



# Annual Report

## License Year

### 2012

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 five years have brought many improvements to the program for the benefit of pet animals across the state. Changing economics has changed the balance of facility types licensing in 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.



A sunset review of the program by the state's Department of Regulatory Agencies was begun this year. The outcome of the year long review will be recommendations for improvements or changes in the program that will be presented during the 2014 legislative session.

The program 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.

Kate N. Anderson, DVM

Handwritten signature of Kate N. Anderson, DVM.

PACFA Program Administrator

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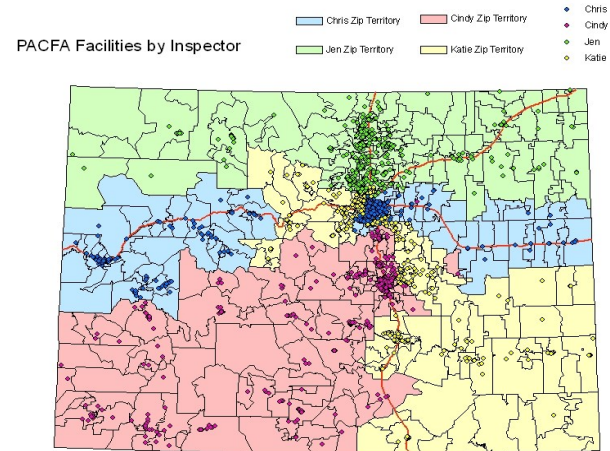
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administering the Pet Animal Care Facility Act. The mission of PACFA is to protect the health and welfare of pet animals while they reside in pet care facilities in Colorado. This will be achieved through educating facility owners, monitoring facility 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.

PACFA is made up of one veterinary supervisor, four full-time inspectors in Northern Colorado, Southwestern Colorado, Southeastern Colorado, Central Colorado respectively, and two administrative assistants. The offices are housed at 710 Kipling Street, Lakewood Colorado.

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

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# PACFA ADVISORY COMMITTEE– 2012

The PACFA statute creates an Advisory committee within § 35-80-115 et al. This committee acts to advise the Commissioner in establishing regulations under the article and to provide ongoing review of this article. Committee members are appointed by the Commissioner and serve three year terms. In 2012 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	Kelly Hepworth, DVM
Cat Breeder	Curtis Figler
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	Judy Gee
Animal Care and Control	Carla Zinanti
Veterinarian	Lori Scott, DVM
General Public	Sue Riley
General Public	Bonnie Guzman
General Public	James Flanagan
PACFA Program Administrator	Kate Anderson, DVM

Fiscal Year 2012 (July 1 2012 to June 30 2013)

**Revenue**

License Fees	\$699,773.13	
Sale of Supplies	\$ 1,559.75	
Fines/Late fees	\$ 18,300.90	
<b>Total Revenue</b>		<b>\$719,633.78</b>

**Expenses**

Regular wages	\$339,595.00
Benefits	\$105,279.31
Personal services	\$ 63,540.92
Vehicles	\$ 8,512.46
Legal	\$ 24,819.76
(IT)	\$ 15,853.00
Insurance	\$ 42,738.08
Indirect costs	\$ 32,239.00
Leased space	\$ 10,718.21

**Operating**

Travel	\$ 12,122.29
Vehicle mileage	\$ 13,886.11
Printing	\$ 1,205.37
Communications	\$ 6,287.62
Supplies	\$ 1,582.82
Postage	\$ 2,465.29
Fees	\$ 1,460.00
<b>Total Operating</b>	<b>\$ 39,009.50</b>

**Total Expenses** **\$682,305.24**

## 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	2012	License Fee	Base Facility Risk
Retail/Wholesale	168	\$350	Medium-high
Retail Aquarium Only	84	\$320	Low
Boarding/Training	499	\$350	Medium-high
Network Boarding	7	\$275	Medium
Grooming	917	\$320	Medium
Pet Handler	45	\$175	Low
Dog Breeder Small Scale	143	\$345	Medium-high
Dog Breeder Large Scale	22	\$350	Medium-high
Cat Breeder	6	\$320	Medium
Bird Breeder Common	9	\$175	Medium
Bird Breeder Uncommon	6	\$275	Medium-high
Small Animal Breeder	9	\$345	Medium
Animal Shelter	154	\$350	Medium-high
Animal Rescue	118	\$175	Low
Total Number Business Activities*	2187*		
Total Number of licenses issued	1925		

## 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 activity. 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 2012, pre-license inspections represent 20% growth for the year. See table on page 8 for numbers of each type of inspection performed in 2012.

