



Performance Audit

**Department of Public Safety  
Bureau of  
Animal Care and Control**

Report by the  
Office of City Controller

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## TABLE OF CONTENTS

<b>Executive Summary</b> .....	i-iii
<b>Introduction and Overview</b> .....	1
<b>Objectives</b> .....	4
<b>Scope</b> .....	5
<b>Methodology</b> .....	5

## FINDINGS AND RECOMMENDATIONS

<b>Dispatched Calls</b> .....	7
Source of Call and Dispatch Process.....	7
Dispatched Call Priority .....	7
<b>Non-Dispatched Calls</b> .....	8
<b>AC&amp;C Database Reporting Systems</b> .....	9
Information Process.....	9
Daily Activity Reports and Spreadsheet .....	10
Activity Report Spreadsheet Errors.....	11
Advise Report Database System .....	12
Information in the Advise Report Database System .....	12
System Benefits.....	13
Advise Report Database System Enhancements .....	14
Other Reporting Systems used by AC&C.....	15
Software Issues.....	15
<b>HAR Contract</b> .....	16
Animal Species Accepted.....	16
Animal Injuries and Sicknesses no Longer Accepted at HAR.....	17

## TABLE OF CONTENTS CONT'D

Animal Intake Costs .....	19
HAR Invoice Test.....	19
HAR's Hours of Operation .....	21
After Hours Drop Off Procedures .....	21
Animals that Have Bitten Humans.....	22
Animals that Have Not Bitten Humans.....	22
Returning (Reclaimed) Animals to Owners .....	23
Number of Dogs and Cats Reclaimed from HAR.....	24
City Impound Fees Collected and Waived.....	25
AC&C Documentation of Waived City Impound Fees .....	28
Language Discrepancy in Contract .....	28
Issues and Problems between AC&C and HAR .....	29
Future Contracts .....	30
Building a City Shelter Facility.....	30
<b>AC&amp;C Call Volume .....</b>	<b>30</b>
<b>Dispatch Procedures for Domestic Animal Pick ups.....</b>	<b>34</b>
Microchip Scanners.....	35
<b>Dispatch Procedures for Wildlife Pick ups.....</b>	<b>36</b>
Reptiles Captured by AC&C.....	36
Pennsylvania Game Commission.....	36
Trapped Animals.....	37
Trap Requests .....	37
Rabies Vector Species.....	38

## TABLE OF CONTENTS CONT'D

Rabies Vector Species Euthanizing Process .....	38
Other Animals Euthanized .....	39
<b>Number of Stray Animals and Wildlife Pick ups</b> .....	<b>39</b>
<b>Coyotes</b> .....	<b>41</b>
<b>Pet Ownership Responsibilities</b> .....	<b>42</b>
<b>Citations</b> .....	<b>44</b>
Citation Database .....	44
Number of Citations Issued in Database .....	44
Number of Citations by Owner .....	46
<b>Citations Recorded in Activity Report Spreadsheet and the Citation Database</b> .....	<b>48</b>
<b>Assisting Police Officers in Investigation or Removal of Animals</b> .....	<b>48</b>
<b>Animal Bites</b> .....	<b>49</b>
Quarantine Rules and Process .....	49
Rules for Rabid Animal Bites .....	50
Number of Animal Bites .....	50
<b>Dangerous Dog Laws</b> .....	<b>51</b>
Number of Dangerous Dogs in the City .....	52
<b>Dead Animal Pick ups</b> .....	<b>53</b>
Microchipped Animals .....	54
Dead Animal Storage .....	54
Limited Tracking of Dead Animals .....	55
Dead Animal Pick ups by Species.....	55
<b>Training of AC&amp;C Officers</b> .....	<b>56</b>

## TABLE OF CONTENTS CONT'D

NACA Online Training Courses .....	56
NACA Hands-On Training .....	57
Number of Officers who have Passed NACA Level 1 Training .....	57
Additional In-House Training .....	58
Humane Society Police Officer Training .....	58
Future Humane Society Police Officer Training .....	59
<b>Programs Offered to City Residents .....</b>	<b>59</b>
Spay and Neuter Program .....	59
Rodent Baiting Control Program.....	60
Feral Cat Program .....	61

## TABLES

<b>Table 1:</b> Animal Care and Control Dispatch Call Priority List for Live Animal Trucks .....	8
<b>Table 2:</b> The 17 Animal Injuries/Sicknesses that HAR no Longer Accepts.....	18
<b>Table 3:</b> 2016-2020 HAR Contract Animal Intake Costs .....	19
<b>Table 4:</b> 2018-2019 Number of Impounded Dog and Cats Recorded on HAR Invoice vs. Activity Report Spreadsheet .....	20
<b>Table 5:</b> 2018 HAR Dog and Cat Intake and Reclaims .....	24
<b>Table 6:</b> 2019 HAR Dog and Cat Intake and Reclaims .....	25
<b>Table 7:</b> 2018 Number of Animals Reclaimed and City Impound Fees Charged and Waived to City Residents .....	26
<b>Table 8:</b> 2019 Number of Animals Reclaimed and City Impound Fees Charged and Waived to City Residents .....	27
<b>Table 9:</b> 2018 Number of Calls Received by Month .....	31
<b>Table 10:</b> 2019 Number of Calls Received by Month .....	32

## TABLE OF CONTENTS CONT'D

<b>Table 11:</b> 2018 and 2019 Number of Stray Animal and Wildlife Pick ups .....	40
<b>Table 12:</b> 2018 and 2019 Dog License Fees .....	42
<b>Table 13:</b> 2018 Citations by City Codes in Decreasing Order.....	45
<b>Table 14:</b> 2019 Citations by City Codes in Decreasing Order .....	45
<b>Table 15:</b> 2018 and 2019 Animal Bites by Type in the City of Pittsburgh.....	50
<b>Table 16:</b> 2018 and 2019 Dead Animal Collections .....	56
<b>Table 17:</b> 2018 and 2019 Spay/Neuter Requests to AC&C.....	60

### CHARTS

<b>Chart 1:</b> 2018 and 2019 Number of Advise Reports by Month .....	14
<b>Chart 2:</b> 2018 Dispatched Calls vs. Non-Dispatched Calls.....	33
<b>Chart 3:</b> 2019 Dispatched Calls vs. Non-Dispatched Calls.....	33
<b>Chart 4:</b> Total Calls 2018 vs. 2019.....	34
<b>Chart 5:</b> 2018 and 2019 Stray Animal and Wildlife Pick ups Monthly Comparison.....	41
<b>Chart 6:</b> 2018 Citation Frequency by Pet Owner .....	47
<b>Chart 7:</b> 2019 Citation Frequency by Pet Owner .....	47

### FIGURES

<b>Figure 1:</b> 2020 Bureau of Animal Care and Control Organizational Chart.....	2
<b>Figure 2:</b> Bureau of Animal Care and Control Area Map .....	4

### APPENDIX

### AUDITEE RESPONSE



CITY OF PITTSBURGH  
**OFFICE OF THE CITY CONTROLLER**  
Controller Michael E. Lamb

October 12, 2021

The Honorable William Peduto, Mayor of Pittsburgh  
and Members of Pittsburgh City Council

Dear Mayor Peduto and Members of City Council:

The Office of the City Controller is pleased to present this performance audit of **The Department of Public Safety, Bureau of Animal Care and Control (AC&C)** conducted pursuant to the Controller's powers under Section 404(b) of the Pittsburgh Home Rule Charter. Our procedures were conducted in accordance with applicable government auditing standards and are limited to our objectives, scope, and methodology sections of this report.

This audit examines the daily operations of AC&C, including collection of live and dead animals, issuing citation for violations, the different software systems used by the Bureau, training offered to AC&C officers, and programs the Bureau offers to city residents. Also analyzed is the City's stray animal detention contract with Humane Animal Rescue (HAR).

### **EXECUTIVE SUMMARY**

AC&C is responsible for collecting all stray domestic animals and injured or orphaned wildlife within the city limits. AC&C collected 2,910 live stray domestic animals and wildlife in 2018 and 2,511 in 2019. AC&C is also responsible for picking up all dead animals throughout the City on both public and private properties free of charge. AC&C collected 4,724 dead animals in 2018 and 4,140 dead animals in 2019.

Other job duties of the Bureau include assisting in pet owner recovery, educating city residents on proper pet ownership and various animal laws, issuing citations if in violation, responding to and resolving altercations between neighbors over animals, and quarantining animals involved in bite incidents.

AC&C officers on duty have the authority to enforce the dangerous dog law as well as enforce and issue citations for all violations under Title Six: Conduct-Article III –Chapter 633 of the City of Pittsburgh Code of Ordinances. AC&C officers issued 759 citations to city residents in 2018 and 651 citations in 2019.

AC&C will lend humane animal traps to city residents to capture nuisance wildlife on their property. Once caught, city residents can request AC&C to remove the animals from their property free of charge. All vector rabies animals such as racoons, skunks, and groundhogs, caught in humane traps are euthanized by AC&C officers. AC&C offers a spay and neuter and rodent baiting control program to all city residents if they meet the proper requirements.

## AC&C Call Volume

AC&C keeps track of the number of dispatch calls and non-dispatch calls they receive daily. Dispatched calls are any call that requires a service from an AC&C officer. Non-dispatch calls are information requests to the AC&C office, usually from neighboring municipalities asking for assistance in their area.

