



# Annual Report

## License Year

### 2013



**COLORADO**

Department of Agriculture

Animal Health Division

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# 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. The last year has been busy with a sunset review of the program by the state's Department of Regulatory Agencies. The final report submitted by DORA can be found at [www.colorado.gov](http://www.colorado.gov). The outcome of the year long review resulted in several changes to the statute, the addition of a fifth full-time inspector, and the final act which continues the program for another five years. The Governor signed the act on June 6, 2014.

In addition to the sunset review, the program completed a two and a half year review of the regulations. This review resulted in the repeal and re-enactment of a new set of regulations, and involved more than 23 stakeholder meetings and multiple drafts of the document. The sunset act went through some amendments which



required us to insert some last minute changes into the rule. In all the rule has been cleaned up and language has been clarified to make interpretation and enforcement more transparent. The rule can be found at [www.colorado.gov/ag/animals/pacfa](http://www.colorado.gov/ag/animals/pacfa).

The final upgrade for the program came in June with the launch of a new software system which will maintain the demographic and inspection data for the program in a user friendly manner and will in the future cooperate with the e-licensing program which will be on-line for the program in the next few years.

We are encouraged by the success of the businesses we serve and look 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

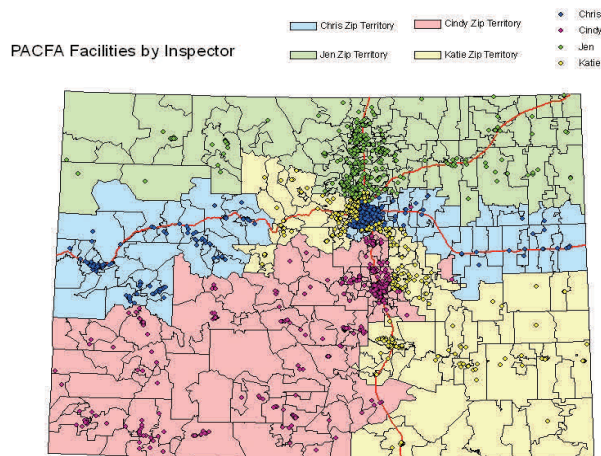
# Program Description

The Colorado Department of Agriculture Animal Health division is responsible for administering the Pet Animal Care Facility Act (PACFA). 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.

In 2013, PACFA employed one veterinary supervisor, two administrative assistants, and four full-time inspectors funded by revenue from license fees. The territories include Northern Colorado, Southwestern Colorado, Southeastern Colorado, and Central Colorado respectively. The operational territories are being reconsidered for the 2014 license year with the addition of a fifth inspector as a result of the sunset review.

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– 2013

The PACFA statute creates an Advisory committee within § 35-80-115 C.R.S. 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 2013 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>Position Represented</b>	<b>Member Name</b>
<b>Dog Breeder Small Scale</b>	Dawn Craig
<b>Dog Breeder Large Scale</b>	Kelly Hepworth, DVM
<b>Cat Breeder</b>	Curtis Figler
<b>Bird Breeder</b>	Glenda Pullum
<b>Retail</b>	Jens Larsen
<b>Wholesale</b>	Steve Waugh
<b>Small Animal Breeder</b>	Adam Morr
<b>Boarding and Training</b>	Doug Johnson
<b>Pet Groomer</b>	Wendy Booth
<b>Animal Shelter</b>	Leslie Yoder
<b>Animal Rescue</b>	Martha Smith
<b>Dog Day Care</b>	Judy Gee
<b>Animal Care and Control</b>	Carla Zinanti
<b>Veterinarian</b>	Lori Scott, DVM
<b>General Public</b>	Bonnie Guzman
<b>General Public</b>	Sue Riley
<b>General Public</b>	James Flanagan
<b>PACFA Program Administrator</b>	Kate Anderson, DVM

# PACFA Financial Statement

Fiscal Year 2014 (July 1 2013 to June 30 2014)

## Revenue

License Fees	\$ 623,190.51	
Sale of Supplies	\$ 1,454.75	
Fines/Late fees	\$ 10,773.75	
<b>Total Revenue</b>		<b>\$ 635,419.01</b>

## Expenses

### Personal Services

Regular wages	\$ 363,232.98	
Benefits	\$ 127,550.38	
Personal services	\$ 4,987.41	
<u>Total Personal services</u>		\$ 495,770.77

### Centrally Appropriated

Vehicle Lease	\$ 7,238.59	
Legal	\$ 36,613.92	
(IT)	\$ 24,447.00	
Indirect costs	\$ 47,325.83	
Leased space	\$ 10,757.00	
<u>Total Centrally Appropriated</u>		\$ 126,382.34

### Operating

Travel Per Diem/Airfare	\$ 7,395.96	
Vehicle mileage	\$ 17,330.92	
Printing	\$ 1,934.80	
Communications	\$ 4,470.87	
Supplies	\$ 917.16	
Postage	\$ 3,357.37	
Fees	\$ 432.00	
IT Related Purchases	\$ 21,551.66	
<u>Total Operating</u>		\$ 59,600.67