<b>Attempted Inspections</b> 45	<b>Complaint</b> 66*	<b>Routine</b> 488	<b>Pre-license</b> 163	<b>Re-inspection</b> 21
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\* Not all complaint investigations result in an inspection report, explaining why total complaint inspections does not equal total complaints received.

**Total Inspections**

**783**

### **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 2012, 82% 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.

<b>License Category</b>	<b>Complaints</b>	<b>Violations</b>
Animal Rescue	12	5
Animal Shelter	26	7
Bird Breeder	2	1
Boarding/Training	33	11
Cat Breeder	0	0
Pet Groomer	19	6
Dog Breeder	14	2
Pet Handler	0	0
Retail/Wholesale	89	15
Small Animal Breeder	1	0

### **Complaints Received License**

**Year 2012 172**



## 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.

<b>Enforcement Actions LY 2012</b>	<b>Total</b>
<b>Injunctive Relief</b>	0
<b>Stipulations</b>	88
<b>Cease and Desist Orders</b>	11
<b>Civil Penalties (Fines)</b>	\$7,534.00
<b>Failed Inspections</b>	41
<b>License Denied or Revoked</b>	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 2011 license year there were fewer stipulations which resulted in final agency orders and disciplinary action than in 2010.

The Colorado Pet Overpopulation Fund created in § 35-80-116.5 et al, awarded \$160,000 in grant funds to 23 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 2011 Tax Year funds were distributed to the following organizations:

La Plata County Humane Society	\$5,000
Ark Valley Animal Hospital	\$2,000
Delta Co Veterinary Medical Assn. & Humane Society	\$5,000
Dogsters Spay/Neuter Fund	\$5,000
Eagle Valley Humane	\$3,000
Eastern Colorado Veterinary Services/Limon Veterinary Clinic	\$12,000
Fremont Veterinary Clinic	\$10,000
For Pets Sake Humane Society	\$15,000
Friends of Rifle Animal Shelter/Garfield County	\$4,000
Mesa County Animal Services	\$5,000
Pueblo Animal Services	\$15,000
Second Chance Humane Society	\$2,000
Humane Society of Pagosa Springs	\$2,000
Calhan Veterinary Clinic	\$10,000
Montrose Animal Protection Agency	\$5,000
Dreampower Animal Rescue	\$2,500
Peak View Animal Hospital	\$15,000
PETS of Northern Colorado	\$13,000
Krugman Small Animal Clinic	\$8,000
San Luis Valley Veterinary Medical Assn.	\$11,000
South Park Good Samaritan Fund	\$1,500
Pet Project	\$5,000
TLC Veterinary Clinic	\$4,000



Since 2009, the Adopt a Shelter Pet license plate has been 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. In 2012 the funds raised from the sale of the license plate was \$121,889. 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 2012 grant cycle the authority awarded \$104,700 in funds to 14 Colorado shelters and rescues.

Organization	January	July
Mesa County Animal Services, Mesa County		\$9,000
Humane Society of Pagosa Springs, Archuleta County		\$3,000
CAWS, Delta County		\$2,000
Dream Power Animal Rescue, El Paso County		\$2,500
Friends of Rifle Animal Shelter, Garfield County		\$5,000
Gunnison Valley Animal Welfare League, Gunnison County		\$3,000
La Plata County Humane Society, La Plata County		\$5,000
CLAWS, Mesa County	\$5,000	
Grand Rivers Humane, Mesa County		\$5,000
Second Chance Humane Society, Ouray County	\$2,500	\$6,000
Pueblo Animal Services, Pueblo County		\$12,500
Upper Rio Grande Animal Society, Rio Grande County	\$2,500	
Friends of Charlie's Place, Clear Creek County	\$2,500	
Eagle Valley Humane, Eagle County	\$2,000	\$3,000
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	\$4,200
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	\$5,000
Weld County Humane Society, Weld County	\$6,500	