In 2018, AC&C received a total call volume of 19,055 calls: 10,435 (54.8%) dispatched calls and 8,620 (45.2%) non-dispatched calls. In 2019, AC&C received a total call volume of 17,190 calls: 9,548 (55.5%) dispatched calls and 7,642 (44.5%) non-dispatched calls.

## Humane Animal Rescue (HAR) Contract

All stray animals collected in the City by AC&C officers are taken to HAR. The City entered into a professional service agreement with HAR for the detention, care, and euthanasia of domestic animals effective 8/1/2016 through 12/31/2019 with the option to renew for one year. The contract was not to exceed \$1,000,000 while in effect.

The contract option was renewed for one additional year until the end of 2020 with changes made to the following terms: type of animal species accepted, animals' injuries and sicknesses no longer accepted, dogs' and cats' intake fees, animal detention periods and added new after-hour animal drop off procedures. Additionally, all wildlife is now sent to the HAR rehabilitation center in Verona, PA.

The contract specifies that AC&C must pay HAR a fee for every animal they bring to their shelter. From 2016-2019, there was a gradual increase in these fees. Dog fees were \$209, \$212, \$214, and \$216, respectively. Cat fees were \$187, \$189, \$191, \$193, and wildlife fees were \$79, \$80, \$81, and \$82 respectively.

Changes were made to the fees section of the contract in 2020. Wildlife fees were eliminated completely, and dog and cat fees increased significantly. The fee amounts increased to \$300 for every dog and \$250 for every cat taken to HAR. This was an \$84 (39%) increase for dogs and \$57 increase (30%) for cats. The total fee amounts paid by AC&C to HAR for 2018-2020 were the following: \$260,315 in 2018, \$214,221 in 2019, and \$186,750 in 2020.

All pet owners must pay HAR a \$50 boarding fee and a \$50 city impound fee to reclaim their stray animal, a one-time charge. Sometimes HAR will waive the city impound fee for pet owners if approved by AC&C. An example as to why the fee would be waived is because of low-income, loss of job or some type of hardship. However, AC&C does not keep track of the number of waived fees or the reason why the fee was removed.



In both 2018 and 2019, nearly half of the dogs impounded at HAR were reclaimed by their owners: owners reclaimed 294 out of 666 (44.1%) of their dogs in 2018; and 298 out of 624 (47.8%) reclaimed dogs in 2019. Cats impounded at HAR are rarely reclaimed by their owners. In 2018, owners reclaimed 17 out of 643 (2.6%) cats; and 20 out of 410 (4.9%) of their cats in 2019.

In September 2020, the City and HAR agreed to extend the contract for one more year. However, there is uncertainty whether HAR will renew another 1-year contract in the future. City administration should consider the cost effectiveness of building their own animal shelter.

### AC&C Reporting Systems

The auditors found that AC&C has too many different reporting methods (handwritten logs, databases, and spreadsheets) to document their daily performance. This is making their job inefficient. For example, multiple databases or spreadsheets are being checked before particular information is found which becomes time consuming. More than one reporting method is being used to document information about the same call they respond too. This leads to forgotten or wrong information added to a database or spreadsheet. All these problems could be eliminated if City administration would purchase one software system that integrates all their databases and spreadsheets into one.

During the audit, errors were also found by the auditors when verifying totals in AC&C's daily activity report spreadsheet. This was due to staff members not checking each other's work after inputting information.

Our findings and recommendations are discussed in detail beginning on page 7. We believe our recommendations will provide more efficient operations within the Bureau.

We would like to thank the Bureau of Animal Care and Control staff for their cooperation and assistance during this audit.

Sincerely,

A handwritten signature in black ink that reads "Michael Lamb". The signature is written in a cursive, flowing style.

Michael E. Lamb  
City Controller

## INTRODUCTION

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This performance audit of the Department of Public Safety's Bureau of Animal Care and Control (AC&C) was conducted pursuant to section 404(c) of Pittsburgh's Home Rule Charter. This audit assesses the policies, processes, procedures, and performance data of the Bureau of Animal Care and Control and analyzes the City's stray animal detention contract with Humane Animal Rescue.

This is the second performance audit of the Department of Public Safety's Bureau of Animal Care and Control. The previous audit was released in 2010 and examined the Bureau's compliance with national animal care and control standards, their performance and effectiveness, and contract obligations during the years 2008 and 2009.

## OVERVIEW

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The Bureau of Animal Care and Control's mission is to serve the residents of the City of Pittsburgh by providing care, control, education, and resolutions to problematic circumstances involving domestic animals and wildlife. The Bureau accomplishes this by providing a variety of services and programs to city residents.

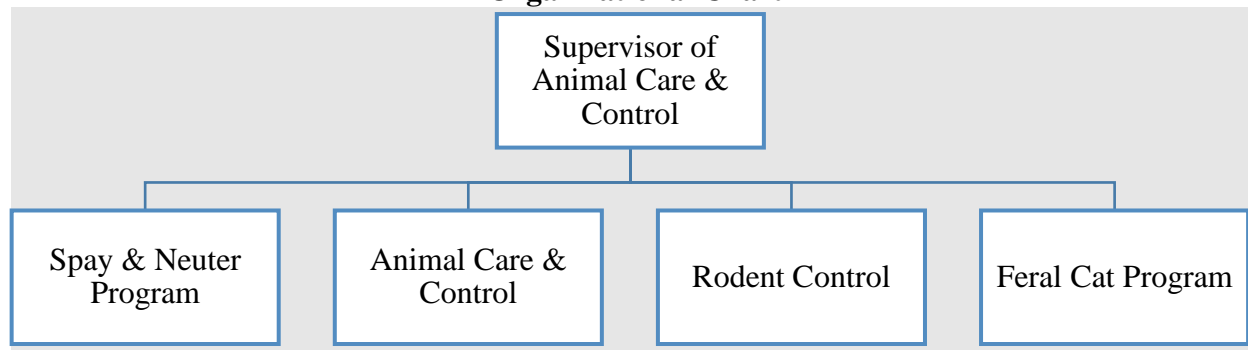
AC&C assists the Department of Public Safety (Police, Fire, and Emergency Medical Services), other City Departments, and the Pennsylvania Game Commission on any animal related issues within the city limits. AC&C works with the Pennsylvania Department of Agriculture to track the rabies virus in raccoons. AC&C also works daily with Humane Animal Rescue (HAR), a nonprofit animal shelter, under contract with the city for the detention, care and euthanasia of domestic and wild animals. It should be noted that the City's contract uses the acronym HAR, but the Humane Animal Rescue website uses HARP (P representing Pittsburgh). This audit will use HAR to refer to the Humane Animal Rescue.

AC&C is responsible for capturing and collecting all animals that are either stray, dead, or a nuisance to the public. All animals are quarantined if involved in bite incidents. AC&C reunites lost pets to owners and educates city residents on proper pet ownership and various animal laws. AC&C officers respond to and resolve altercations between neighbors over animals and assist individuals with animals they no longer are physically able to handle. Officers enforce and can issue citations for all violations under Title Six: Conduct-Article III –Chapter 633 –Dogs and Cats of the City of Pittsburgh Code of Ordinances.

Pittsburgh's Spay and Neuter program for dogs and cats is managed by the AC&C. The Bureau offers a rodent baiting program that eligible city property owners can utilize for free twice a year. Upon request, AC&C will lend live humane traps to city residents who need to capture nuisance wildlife that have entered their home or caused damaged to their properties. Once caught, AC&C will also remove the nuisance wildlife at no charge.

Figure 1 shows the Bureau's organizational chart as illustrated in the 2020 operating budget. There are four different programs managed by the AC&C supervisor.

**FIGURE 1**  
**2020 Bureau of Animal Care and Control**  
**Organizational Chart**



Source: 2020 City of Pittsburgh Operating Budget

### Staffing

AC&C's offices are located in the Strip District and as of July 2020 are currently staffed by one animal care and control supervisor, 14 animal care and control officers, and one administrative coordinator. For 2020, the Bureau is budgeted for 15 officers and one position has not been filled due to the City's hiring freeze associated with the COVID-19 pandemic. All AC&C officers are members of the Teamsters Local 249 union. AC&C supervisor noted that the current department staffing levels seem to be sufficient to complete the Bureau's everyday job duties.

### Hours of Operation

The Bureau provides service seven days a week for all AC&C issues. Daily operating hours are the following:

- Weekday hours are Monday through Friday 7 a.m. to 11 p.m.
- Weekend hours are Saturday and Sunday are 7 a.m. to 5 p.m.
- Holiday hours are 7 a.m. to 4 p.m.

For the weekday shifts 7 a.m. to 3 p.m., there are approximately three to five live animal trucks and one dead animal truck operating. For the shifts 3 p.m. to 11 p.m., there is one live animal truck and no dead animal truck operating.

Officers that operate live animal trucks always work in pairs for safety reasons, such as dealing with dangerous animals. Two officers also make it easier to chase and capture stray dogs. Only one officer is required to operate the dead animal truck.

For the weekend shifts, one live animal truck operates from 9 a.m. to 5 p.m. and one dead animal truck operates from 7 a.m. to 3 p.m. Working weekends is considered part of a weekly shift meaning there is no overtime for officers. Overtime is given during holiday hours and when officers are required to work extra hours. Overtime is given to officers based on seniority according to their union contract. For holidays, there is one live animal truck running from 8 a.m. to 4 p.m. and one dead animal truck running from 7 a.m. to 3 p.m. The three officers (two officer per live animal truck and one officer per dead animal truck) are each paid triple time.