<b>Total Expenses</b>		<b>\$ 555,371.44</b>
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## License Category, Inspection and Complaint Investigation

License Category	2013	License Fee	Base Facility Risk
Retail/Wholesale	164	\$350	Medium-high
Retail Aquarium Only	58	\$320	Low
Boarding/Training	505	\$350	Medium-high
Network Boarding	8	\$275	Medium
Grooming	938	\$320	Medium
Pet Handler	37	\$175	Low
Dog Breeder Small Scale	143	\$345	Medium-high
Dog Breeder Large Scale	20	\$350	Medium-high
Cat Breeder	6	\$320	Medium
Bird Breeder Common	13	\$175	Medium
Bird Breeder Uncommon	5	\$275	Medium-high
Small Animal Breeder	10	\$345	Medium
Animal Shelter	152	\$350	Medium-high
Animal Rescue	116	\$175	Low
<b>Total Business Activities*</b>	2175*		
<b>Total Number of licenses</b>	1955		

### 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.**

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 6 months to every 24 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 2013, pre-license inspections represent 12% growth for the year. See table on page 8 for numbers of each type of inspection performed in 2013.

## Inspections by Type

Attempted Inspections	Complaint	Routine	Pre-license	Re-inspection
80	101*	446	236	50

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

**Total**  
**913**

## 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. In 2013 50% of complaints resulted in non-compliant findings. 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 2013, 89% 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.

License Category	Complaints
Animal Rescue	22
Animal Shelter	45
Bird Breeder	3
Boarding/Training	41
Cat Breeder	2
Pet Groomer	9
Dog Breeder	16
Retail Aquarium Only	3
Retail/Wholesale	87
	228*

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.

**Complaints Received License Year 2013 224\***

\* Some facilities have multiple categories which receive complaints resulting in a complaint being counted multiple times on occasion.



## 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 2013</b>	<b>Total</b>
<b>Injunctive Relief</b>	0
<b>Stipulations</b>	83
<b>Cease and Desist Orders</b>	9
<b>Civil Penalties (Fines)</b>	\$3,450
<b>Failed Inspections</b>	44
<b>License Denied or Revoked</b>	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 2013 license year there were fewer stipulations which resulted in final agency orders and disciplinary action than in 2012.

## Colorado Pet Overpopulation Authority

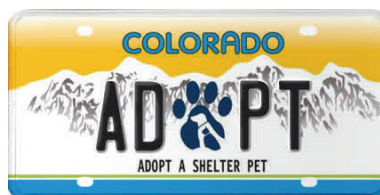
The Colorado Pet Overpopulation Fund created in § 35-80-116.5 C.R.S. awarded \$120,000 in grant funds to 23 community coalitions of veterinarians and animal care and control organizations across the state.

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 2012 Tax Year funds were distributed to the following organizations:

Ark-Valley Humane Society	\$1,000
Ark Valley Animal Hospital	\$1,500
Delta Co Veterinary Medical Assn. & Humane Society	\$5,000
Arkansas Valley Spay Neuter Alliance	\$2,500
Eagle Valley Humane	\$1,500
Eastern Colorado Veterinary Services/Limon Veterinary Clinic	\$10,000
Fremont Veterinary Clinic	\$4,000
Fort Collins Cat Rescue and Spay/neuter Clinic	\$2,500
Friends of Rifle Animal Shelter/Garfield County	\$3,500
Holyoke Veterinary Services	\$4,500
Pueblo Animal Services	\$10,000
Second Chance Humane Society	\$2,000
Humane Society of Pagosa Springs	\$1,000
Calhan Veterinary Clinic	\$8,000
Montrose Animal Protection Agency	\$5,000
La Plata County Humane Society	\$4,000
Peak View Animal Hospital	\$11,000
PETS of Northern Colorado	\$13,000
Krugman Small Animal Clinic	\$6,000
San Luis Valley Veterinary Medical Assn.	\$12,000
South Park Good Samaritan Fund	\$1,000
Pet Project	\$7,000
TLC Veterinary Clinic	\$4,000



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 and 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 2013 grant cycle the authority awarded \$ 221,000 in funds to 31 Colorado shelters and rescues.

