320	Medium
Pet Handler	46	\$175	Low
Dog Breeder Small Scale	153	\$345	Medium-high
Dog Breeder Large Scale	25	\$350	Medium-high
Cat Breeder	8	\$320	Medium
Bird Breeder Common	9	\$175	Medium
Bird Breeder Uncommon	9	\$275	Medium-high
Small Animal Breeder	9	\$345	Medium
Animal Shelter	159	\$350	Medium-high
Animal Rescue	113	\$175	Low
Total Number Licensed Facilities*	1933*		

### 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 number of pre-license inspections is an indicator of the number of new facilities for each license year. In 2011, pre-license inspections represent just over 12% growth for the year. See table on page 8 for numbers of each type of inspection performed in 2011.

## Inspections by Type

Inspection Type	Complaint	Routine	Pre-license	Re-inspection
	68*	756	251	19

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

## Total Inspections

1094

## 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. On average 35% of complaints received by PACFA result in a non-compliant inspection report. 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 2011 87% 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	12	5
Animal Shelter	23	7
Bird Breeder	2	1
Boarding/Training	39	11
Cat Breeder	0	0
Pet Groomer	18	6
Dog Breeder	12	2
Pet Handler	0	0
Retail/Wholesale	95	15
Small Animal Breeder	0	0

## Complaints Received License

Year 2011 181



## 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 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	61
Cease and Desist Orders	20
Civil Penalties	\$16,323,50
Failed Inspections	40
License Denied or Revoked	2

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 2011 license year there were fewer stipulations which resulted in final agency orders and disciplinary action than in 2010.

# Colorado Pet Overpopulation Authority

The Colorado Pet Overpopulation Fund created in § 35-80-116.5 et al, awarded \$145,000 in grant funds to 22 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. Information and grant applications can be found at [www.coloradopetfund.org](http://www.coloradopetfund.org).

The 2010 Tax Year funds were distributed to the following organizations:

Ark Valley Animal Hospital	\$2,000
Delta Co Veterinary Medical Assn. & Humane Society	\$7,500
Dogsters Spay/Neuter Fund	\$2,000
Eagle Valley Humane	\$1,000
Eastern Colorado Veterinary Services	\$5,000
Fremont Veterinary Clinic	\$5,000
For Pets Sake Humane Society	\$18,000
Friends of Rifle Animal Shelter	\$4,000
Mesa County Animal Services	\$10,000
Pueblo Animal Services	\$8,000
Holyoke Veterinary Service	\$5,000
Humane Society of Pagosa Springs	\$2,000
Limon Veterinary Clinic	\$5,000
Montrose Animal Protection Agency	\$5,000
Noah's Ark Animal Welfare Assoc	\$8,000
Peak View Animal Hospital	\$16,000
PETS of Northern Colorado	\$10,000
Krugman Small Animal Clinic	\$6,500
San Luis Valley Veterinary Medical Assn.	\$18,000
South Park Good Samaritan Fund	\$1,000
Strasburg Veterinary Clinic	\$2,000
TLC Veterinary Clinic	\$4,000

Of the 176,000 dogs and cats in Colorado shelters last year ...

<p><b>82,000</b> were adopted</p>	<p><b>31,000</b> were returned to owners</p>	<p><b>Sadly... 30,000</b> were euthanized</p>
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In 2009 the state legislature approved the “ Adopt a Shelter Pet” license plate. This plate was to be made available to Colorado drivers for a fee of \$30 in addition to the taxes and fees paid for license plates. The monies generated by license plate sales is added to the state treasury under the Colorado Pet Overpopulation fund Authority as described on page 10. Sales of the license plates began in 2010 and the first disbursement of grant funds was made in June 2011 with a second round in January 2012 for a total of \$75,500 in grant funds awarded.

The monies from the license plate sales are made available in the form of grants to Colorado animal shelters and rescues to help defray the cost of medical care, microchipping, and spay/neuter for animals cared for by these organizations. In the first grant cycle the authority awarded \$36,000 in funds to 14 Colorado shelters and rescues.

Organization	June 2011	January 2012
Valley Humane League, Alamosa County	\$3,000	
Humane Society of Pagosa Springs, Archuleta County	\$1,000	
CAWS, Delta County	\$2,000	
Colorado Animal Rescue Inc., Garfield County	\$2,000	
Friends of Rifle Animal Shelter, Garfield County	\$3,000	
Gunnison Valley Animal Welfare League, Gunnison County	\$1,500	
Paradise Animal Welfare Society, Gunnison County	\$1,500	
La Plata County Humane Society, La Plata County	\$2,000	
Noah's Ark Animal Welfare, Las Animas County	\$5,000	
CLAWS, Mesa County	\$2,000	\$5,000
Grand Rivers Humane, Mesa County	\$2,500	
Second Chance Humane Society, Ouray County	\$4,000	\$2,500
Pueblo Animal Services, Pueblo County	\$5,000	
Upper Rio Grande Animal Society, Rio Grande County	\$1,500	\$1,500
Friends of Charlie's Place, Clear Creek County		\$2,500
Eagle Valley Humane, Eagle County		\$2,000
Chihuahua Small Dog Rescue, El Paso County		\$2,500
Humane Society of the Pikes Peak Region, El Paso County		\$4,000
Wild Blue Animal Rescue, El Paso County		\$2,500
City of Cortez Animal Shelter, Montezuma County		\$4,500
Town of Rangely Animal Shelter, Rio Blanco County		\$3,000
Summit County Animal Control, Summit County		\$3,000
Weld County Humane Society, Weld County		\$6,500



## PACFA Outreach

In 2011 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. The Colorado Association of Dog Daycare and the Colorado Pet Sitters Association 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. Dr. Anderson had the opportunity to interact with 8th grade students from Greeley while participating in their annual career fair. Students love to talk about animals and animal care and it was great to be able to give them information about careers that benefit animals in our society.

## Appendix 1 - Shelter/Rescue Outflow 2011 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
<b>Dogs</b>	25953	51289	10087	2073	514	6813	164	2139	94262	6330
<b>Cats</b>	3977	34460	16188	2412	989	4752	10	1494	63375	4609
<b>Small Mammals</b>	192	3424	765	266	156	503	0	268	5119	622
<b>Reptiles</b>	19	300	55	15	61	49	1	38	536	263
<b>Pet Birds</b>	48	450	29	19	68	61	1	51	710	783

## Appendix 2- Shelter/Rescue Intake 2011 License Year

	Beginning Inventory	Stray	Owner Surrender	Confiscated	Transferred from In State	Transferred from out of state	Other	Total Intake
Dogs	5549	46267	24896	3989	8838	13526	3650	103298
Cats	4044	33331	21693	943	5424	1891	3209	666826
Small Mammals	685	1511	2876	102	454	61	255	5492
Reptiles	239	190	254	51	62	1	8	787
Pet Birds	747	285	358	71	48	3	9	774