All after hours operations are for emergency calls only. An example of an emergency call would be the removal of a bat in a house. Officers are called out by the AC&C supervisor during “after hours” of operation and are paid four overtime hours for each call out they receive. Each officer gets paid time-and-a-half for each hour worked. After hour operations are Monday through Thursday 11 p.m. to 7 a.m.; Friday 11 p.m. to 9 a.m.; Saturday 5 p.m. to 9 a.m.; Sunday 5 p.m. to 7 a.m.; holidays 4 p.m. to 8 a.m., 9 a.m. or 7 a.m., depending on what day the holiday falls on.

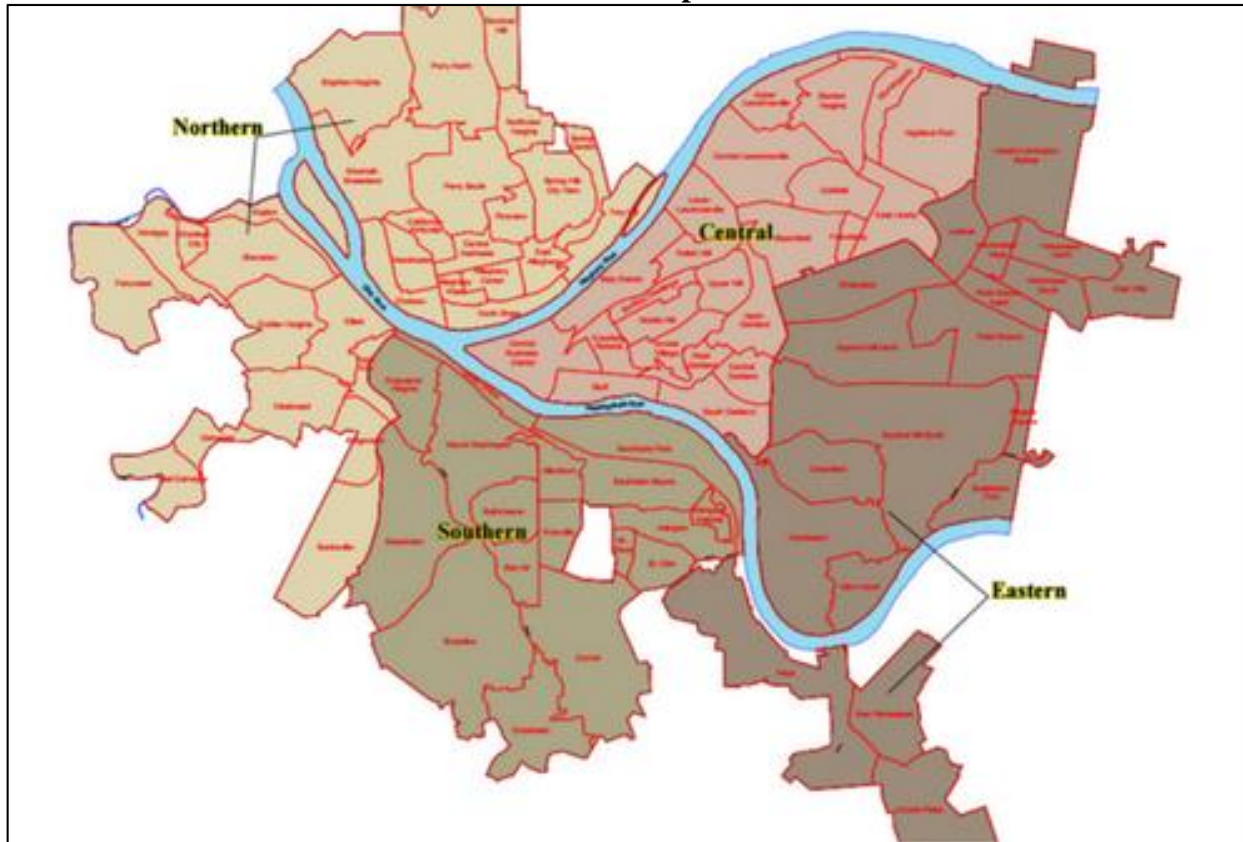
The number of dispatched calls received by AC&C slowed down during the statewide stay-at-home order for the COVID-19 pandemic. This order was in effect from March through April 2020 and shifts had to be temporarily modified: two live animal trucks operated Monday through Friday from 7 a.m. to 3 p.m. and one live animal truck operated from 3 p.m. to 11 p.m. On the weekends, one live animal truck operated from 9 a.m. to 5 p.m.; only one dead animal truck operated three to four times a week from 7 a.m. to 3 p.m. No officer was laid off during this order, but officers only worked 5 days every two weeks.

### City Coverage

AC&C officers operate live and dead animal trucks each day for city wide coverage. Each day the number of working live animal trucks respond to calls in one of four designated areas: Northern, Eastern, Southern and Central. A fifth live animal truck operated by one officer is used to respond to all “advise calls” (calls that require a written report) and to assist other live trucks when help is needed. Sometimes AC&C only has three live animal trucks available for use because the others are down for repairs or officers are sick or on vacation. In this situation, coverage area assignments will overlap. AC&C officers assigned to the live animal trucks get to select the area they would like to patrol based on seniority.

Figure 2 shows the four areas where AC&C officers are assigned: Northern, Eastern, Southern and Central.

**FIGURE 2**  
**Bureau of Animal Care and Control**  
**Area Map**



Source: City of Pittsburgh website

## **OBJECTIVES**

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1. To assess AC&C's policies and procedures
2. To evaluate the Bureau's performance and effectiveness
3. To analyze the different software systems used by the Bureau
4. To analyze the citations issued to city residents
5. To evaluate the Bureau's programs offered to city residents
6. To examine the City's contract with HAR
7. To evaluate the training methods offered to AC&C officers
8. To make recommendations for improvement

## SCOPE

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The scope of this performance audit is the years 2018 and 2019 and includes a review of policies, procedures, and practices, AC&C performance data, spay and neuter requests, and rodent baiting requests. The auditors reviewed an example of an officers' daily activity report and dead animal pick up log for 2021. Also included is the 2020 HAR contract and city payments to HAR from 2018-2020.

## METHODOLOGY

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The auditors had a video meeting using Microsoft Teams platform with the Director of Public Safety and the AC&C supervisor to discuss the audit objectives. The auditors received an overview packet at the meeting from the AC&C supervisor. The overview listed the Bureau's core services and programs, 2019 accomplishments, 2020 goals, department activity stats from 2016 to June 2020, spay and neuter program requests from 2016 to 2019, rodent baiting requests from 2017 to June 2020, and operational changes since the last performance audit. The director and supervisor answered any questions the auditors had about the services provided by the department.

The auditors toured the AC&C facility and met with the entire staff who answered auditor's questions regarding daily job duties. Auditors received a sample packet of all daily activity reports used to compile performance statistics. The packet included daily activity reports, office daily call log, and a dead animal pick up log,

AC&C's 2018-2019 performance statistics for the number of live and dead animal pick ups, dispatched and non-dispatched calls, source of call, number of advise reports completed, and animal bite statistics were counted by the auditors using AC&C's activity report spreadsheet. The auditors verified if the monthly totals of the performance categories in the activity report spreadsheet were correct. Then the auditors extracted the monthly totals from the database to get AC&C's yearly performance and analyzed the report and statistics.

The auditors used OpenBook Pittsburgh to research and analyze the contract the City has with HAR. It states that HAR is "for the detention, care, and euthanasia of domestic animals". OpenBook Pittsburgh is a searchable database that is available to the public where all City contracts are recorded.

The City's OnBase database system was used to total all HAR invoices from 2018-2020. AC&C provided the auditors with 2018-2019 back-up invoice documentation that was used to count the number of animals reclaimed from HAR. The back-up documentation was also used to calculate the total amount of city fees credited on HAR invoices and the number of fees waived to city residents.

The AC&C section on the city website was researched and used for City dog license fees, and information regarding pet ownership responsibilities and conduct, spay and neuter program, and trapping nuisance wildlife animals.

The auditors converted AC&C's citation database into a Microsoft Excel format to count the number of citations issued by AC&C officers. The auditors analyzed AC&C's Advise report database, which is an online reporting system that officers use to type in details on various calls they are dispatched to.

The City of Pittsburgh Code of Ordinances website was researched for all Title Six: Conduct-Article III - Dog, Cats, and Other Animals regulations. PA Department of Agriculture website, google maps, and other articles on the internet were reviewed for Dangerous Dogs information and statistics.

Other documents and websites reviewed by the auditors were the 2018-2020 AC&C operating budget, HAR website, and The National Animal Care & Control Association website. The Chameleon Software Products website was also researched because AC&C mentioned to the auditors their department would run more efficiently if they had access to this software system.

## **FINDINGS AND RECOMMENDATIONS**

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### **Dispatched Calls**

#### Source of Call and Dispatch Process

Dispatched calls are any call that requires service from an AC&C officer. Dispatched calls come from four different sources: office phone calls, emails, 911 police radio calls, and the 311 response center requests. The City's 311 response center is a non-emergency line that city residents can use to express a concern, make a complaint or request, or ask a question. Most 311 requests to AC&C tend to be either animal nuisance complaints or dead animal pick ups.

Dispatched calls are received by the administrative coordinator or AC&C supervisor during regular office hours (Monday thru Friday between 7:00 a.m. to 3:00 p.m.). During the summer months, when the call volume is highest, one AC&C officer will stay in the office and help to answer calls. All dispatched calls are immediately sent over to an officer via a 2-way radio system. All trucks are equipped with radios and all officers possess a handheld radio carried at all times. When the office is closed, AC&C officers receive all dispatched calls directly from 911 emergency response center.