In 2012 PACFA carried out a number of outreach activities aimed at educating and informing program stakeholders and industry about the program and a proposed rule change. A range of communications tools were used to achieve our goals including stakeholder meetings, conference calls and discussions with licensees during inspections. The PACFA Advisory Committee met twice during 2012, once in April and once in October. In addition PACFA was invited to meet with stakeholder groups and held conference calls to discuss the proposed rule change for a total of 14 individual meetings or calls.



A biannual newsletter was produced and posted on the web site. Previous issues are 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.

Colorado Voters for Animals invited PACFA to present information about the program to legislators, and PACFA planned and hosted two educational symposia in 2012. The educational programs were designed for license holders and were free to attend. The first was held in May and the second in October; both were well attended with nearly 50 people in each. Topics such as pet first aid and managing

groups of dogs for low stress play were very popular as were the “How to pass a PACFA inspection” and “Cleaning and Sanitation” presentations made by PACFA staff. 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 showcases displays set up to inform the public about the programs and services offered by the department.

Another aspect of outreach includes meeting with other regulatory agencies both for information exchange and sometimes for joint inspections. PACFA staff met with and conducted joint inspections with the Colorado Division of Racing Events at a greyhound facility, and USDA Animal Care at pet retail stores. These interactions provide good information exchange and are helpful for staff and management.

	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>	24245	48265	8801	1938	398	6701	58	4347	94617	4751
<b>Cats</b>	6345	34340	12497	2309	825	5340	4	2449	6407	5048
<b>Small Mammals</b>	196	3197	1058	312	184	598	0	298	5839	604
<b>Reptiles</b>	109	305	38	16	80	72	2	30	652	139
<b>Pet Birds</b>	349	473	62	49	83	213	43	34	1445	1057

Appendix 2- Shelter/Rescue Intake 2012 License Year

	Beginning Inventory	Stray	Owner Surrender	Confiscated	Transferred from in State	Transferred from out of state	Other	Total Intake
<b>Dogs</b>	5405	40948	22298	3873	8476	12642	4371	94361
<b>Cats</b>	4266	29492	19714	1181	5535	1084	7112	64822
<b>Small Mammals</b>	805	1552	2839	448	319	11	195	5537
<b>Reptiles</b>	194	192	215	127	48	0	3	597
<b>Pet Birds</b>	932	281	533	394	190	51	13	1446

# Appendix 3 Shelter/Rescue Statistics Summary 2012

## Intake

### Dogs

Beg. Inventory	5405
<b>Dogs Total Intake</b>	<b>94361</b>

### Cats

Beg. Inventory	4266
<b>Cats Total Intake</b>	<b>64822</b>

### Small Mammals

Beg. Inventory	805
<b>Small Mammals Total</b>	<b>5537</b>

### Reptiles

Beg. Inventory	194
<b>Reptiles Total Intake</b>	<b>597</b>

### Pet Birds

Beg. Inventory	932
<b>Pet Birds Total Intake</b>	<b>1446</b>

## Outflow

### Dogs

Dogs Total Outcomes	94617
<b>Dogs Ending Inventory</b>	<b>4751</b>

### Cats

Cats Total Outcomes	64107
<b>Cats Ending Inventory</b>	<b>5048</b>

### Small Mammals

Sm. Mammals Total Outcome	5839
<b>Sm. Mammals Ending Inven.</b>	<b>604</b>

### Reptiles

Reptiles Total Outcome	652
<b>Reptiles Ending Inventory</b>	<b>139</b>

### Pet Birds

Pet Birds Total Outcome	1445
<b>Pet Birds Ending Inventory</b>	<b>1057</b>