<b>Organization, County</b>	<b>January</b>	<b>July</b>
Adams County Animal Shelter, Adams	\$4,000	
Ark-Valley Humane Society, Chafee		\$3,000
Humane Society of Pagosa Springs, Archuleta	\$2,500	\$3,500
Cats League and Assistance of the Western Slope		\$10,000
Delta County CAWS, Delta		\$5,000
Denver Animal Shelter, Denver	\$9,000	
Dream Power Animal Rescue, El Paso	\$3,000	
Friends of Rifle Animal Shelter, Garfield	\$5,000	
Eagle Valley Humane Society, Eagle		\$3,000
Feline Rescue Network, Statewide		\$5,000
Great Pyrenees Rescue, Statewide		\$3,800
Gunnison Valley Animal Welfare Lg., Gunnison	\$2,500	\$3,500
Friends of Cedaredge Animal Control, Delta	\$5,000	
Fort Collins Cat Rescue, Larimer	\$2,000	\$8,000
La Junta Animal Shelter, Otero	\$5,000	
Second Chance Humane Society, Ouray	\$3,000	\$4,000
Pueblo Animal Services, Pueblo	\$12,500	\$17,500
Upper Rio Grande Animal Society, Rio Grande	\$1,000	
Pet Project, Pueblo	\$4,000	\$11,200
Rocky Ford Animal Shelter, Otero	\$6,000	
Rifle Animal Shelter, Garfield		\$9,000
Chihuahua Small Dog Rescue, El Paso	\$2,500	\$5,000
Routt County Humane Society, Routt		\$7,500
Roice-Hurst Humane Society, Mesa	\$5,000	
Second Chance Animal Rescue Fnd., Bent		\$8,000
Teller County Regional Animal Shelter, Teller		\$3,000
Wild Blue Animal Rescue, El Paso	\$2,500	
City of Cortez Animal Shelter, Montezuma	\$10,000	
Safe Harbor Lab Rescue, Statewide	\$2,500	
Summit County Animal Control, Summit	\$4,000	\$5,000
Weld County Humane Society, Weld	\$5,000	

## PACFA Outreach

In 2013 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 communication 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 2013, once in April and once in November. In addition PACFA was invited to meet with stakeholder groups and held conference calls to discuss the proposed rule change for more than 20 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 one educational symposia in 2013. The program was designed for license holders and was free. It was held in Grand Junction in May with nearly 50 people in attendance. Topics such as 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 present 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 USDA Animal Care at pet retail stores. These interactions provide good information exchange and are helpful for staff and management.

## Appendix 1 Shelter/Rescue Statistics Summary 2013

The complete spreadsheet can be found at <https://data.colorado.gov/Agriculture/2013-PACFA>

<b><u>Intake</u></b>		<b><u>Outflow</u></b>	
<b><u>Dogs</u></b>		<b><u>Dogs</u></b>	
Beg. Inventory	5161	RTO	23678
Stray	37178	Adopt	52564
Owner Surren./Adop. Ret.	22925	Euth	6968
Confiscate/Protec. Custody	6464	DOA	1999
Trans. In from In State	9394	Died	439
Trans. from Out of state	17408	Trans. In State	6932
Dogs Other	3147	Trans. Out of State	278
<b>Dogs Total Intake</b>	<b>101911</b>	Other (missing, stolen, etc)	3905
		<b>Dogs Total Outcomes</b>	<b>96763</b>
		<b>Dogs Ending Inventory</b>	<b>5148</b>
<b><u>Cats</u></b>		<b><u>Cats</u></b>	
Beg. Inventory	3826	RTO	7114
Stray	28622	Adopt	34684
Owner Surren./Adop. Ret.	19499	Euth	9439
Confiscate/Protec. Custody	1904	DOA	2303
Trans. In from In State	5454	Died	907
Trans from Out of state	2529	Trans. In State	4889
Cats Other	5332	Trans. Out of State	10
<b>Cats Total Intake</b>	<b>67166</b>	Other (missing, stolen, etc)	1722
		<b>Cats Total Outcomes</b>	<b>61068</b>
		<b>Cats Ending Inventory</b>	<b>1293</b>
<b><u>Small Mammals</u></b>		<b><u>Small Mammals</u></b>	
Beg. Inventory	486	RTO	94
Stray	1103	Adopt	2914
Owner Surren./Adop. Ret.	2812	Euth	733
Confiscate/Protec. Custody	210	DOA	224
Trans. In from In State	309	Died	126
Trans from Out of state	110	Trans. In State	324
Small Mammals Other	350	Trans. Out of State	5
<b>Small Mammals Total</b>	<b>5380</b>	Other (missing, stolen, etc)	186
		<b>Sm. Mammals Total Outcome</b>	<b>4606</b>
		<b>Sm. Mammals Ending Inven.</b>	<b>25</b>
<b><u>Pet Birds</u></b>		<b><u>Pet Birds</u></b>	
Beg. Inventory	1118	RTO	86
Stray	349	Adopt	693
Owner Surren./Adop. Ret.	558	Euth	62
Confiscate/Protec. Custody	46	DOA	33
Trans. In from In State	134	Died	78
Trans from Out of state	27	Trans. In State	158
Pet Birds Other	4	Trans. Out of State	7
<b>Pet Birds Total Intake</b>	<b>2236</b>	Other (missing, stolen, etc)	32
		<b>Pet Birds Total Outcome</b>	<b>1149</b>
		<b>Pet Birds Ending Inventory</b>	<b>1087</b>