The AC&C supervisor stated that officers will respond on scene to the calls they receive the same shift or the same day. However, on the busiest days, minor infractions such as a dog barking, animal defecating on someone else's property etc. will be pushed back to the upcoming weekend.

The AC&C supervisor or administrative coordinator record all dispatched calls and their origin on a daily call log sheet. This daily call log is a paper form that is used to document time of call, source of call, personal information of the requestee (name, address, phone number), the issue at hand, and location of the request for service. All 911 dispatched calls when the office is closed are documented on a daily activity report by the two officers on duty.

#### Dispatched Call Priority

All dispatched calls for live animal trucks are prioritized by issues involving safety or distress. All calls assisting the Department of Public Safety are the top priority because they involve immediate and dangerous animal situations. The next five dispatches by importance are: animal hoarding cases, animal bites, pets left in vehicle when the weather is above 75 degrees or below 32 degrees, dogs left outside without food, water and adequate shelter when weather is between 32 and 90 degrees, and domestic or wild animals that are injured. When AC&C officers have no calls, they will patrol all the City's 165 parks and parklets. When a fifth live animal truck is in service, they will respond to all advise calls. Otherwise advise calls are dispatched to the truck patrolling the area where the call originated from and are done after park patrols. Table 1 lists the 14 different types of AC&C dispatches for live animal trucks in order of importance.



**TABLE 1**

<b>Animal Care and Control Dispatch Call Priority List for Live Animal Trucks</b>	
1. Assist Police, Fire, EMS	8. Stray animals causing traffic problems
2. Animal hoarding cases	9. Wild animals in homes
3. Animal bites	10. Animals caught in storm drains, fenced areas, water reservoirs, etc.
4. Pets in vehicles when temp. is above 75 degrees or below 32 degrees	11. Animals in live traps
5. Dogs kept outside when temp. is above 90 or below 32 degrees or without food/water/shelter when temp. is between 32 and 90 degrees	12. Evictions involving animals still on properties, in homes etc.
6. Injured domestic or wild animals	13. Patrolling City Parks (165)
7. Confined stray and wild animals not in traps	14. Advise calls (see page 12)

Source: AC&C

The dead animal truck is only responsible for picking up dead animals throughout the entire City. Dispatched priority calls for dead animal collections are the following: all deceased pet calls first, followed by dead animals that are causing traffic issues, then all other dead animal requests.

### **Non-Dispatched Calls**

Non-dispatched calls are information requests to the AC&C office. Some examples of non-dispatched calls include questions about City animal laws, the spay and neuter program, pet owner responsibility, dog license information, etc. AC&C supervisor stated that a large number of non-dispatched calls are from neighboring municipalities asking for assistance in their area. AC&C will provide these callers with the nearest facilities' information, including location and contact number. The large number of non-city related calls is due to a 3<sup>rd</sup> party website; <http://www.aaanimalcontrol.com/Professional-Trapper/county/PA-Allegheny-County-Animal-Services.htm>. This site lists AC&C's phone number for all animal related issues in Allegheny County instead of the County's phone number. AC&C has contacted the website provider and asked them to remove their phone number off the website, but the number has not been removed.

### **RECOMMENDATION 1:**

If continued attempts to change the website number are ineffective, AC&C administration should enlist help from the mayor's office by asking them to send a letter to the website provider requesting that they remove the City's phone number.

AC&C started keeping track of non-dispatched calls in 2016 by using tally marks (slash method) on their daily call log. This was a recommendation in the last City's Controller's Office performance audit of the Bureau of Animal Control released in March 2010.

**Finding:** In 2016, AC&C adopted the Controller's Office 2010 Audit recommendation to keep track of non-dispatched calls.

## **AC&C Database Reporting Systems**

The following is a summary of how AC&C keeps track of daily logs:

### Information Process

The following process is how all dispatched and non-dispatched calls are documented by the AC&C staff during the workday.

At the beginning of a shift, the office staff, which consists of the AC&C supervisor and administrative coordinator check 311 complaint emails that came in from the previous day when the office was closed. 311 complaints are then given to the appropriate officer handling advise calls that day. All other dispatched calls received by office staff during office hours are sent over a two-way radio to officers. When the office is closed, officers receive all calls directly from 911 police radio. Office staff document all dispatched and non-dispatched calls during office hours on a daily call log. Office staff enter dispatch calls they receive during office hours that are considered "advise calls" into the advise reporting database system.

Both officers in all live animal trucks write all assignments into one daily activity report (DAR) per vehicle. Assignments include: dispatched calls received by office staff over radio, parks patrols, fuel stops, and advise reports. Officers in the live animal truck responding to advise calls also enter the status of the call or outcome into the advise reporting database using their cell phones. The officer assigned to the dead animal truck only receives dispatch calls to pick up dead animal throughout the entire City and records all information into a handwritten "dead animal wagon daily call log." All officers turn in their DARs and the dead animal truck log at the end of their shift.

The next morning the office staff verify that all live animal truck DARs and dead animal pick up paperwork is correct. Office staff then tally information from all live animal truck DAR's, the dead animal truck log, and previous day's office call log. The totals are documented on a DAR form. AC&C uses this form to keep track of their daily performance statistics. Some of the information on the form documented include: number of dogs captured, dispatch call by source, and dead animal pick ups by species and location.

When the DAR form is complete, the office staff then enters the information into an activity report spreadsheet. At the end of the day the DAR form with all paperwork (officer DAR's, logs) are stapled together and filed in cabinets.

Office staff also enter citation ticket information into citation database and enter information into the following five spreadsheets during the office hours:

- Dangerous dogs registered in the city
- Spay and neuter requests
- Rodent baiting requests
- Trapping requests
- Trapping rule and restriction violations

The DAR process, the activity report spreadsheet, and advise reporting database used by AC&C is explained in more detail in the following sections of this audit.

### Daily Activity Reports and Spreadsheet

Both AC&C officers assigned to the live animal trucks fill out one DAR form per truck every shift. The DAR is a handwritten call log sheet that is used by the officer to document their response for each call. The DAR includes the following fields: the time the call is received, the time arrived on scene, the location, assignment detail, and departure time. Assignments include the call they were dispatched to, fuel stops, parks patrolled, and advises. The DAR has a shift activity section that is used by officers to tally different animal species they collected, citations issued, and dog bites. However, this section was not used by all officers in the example the auditors analyzed. Officers also use the DAR to document the number of rental traps delivered and picked-up to city residents, the trucks start and ending mileage during their shift, and any mechanical problems with the vehicle.

The officer operating the dead animal truck fills out a handwritten dead animal log for each shift. The daily log includes: time arrived on scene, dead animal species picked up, address or location of pick up, and the truck start and ending mileage for their shift.

AC&C officers turn in their DARs and dead animal log to the office at the end of each shift. The supervisor and administrative coordinator will verify all paperwork is correct during the next morning's office hours. Office staff will then tally information from every live animal truck DAR, the dead animal truck log and the office daily call log. The totals are documented onto a DAR form.

The DAR form is used to keep track of specific information every day that includes: number of unlicensed and chipped dogs captured, cats captured, number of animals taken to HAR, nine different live animal species not taken to HAR, dispatched call by source (311, 911, office calls), non-dispatched calls, advises, citations, special incidents, number of euthanasia, animals bites by cats, bats, and dog breeds, and dead animal pick ups by species and location. In 2020, AC&C also started keeping track of the number of animals taken to the wildlife center in Verona PA. A copy of the DAR form can be found in the Appendix as Exhibit A.

When the DAR form is complete, the information is then compiled into an activity report spreadsheet by the supervisor or the administrative coordinator. All information from the DAR is

not entered in the activity report spreadsheet. Some of the information excluded are: the number of euthanized animals, animal bites by dog breed, and number of dead animal collections by each location. According to the AC&C supervisor the number of euthanized animals can be found by adding individual totals of groundhogs, skunks, etc. The other information is not used for anything, so it is not recorded. In the Appendix a copy of the monthly activity report spreadsheet can be found as Exhibit B.

### Activity Report Spreadsheet Errors

AC&C provided the auditors with monthly photocopies of their activity report spreadsheet. The auditors used the monthly activity report spreadsheets to calculate the following statistics presented in tables, charts, and text throughout this audit: number of dispatched and non-dispatched calls, source of call, live and dead animal pick ups, animal bites, citations issued, and advise forms completed.

The auditors wanted to verify that the monthly totals on the activity report spreadsheets were correct. Numbers were entered into an Excel spreadsheet and calculated by using the sum formula function. While tallying and verifying the totals, the auditors found some addition errors. The errors were corrected and used in the tables presented in this audit.

The majority of the database errors were found in the monthly grand total amounts listed for the live and dead animals pick up categories. The grand total of the animal pick ups for February, May, and November 2018 and May 2019 were calculated wrong. Also, the grand total amount of dead animal pick ups for December 2018 and August 2019 were calculated incorrectly.

The auditors checked the activity report spreadsheet when visiting the AC&C office. The auditors confirmed that the administrative coordinator did use sum formulas to calculate monthly totals but for some reason the totals were incorrect. This appears to be due to the use of the same template every year. For example, they were using 2018 and 2019 templates for 2020 but did not check the accuracy of the formulas. These errors could be easily avoided by inserting new formulas into each spreadsheet.

**Finding:** AC&C are miscalculating some of the monthly statistics they keep track of in their activity report spreadsheet and not checking if the numbers are correct.

### **RECOMMENDATION 2:**

AC&C supervisor and the administrative coordinator should check each other's work after inputting information from the daily activity report to the activity report spreadsheet.

### **RECOMMENDATION 3:**

AC&C administration should work with the Department of Innovation and Performance (I&P) to learn Excel shortcuts that would be useful to their needs.

#### Advise Report Database System

Dispatched calls received by the AC&C supervisor and administrative coordinator during office hours that are considered “advise calls” are entered into an online software system called the advise report database. The advise report database was developed in early 2017 by I&P with help from the administrative coordinator.

Advise calls are any call that requires a written report and a follow up. This would include all animal code violations, bite quarantines, trap loan requests, and residents who have violated trap rentals. When AC&C is fully staffed, one live animal truck will respond to all calls entered in the advise report database system. Otherwise, they are dispatched to the truck patrolling the area where the call originated from.

AC&C officers who respond to advise calls update the status and outcome of the call into the database by typing the information into their cell phones. This method was preferred and chosen by officers over laptop computers in animal trucks, which was used when the system was first developed in 2017.

Most incidents documented in the advise report database system result in the officer giving a city resident advice or educational tips on animal laws rather than issuing citations. However, sometimes citations are still issued if the city resident doesn't comply with the officer's advice or is a repeat offender of animal code violations.

Nuisance complaints are common incidents documented in the database. When an officer responds to an animal waste complaint, the officer will document if they advised the resident to clean up the waste, leave a door tag to call the office to discuss the issue, and whether the resident responded to the call. Within 24-48 hours, the officer will go back out to the complaint address and document if the feces were cleaned up. If not, they would issue a citation to the resident.

#### Information in the Advise Report Database System

The following fields are entered into the database: address of incident, owner's name and phone number, source of call (office, 311, 911), reason for call, officers involved, citation information if issued, animal description, notes, and a comment section. Officers use the comment section to write what happened on scene and to document new information that is added to the ongoing investigation. AC&C officers can take pictures of the incident location with their cell phones and upload them into the database as well. Individual advise reports can also be

printed out and used by officers when they testify for a court case or if needed as part of the Right to Know Law Request.

The advise report database has incident reports dating back to 2013. I&P and the AC&C administrative coordinator inputted all the paper files from 2013 up until early 2017 when the system was first used. All incident reports older than 2013 are still in paper form and stored in filing cabinets at the AC&C office.

### System Benefits

According to AC&C supervisor, the entire staff can access the advise report database using their personal cell phones which allows reports to be accessed, written, edited, and updated at any time by the AC&C staff. This real-time information feature has made the entire incident reporting process faster and more efficient. Before the system was developed, incident reports were written in paper form and the officers turned them into the office at the end of the day. Reports could not be accessed, updated, or reviewed by anyone until the next day's office hours. This also was a problem for officers who had to work the weekend shift and then wait until Monday morning to look at any report they needed.

**Finding:** The current advise report database system appears to be more efficient than the paper forms AC&C officers used in the past to document calls.

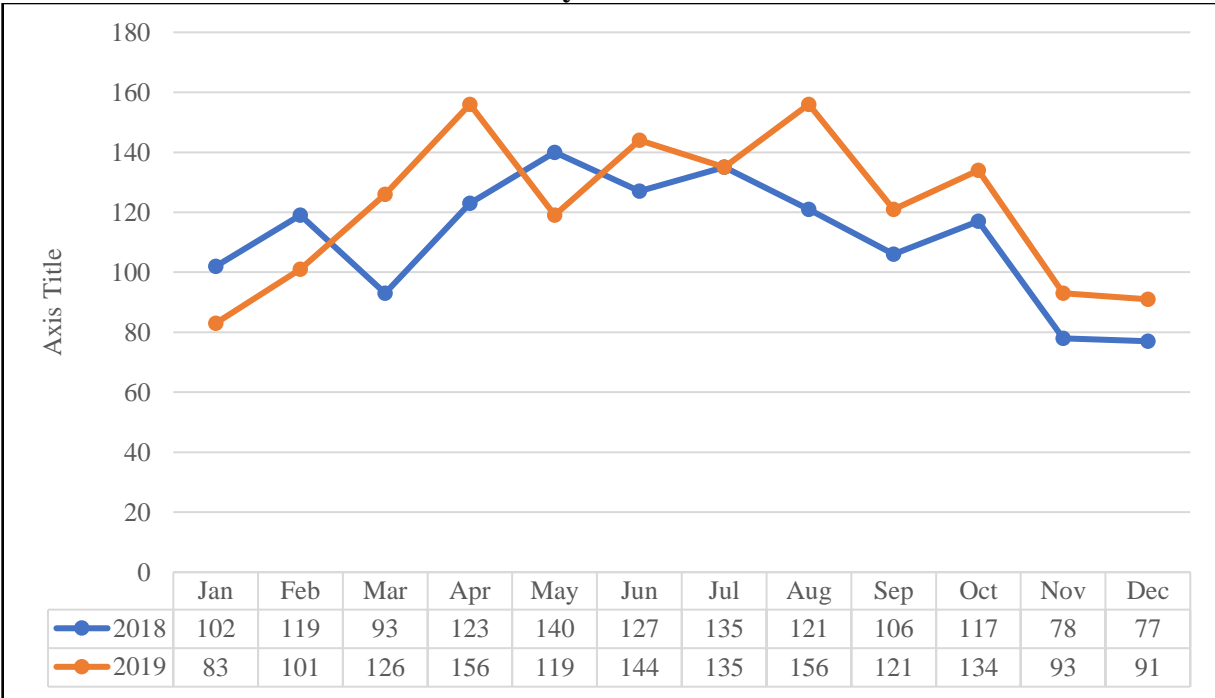
Advise report database system serves as a good reminder tool for AC&C staff. The database has a note section that officers use to document when their next follow-up will occur. The note is displayed next to the incident listed in the database. This is handy when officers respond to a dog running loose complaint and the pet owner cannot produce dog license and rabies tag information. The officer will document in the database comment section that they will allow the pet owner to purchase identifications and call in with the information by a specific date before citations are issued. The date the owner is supposed to call in by is then documented in the notes section for follow up.

The advise report database filter function provides faster incident searching results for AC&C staff members. The filter function allows AC&C staff to make a quick incident search by either name, date, address, status, or incident type instead of tediously searching through paperwork files in cabinets for the information needed.

All information can be saved into the advise report database. This is beneficial because it allows AC&C officers to search by someone's name and see if the accused was offered advice, warning, or issued citations for any animal code violations in the past.

In 2018 and 2019, AC&C officers typed 1,338 and 1,459 advise reports according to AC&C's activity report spreadsheet.

**CHART 1**  
**2018 and 2019**  
**Number of Advise Reports**  
**by Month**



Source: AC&C Activity Report Spreadsheet

#### Advise Report Database System Enhancements

While conducting an interview with the administrative coordinator at the AC&C office, it was pointed out that a “last modified” function should be added to the Advise Report system. This would allow users to search by the status of each incident and would improve the efficiency of the system. Then AC&C staff would be able to sort and find the latest incidents needing attention.

#### **RECOMMENDATION 4:**

AC&C administration should work with I&P to have a “last modified” category added to the advise report database system filter function. Adding this feature will help speed up the incident search process especially as more data gets added to the system over the years.

## Other Reporting Systems used by AC&C

In addition to the activity and the advise report databases, AC&C also uses a separate citation database that can be accessed at the AC&C office. This database is used to enter all information regarding citation tickets issued by AC&C officers. The citation database is explained in more depth later in this audit. AC&C also has separate Excel spreadsheets at their office to track the number of: dangerous dogs, rodent baiting requests, spay n neuter requests, humane trap requests and number of residents who violated humane trap rules.

## Software Issues

AC&C staff uses more than one reporting system to document information from the same dispatched call. For example, AC&C uses three different reporting systems to document a complaint call where an officer issues a citation to a city resident for any animal code violation. When responding to the call, the officer will document the time the call is received, the time arrived on scene, the location, assignment detail, and departure time in their daily DAR. AC&C staff enter the owner's contact info, description and updates of incident, type of citations issued, etc. into a separate advise report database. AC&C office staff will also enter the name, address, citations, and date issued into a citation database.

**Finding:** AC&C uses more than one database and reporting methods to document information about the same dispatched call.

Entering information into multiple databases and spreadsheets for the same call is inefficient. This also increases the chances of a staff member forgetting to add information into one of the databases and spreadsheets or entering the wrong information. Because not all data is listed in the same place, the AC&C supervisor noted that it can become a hassle when they have to check various databases and spreadsheets, to find out if a specific resident has ever been issued more than one warning, a citation, or on a no trapping list (resident is not allowed to borrow a trap), dog bites, nuisance violation, etc.

The Bureau would run more efficiently and eliminate the problems listed above if City administration would purchase a singular software system that integrates all AC&C's database and spreadsheets into one. Using just one software system would allow AC&C to input and retrieve information for all services they provide. The system would need to be available to use by all AC&C staff in the field and in the office as well as generate reports for animal statistics when needed.

## **RECOMMENDATION 5:**

City departments I&P and the Office of Management and Budget (OMB) should work to purchase one software system for AC&C that integrates all AC&C's databases and spreadsheets into one. Or, the administration, should contact I&P to use one of the other software systems already used by the city. The software system should allow all AC&C staff in the field and in the office to input data, search and generate reports.



Other City departments that the Controller's Office have audited in the past have used a singular software system to input their data, run reports and have search features that the AC&C could use and make their job more efficient. AC&C has expressed interest in using a more advanced software system that consolidates all of their databases, lists, and files into one.

## **HAR Contract**

For over 20 years, the Animal Rescue League has provided shelter, veterinary care, adoption, and euthanasia services for the animals taken into custody by AC&C officers. In 2017, the Animal Rescue League Shelter & Wildlife Rehabilitation Center and Western Pennsylvania Humane Society merged to create HAR, becoming one of the largest animal welfare organizations in Pennsylvania and the only one in Pittsburgh.

HAR provides shelter, adoption, and veterinary care at two locations in the city. The Northside Campus is on Western Avenue and the East End Campus is in Homewood South on Hamilton Avenue. The third location (out of the city limits) in Verona PA is a wildlife rehabilitation center.

The City entered into a professional service agreement with HAR for the detention, care and euthanasia of domestic animals effective 8/1/2016 through 12/31/2019 with the option to renew for one year. The contract is not to exceed \$1,000,000 for the full contract term.

The contract option was renewed for one additional year until the end of 2020 with changes made to the following terms in the contract: type of animal species accepted, animals' injuries and sicknesses no longer accepted, dogs' and cats' intake fees, animal detention periods, after-hour animal drop off procedures for HAR East and the restriction of all wildlife drop-offs to the rehabilitation center in Verona, PA.

### **Animal Species Accepted**

All stray dogs, cats, and small domestic animals (rabbits, ferrets, etc.) picked up by AC&C officers are brought to the HAR East Campus. No matter who finds the animal, HAR will only accept stray animals found within the City of Pittsburgh limits.

Before 2020, all animals were taken to HAR East End facility. Now dispatched calls received by AC&C officers involving injured or orphaned native PA wildlife are now taken to the HAR Wildlife Rehabilitation Center in Verona PA when time permits. The wildlife center does not accept bears, deer, venomous snakes, raccoons, starlings, and any animals that are on the States Rabies Vector Species List. Specifics are explained in the "Dispatch Procedures for Wildlife Pick ups" section of this audit on page 36.

The newest HAR contract has limited the type of animal species that AC&C can now transport to the shelter. The contract states that HAR will no longer hold farm animals, large exotic animals (e.g., alligators) and wildlife not native to PA at their facility for more than 48 hours. Language in the contract specifically says that after the 48-hour holding period the “City must find alternative placement for such animals at a facility chosen from a list of qualified entities to be provided by HAR.”

As of February 2021, HAR has not provided AC&C a list of animal rescues they use for farm and exotic animals. For the animals that have been captured, HAR cares for these animals until they request the city transfer the animals to one of the facilities they use.

However, AC&C could possibly run into a situation where they capture a large number of farm and exotic animals, and HAR has no room to house these animals and AC&C will have nowhere to go with them.

**Finding:** HAR has not provided AC&C the list of animal rescues or sanctuaries HAR uses for farm/exotic animals

### **RECOMMENDATION 6:**

AC&C administration should be proactive and keep writing a formal letter to HAR requesting the list of animal rescues or sanctuaries they use for farm and exotic animals. For example, there is a local rescue place for abandoned pigs called Pittsburgh Squealers that will take care of pot belly pigs that grow up and are no longer wanted by their owners.

### **Animals Injuries and Sicknesses no Longer Accepted at HAR**

The 2020 contract now states that HAR facilities will no longer accept 17 animal injuries and sicknesses that require emergency veterinary care. Table 2 lists HAR’s unaccepted emergency care animal injuries and sicknesses.

**TABLE 2**

<b>The 17 Animal Injuries and Sicknesses that HAR no Longer Accepts</b>	
1. Parvovirus or panleukopenia virus (suspected or confirmed)	10. Foreign body, obstruction, gastric dilatation volvulus (GDV), ongoing retching or vomiting
2. Unresponsive or minimally responsive animal	11. Unable to walk or stand
3. Gunshot wounds	12. Very pale or brick red gums
4. Animals hit by car or other blunt force trauma	13. Urinary blockage or suspected urinary blockage, inability to urinate or history of not being able to urinate
5. Recent attack by another animal	14. Pregnant animal in distress
6. Open fractures or any visible bone	15. Poisoning or suspected poisoning
7. Ongoing bleeding	16. Low body temperature
8. Seizing or ongoing tremors	17. Severe dehydration, skin tent, tacky or dry mucous membranes
9. Respiratory distress, difficulty breathing, gagging or choking	

Source: HAR Contract

AC&C must now take all animals that have any of the above 17 injuries and sicknesses to an emergency veterinary facility at its own expense. This situation has forced the city to make a non-written agreement with Pittsburgh Veterinary Specialty & Emergency Room Center (PVSEC) located off of Camp Horne Road, outside of the city. PVSEC will medically treat and stabilize all dog and cats AC&C officers bring to them. PVSEC evaluates each animal’s medical condition on a case-by-case basis, so there are no set fees. However, PVSEC does give the city a 20% discount on all animal intake fees. The AC&C supervisor told the auditors that the average cost to take animals to the PVSEC is around \$1,000.

**RECOMMENDATION 7:**

The AC&C administration should request that OMB bid out a contract to emergency veterinary hospitals in the area for the care of animal injuries and sicknesses that HAR no longer accepts. This would ensure that the city receives the best service for the lowest price.

## Animal Intake Costs

City payments to HAR are based on the number of animals they bring to the HAR East facility. In 2020, AC&C is charged a \$300 fee for each dog and \$250 fee for each cat they drop off. In 2020, the fees for all wildlife were eliminated from the contract. Table 3 shows the intake fee that HAR has been charging AC&C for dogs, cats, and wildlife for the contract years 2016-2020. Deceased animal pick ups are covered on page 54.

**TABLE 3**

<b>2016 - 2020 HAR Contract Animal Intake Costs</b>					
<b>Type</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Cost Per Dog</b>	\$209	\$212	\$214	\$216	\$300
<b>Cost Per Cat</b>	\$187	\$189	\$191	\$193	\$250
<b>Cost Per Wildlife</b>	\$79	\$80	\$81	\$82	N/A

Source: HAR Contract

From 2016 to 2019, the intake fee for dogs and cat only went up \$2 or \$3 every year; however, from 2019 to 2020, the intake fee increased significantly for both dogs and cats. There was an \$84 (39%) increase for dogs and \$57 increase (30%) for cats. Auditors were told that AC&C had to agree to the new price before HAR would sign the 2020 Stray Animal Detention contract. The cost of wildlife increased relatively consistent at a rate of \$1 per year from 2016 to 2019 before being eliminated in 2020 altogether.

**Finding:** Intake fees for dogs and cats has increased significantly in the 2020 amended contract between the AC&C and HAR. From 2019 to 2020 intake fees have increased 39% for dogs and 30% for cats. From 2018 to 2019, the intake fee only increased around 1% for both dog and cats.

To date, the HAR contract has not exceeded the \$1,000,000 amount authorized by council. Auditors obtained HAR invoices for 2018, 2019 and 2020 from the City's OnBase database system and were reviewed. The net dollar amount spent for bringing dogs, cats and other animals to HAR was \$260,315 in 2018, \$214,221 in 2019, and \$186,750 in 2020.

## HAR Invoice Test

AC&C receives a monthly invoice from HAR. The invoice shows the number of dogs, cats, and other animals taken to HAR by officers and the total amount AC&C is billed for each animal type. Also included on the invoice is a credit the city receives for reclaim fees. The city receives a reclaim fee credit every time a pet owner pays a \$50 city impound fee to pick up their animal from HAR.

The auditors wanted to verify that HAR was correctly charging the city for animals taken to their facilities. AC&C reported to the auditors they verify that the HAR invoices received each month are correct. This is done by comparing the number of impounded animals presented on the invoice to the totals AC&C recorded on their activity report spreadsheet. HAR is billing the city correctly if the number of animals impounded on the invoice match the AC&C spreadsheet.

The auditors used the same method as AC&C to verify if the HAR invoices are correct. The auditors counted the number of dogs and cats listed on 2018-2019 HAR monthly invoices and compared them to the total number of impounded dogs and cats AC&C documented in the activity report spreadsheet (See Table 11). “Other animals” billed on the invoice were not included in the analysis because AC&C did not start tracking wildlife impounds separately until 2020.

**Finding:** HAR invoice totals for impounded dogs and cats do not agree with the number recorded in the AC&C spreadsheet.

Table 4 shows the number of dogs and cats impounded on HAR invoices compared to the number of sheltered dogs and cats on the activity report spreadsheet from Table 11.

**TABLE 4**

<b>2018-2019</b>						
<b>Number of Impounded Dog and Cats Recorded on HAR Invoice vs. Activity Report Spreadsheet</b>						
	<b>2018</b>	<b>2018</b>		<b>2019</b>	<b>2019</b>	
<b>Type</b>	<b>HAR Invoices</b>	<b>Activity Report Spreadsheet</b>	<b>+/- Difference Between Documents</b>	<b>HAR Invoices</b>	<b>Activity Report Spreadsheet</b>	<b>+/- Difference Between Documents</b>
<b>Number of Impounded Dogs</b>	666	634	+32	624	604	+20
<b>Number of Impounded Cats</b>	643	610	+33	410	460	-50

Source: HAR invoices and activity report spreadsheet

AC&C stated the following reasons for the discrepancies between the activity report spreadsheet and the HAR invoices:

1. Human error. AC&C staff entering wrong numbers into activity report spreadsheet from DARs.

2. AC&C is billed for all stray animals that are directly taken to HAR by city residents and police.
3. End of month AC&C documentation vs HAR billing differences. For example, AC&C officers take 5 dogs to HAR on March 31<sup>st</sup>, and they are documented in March's activity report spreadsheet. But HAR will bill AC&C on the April invoice.

#### HAR's Hours of Operations

AC&C officers can drop off animals at HAR East 24 hours a day, 7 days a week, including holidays. Normal drop off hours are now 7:00 a.m. to 8:00 p.m. on weekdays and 9:00 a.m. to 5:00 p.m. on weekends and holidays. The wildlife rehabilitation center accepts PA wildlife from 8:00 a.m. to 4:00 p.m. seven days a week. Wildlife is dropped off at HAR East after 4:00 p.m.

#### After Hours Drop Off Procedures

During closed hours, AC&C officers drop off animals at the HAR East facility garage. Officers have keys and access to the HAR garage main door and the cages inside to care and provide safety for animals they have picked up. The City is responsible for closing and locking the garage main door when they leave and are liable for any property damage that they cause to the facility.

The contract states that HAR must keep the garage clean and provide accessible points of entry for animal pick up and deliveries. AC&C told the auditors that the garage is always dirty and HAR uses the garage as a storage facility for pallets of dog food and other items. The pallets have taken up too much space and do not allow the AC&C officers to pull their vehicle all the way into the garage so they can close the main door. The door needs to be closed in case the animals try to escape. As of March 2021, AC&C told the auditors that this issue has eased during the winter months. But the busy season does not start until April when more clutter could occur in the garage due to the increase of animals impounded at HAR.

#### **RECOMMENDATION 8:**

The AC&C administration should have officers report the times when they have trouble gaining access and leaving animals in the HAR garage and poor overall conditions exist. This is a violation of HAR's contract with the city. If this continues to be an ongoing problem, a letter should be sent to HAR explaining the situation and asking them to correct it. In future contracts, all non-contract compliance should have a monetary penalty assessed.

## Animals that Have Bitten Humans

Animals with ID (dog license or microchip) that have bitten a human must be detained for 10 days unless the owner reclaims the animal and finishes the quarantine at home. The owner may opt to sign a release form to allow HAR to perform euthanasia on the animal. All animals euthanized are then transported by HAR to the ACHD for rabies testing.

Owners have 48 hours to claim dogs without identification that have bitten humans. After 48 hours, HAR may have the dog euthanized. All cats without identification that have bitten humans **may** be euthanized immediately. These terms were a modification to the 2020 contract. Before 2020, all unlicensed dogs and cats that have bitten someone were held for 72 hours.

**Finding:** In 2020, the terms of the contract with HAR were changed for holding animals without ID that bit someone. The holding time was decreased from 72 hours for dogs and cats to 48 hours for dogs and no holding time for cats.

The new modifications in the “animals have bitten section” of the contract are not in compliance with the City ordinance. City Code 631.02 says that “If the bite was inflicted by a wild animal or a stray unlicensed dog or cat, that is not reclaimed from the impounding facility within (72) hours or licensed animal not reclaimed within (10) days, the animal may be euthanized, and the remains prepared and turned over to the ACHD for appropriate testing for rabies virus.”

**Finding:** Terms in the 2020 HAR contract that state the amount of time given before staff members can perform euthanasia on unlicensed dogs and cats that have bitten someone does not comply with City Code 631.02.

### **RECOMMENDATION 9:**

City administration should review all city ordinances relating to animals before entering into another professional service agreement with HAR. Non-compliance with the city code leaves the City and HAR open to possible lawsuits because the HAR contracted timeline to euthanize dogs and cats does not follow city law.

## Animals that Have Not Bitten Humans

Animals that have not bitten anyone have different guidelines. The 2020 contract with HAR states “Any stray cat will be released to HAR at intake” because there is not a stray cat holding time for animal shelters in PA or in the city code. The amount of time stray cats are held is based on how HAR staff evaluates their health and behavior at intake. All stray cats without ID are first spayed or neutered through funds in the City’s spay and neuter program. Cats that are healthy and sociable are then put up for adoption. Stray cats unsuitable for adoption have their

left ear tipped and are transported back into the area where the city initially found them by HAR staff members.

The AC&C supervisor noted that all stray cats without ID are taken to HAR even though some are not held very long. The majority of pet owners do not have their cats microchipped or properly identified, but they may still contact HAR once they find out their pet is missing.

Dogs that do not have any form of ID are held for 72 hours (3 days). All dogs and cats with proper identification (rabies tag, dog license, general ID) are held for 10 days. The 3-day and 10-day holding periods give owners a reasonable amount of time to contact HAR about their lost pet. HAR will make a good faith effort to reunite all impounded dogs and cats (with ID) with their owner by contacting them by phone or certified letter.

After the detention period is up, all dogs and cats with no bite history and not reclaimed by owners are either put up for adoption, transferred to a breed specific rescue group, or euthanized. HAR will only euthanize animals that are unsuitable for adoption due to medical conditions or behavior issues as determined by the HAR Committee Review Process. The committee's decision regarding euthanasia must be unanimous and the following factors are considered in making the decision: age, breed, temperament, animal history, medical history, and overall adoptability.

#### Returning (Reclaimed) Animals to Owners

Pet owners must pay \$100 to get their pet returned: a \$50 boarding fee to HAR and a \$50 impound fee to the city. The \$50 city impound fee is credited on HAR's monthly invoice. Additional fees will be charged to owners if the animal received medical attention while at the shelter.

AC&C has the authority to adjust the \$50 city impound fee. This usually happens based on the animal species and the reasons for impoundment. For example, city impound fees for dogs are \$50 but fees have been less for smaller animals such as ferrets and pet birds. In 2019, a dangerous 6-foot alligator was caught in South Side. AC&C set the city impound fee to reclaim the alligator at \$500. The alligator was eventually transferred by a rescue group to Florida after no one reclaimed the reptile.

AC&C will reduce or waive the \$50 impound fee altogether if HAR contacts them and requests that they do so. HAR will request a fee waiver if the city resident:

- Is elderly or disabled
- Has poor financial status
- The pet being reclaimed was removed from their home due to illness, overdose, owner death, traffic accidents, or,
- They have agreed to have their pet spay and neutered at HAR



AC&C will not grant any of these requests if the city resident has previous citations found in their databases.

### Number of Dog and Cats Reclaimed from HAR

The auditors requested the invoice documentation related to the pet reclamations for 2018 and 2019. The auditors received every month except March 2018 because the documentation was missing according to AC&C. The documentation included a list of every animal reclaimed by pet owners for that month, animal ID, date animal left shelter, \$50 impound fee charged or waived or reduced, breed of animal, and the owner’s name and address.

The auditors used this documentation for each month in 2018 and 2019 to count the total number of dogs and cats reclaimed by pet owners. The number of reclaimed dog and cats were then divided by the number of impounded dog and cats listed on that same months HAR invoice to get the percentage of reclaimed impounded animals.

Table 5 and 6 show the monthly number of dogs and cats impounded at HAR in 2018 and 2019 respectively, and the number and percentages of dogs and cats reclaimed by their owners.

**TABLE 5**  
**2018 HAR**  
**Dog and Cat**  
**Intake and Reclaims**

<b>Month</b>	<b>Dogs Intake</b>	<b>Dogs Reclaimed</b>	<b>% of Dogs Reclaimed</b>	<b>Cats Intake</b>	<b>Cats Reclaimed</b>	<b>% of Cats Reclaimed</b>
<b>January</b>	43	27	62.8%	23	0	0.0%
<b>February</b>	47	14	29.8%	19	2	10.5%
<b>March</b>	44	26*	59.1%	20	0*	0.0%
<b>April</b>	47	28	59.6%	61	1	1.6%
<b>May</b>	68	27	39.7%	58	1	1.7%
<b>June</b>	62	26	41.9%	72	3	4.2%
<b>July</b>	76	36	47.4%	108	2	1.9%
<b>August</b>	76	29*	38.2%	108	0*	0.0%
<b>September</b>	61	26	42.6%	50	1	2.0%
<b>October</b>	66	23	34.8%	44	3	6.8%
<b>November</b>	46	18	39.1%	32	4	12.5%
<b>December</b>	30	14	46.7%	48	0	0.0%
<b>TOTALS</b>	<b>666</b>	<b>294</b>	<b>44.1%</b>	<b>643</b>	<b>17</b>	<b>2.6%</b>

Source: HAR invoice and animal reclamation documentation

\*AC&C supplied data

**TABLE 6**

**2019 HAR  
Dog and Cat  
Intake and Reclaims**

<b>Month</b>	<b>Dogs Intake</b>	<b>Dogs Reclaimed</b>	<b>% of Dogs Reclaimed</b>	<b>Cats Intake</b>	<b>Cats Reclaimed</b>	<b>% of Cats Reclaimed</b>
<b>January</b>	34	18	52.9%	13	1	7.7%
<b>February</b>	49	20	40.8%	19	2	10.5%
<b>March</b>	52	27	51.9%	16	1	6.25%
<b>April</b>	41	21	51.2%	30	0	0.0%
<b>May</b>	61	36	59.0%	48	3	6.3%
<b>June</b>	62	31	50.0%	41	3	7.3%
<b>July</b>	76	29	38.2%	63	3	4.8%
<b>August</b>	69	41	59.4%	66	0	0.0%
<b>September</b>	54	26	48.1%	66	2	3.0%
<b>October</b>	67	22	32.8%	4	3	75.0%
<b>November</b>	32	15	46.9%	36	1	2.8%
<b>December</b>	27	12	44.4%	8	1	12.5%
<b>TOTALS</b>	<b>624</b>	<b>298</b>	<b>47.8%</b>	<b>410</b>	<b>20</b>	<b>4.9%</b>

Source: HAR invoice and animal reclamation documentation

In both 2018 and 2019, nearly half of the dogs impounded at HAR were reclaimed by their owners. Owners reclaimed 294 out of 666 (44.1%) of their dogs in 2018; and 298 out of 624 (47.8%) owners reclaimed their dogs in 2019.

Cats impounded at HAR are rarely reclaimed by their owners. In 2018, owners reclaimed 17 out of 643 (2.6%) cats; and owners reclaimed 20 out of 410 (4.9%) of their cats in 2019.

**Finding:** Cats and other animals impounded at HAR are seldom reclaimed by their owners.

#### City Impound Fees Collected and Waived

The auditors wanted to calculate the impound fees waived in 2018 & 2019. The auditors used the animal reclamation documentation to count the **total** number animals (dogs, cats, others) reclaimed by pet owners, the total number of city impound fees paid by pet owners, and the total number of city impound fees waived. City impound fees collected are the reclaim fee amount credited to the city on the HAR monthly invoice.

Table 7 and 8 show, for both 2018 and 2019, the **total** number of animals (dogs, cats, others) reclaimed from HAR, the total city impound fees charged and credited on the HAR invoice, the number of city impound fees waived and its dollar amount.

**TABLE 7**

<b>2018</b>					
<b>Number of Animals Reclaimed and City Impound Fees Charged and Waived to City Residents</b>					
<b>Month</b>	<b>No. of Animals Reclaimed</b>	<b>No. of Animals Charged Reclaim Fees</b>	<b>Amount Credited on HAR Invoice</b>	<b>No. of Animals Waived Reclaimed Fee</b>	<b>Dollar Amount City Waived</b>
<b>January</b>	30	23	\$1,150	7	\$350
<b>February</b>	16	13	\$650	3	\$150
<b>March*</b>	26	20	\$970	6	\$300
<b>April</b>	29	24	\$1,200	5	\$250
<b>May</b>	28	20	\$1,000	8	\$400
<b>June</b>	38	25	\$1,250	13	\$650
<b>July</b>	39	33	\$1,650	6	\$300
<b>August</b>	34	30	\$1,500	4	\$200
<b>September</b>	28	19	\$915	9	\$450
<b>October</b>	28	19	\$950	9	\$450
<b>November</b>	23	20	\$1000	3	\$150
<b>December</b>	15	13	\$650	2	\$100
<b>TOTALS</b>	<b>334</b>	<b>259</b>	<b>\$12,885</b>	<b>75</b>	<b>\$3,750</b>

Source: HAR Invoice and animal reclamation documentation

\* These numbers are an approximation because the March 2018 HAR reclaim invoice was missing. The auditors used how the other months of data were calculated for their approximation.

**TABLE 8**

<b>2019</b>					
<b>Number of Animals Reclaimed and City Impound Fees Charged and Waived to City Residents</b>					
<b>Month</b>	<b>No. of Animals Reclaimed</b>	<b>No. of Animals Charged Reclaim fees</b>	<b>Amount Credited On HAR Invoice</b>	<b>No. of Animals Waived Reclaimed Fee</b>	<b>Dollar Amount City Waived</b>
<b>January</b>	19	16	\$800	3	\$150
<b>February</b>	23	21	\$1,050	2	\$100
<b>March</b>	28	24	\$1,200	4	\$200
<b>April</b>	22	20	\$1,000	2	\$100
<b>May</b>	39	32	\$1,600	7	\$350
<b>June</b>	34	27	\$1,350	7	\$350
<b>July</b>	32	23	\$1,150	9	\$450
<b>August</b>	41	23	\$1,125	18	\$900
<b>September</b>	28	20	\$1,000	8	\$400
<b>October</b>	27	16	\$800	11	\$550
<b>November</b>	16	11	\$550	5	\$250
<b>December</b>	13	9	\$450	4	\$200
<b>TOTALS</b>	<b>322</b>	<b>242</b>	<b>\$12,075</b>	<b>80</b>	<b>\$4,000</b>

Source: HAR animal reclamation documentation

Because impound fees can be reduced by AC&C, the dollar amount for animals reclaimed in Tables 7 and 8 is not divisible by \$50.

**Finding:** In 2018, AC&C was credited on the HAR invoice for \$12,885 in city impound fees. In 2019, AC&C was credited \$12,075 in city impound fees.

**Finding:** Due to the number of city impound fees waived, the city lost out on a reimbursement on their HAR invoice for \$3,750 in 2018 and \$4,000 in 2019. The dollar amount in 2018 is approximate because March data is missing.

In 2018, HAR waived the city impound fee for 75 (22.5%) out of 334 reclaimed animals. In 2019, HAR waived the city impound fee for 80 (24.8%) out of 322 reclaimed animals. For 2018-2019, eight city residents had more than 1 animal impounded with every fee waived for each animal. For example, in 2019, one pet owner had 10 dogs impounded and had all the fees

waived for each dog thereby, having \$550 in impound fees being forgiven. AC&C told the auditors this was a special situation where the impounded dog gave birth to puppies.

#### AC&C Documentation of Waived City Impound Fees

Initially the auditors requested a spreadsheet from AC&C that lists the number of waived city impound fees and the reason for their removal for 2018-2019. The auditors were told that AC&C does not keep track of waived city impound fees or the reason for removal.

**Finding:** AC&C does not record data about the number of city impound fees waived or the reason for waiver.

#### **RECOMMENDATION 10:**

AC&C should document when they waive a city impound fee for city residents and document the reason why this decision was made.

This was also a recommendation in the City Controller's Office Bureau of Animal Control performance audit released in March 2010. The audit recommended "City Animal Control should maintain data about any impound fee waivers and the reason for waiver."

#### Language Discrepancy in Contract

There is a discrepancy in the language of the "Release of Animals" section of the contract. Language in the contract states that animals will not be released to pet owners unless the city impound fee is collected by HAR, waived by the City, or "the owner presents a release from the City indicating that costs have already been paid directly to City." The third payment option is no longer true for pet owners. AC&C is no longer responsible for collecting any city impound fees from pet owners; all HAR and City fees are directly paid to HAR.

**Finding:** Language in the contract between AC&C and HAR says that pet owners can pay the city impound fee directly to the City (department not specified). This is not a true statement. The city impound fee has to be paid at HAR.

### **RECOMMENDATION 11:**

AC&C administration should contact OMB and the city law department to have the statement in the contract between AC&C and HAR stating that pet owners can pay the City animal impound fee directly to the City eliminated from any future contracts between both parties.

#### Issues and Problems between AC&C and HAR

AC&C and HAR have conflicting views on the way animals (mainly dogs) are handled when captured. This has led to disagreements between both parties. HAR staff believes that all dogs should be captured and handled using a leash. AC&C has said that leashes, as well as control poles, are necessary in the field to capture dogs. Stray dogs can run when approached by strangers and control poles allow AC&C officers to catch dogs in a fast and efficient manner. According to the officers, catching every dog using a leash would take up too much of an officer's time during his/her shift to respond to other calls.

Control poles are the safest way to catch aggressive dogs that have bitten or attacked people, and frightened dogs known as "fear biters". The AC&C supervisor said dogs that exhibit these types of behavior hate control poles. They often times will bite on the poles, injuring their mouths, and/or spin in circles making the wire loop around the pole tighter around their neck so the animal will move.

AC&C told the auditors that HAR feels this method of dog handling is inhumane and leashes should be used at all times. Various complaints from HAR staff have occurred in 2020 when they witness officers using a control pole to transport a dog from the truck cage to the shelter. According to AC&C, most of these dogs calm down and can be transported using a leash. However, some of the dogs never settle down and a control pole is required in case the dog attacks someone.

The AC&C supervisor, the Director of Public Safety, and the Chief Executive Officer at HAR had a productive meeting about "animal handling" in late September 2020. Another meeting will be set up in early 2021 to figure out a solution to this problem.

**Finding:** HAR staff have had issues with the way that AC&C officers handle animals and remove them from the truck cage to the shelter. AC&C maintains that their methods, including the use of control poles, are necessary for their own safety.

### **RECOMMENDATION 12:**

AC&C administration, Director of Public Safety and the Chief Executive Officer at HAR should continue to have meetings over the animal handling issues. A possible solution to the problem is to have animals removed by HAR personnel when AC&C delivers them.

## Future Contracts

In September 2020, the City and HAR agreed to extend the contract for one year. However, there is uncertainty involving the future of the stray animal detention contract the City has with HAR. The Executive Director of HAR would not discuss a contract exceeding one year.

The City needs to develop a plan for storing and taking care of stray animals if they can no longer sign a contract with HAR. AC&C averages 1,200 stray animal pick ups annually. The only other animal shelter large enough in the area to handle this workload is Animal Friends located in Avonworth, PA. The Director of Public Safety and AC&C supervisor met with the Director of Animal Friends to see if they have the capacity for AC&C's stray animal pick ups. Animal Friends politely turned the City down because they are already operating at 94% capacity a day. Animal Friends is currently a "no kill" shelter.

**Finding:** HAR no longer wants to accept stray animals from the city past the one-year extension.

## Building a City Shelter Facility

The alternative to contracting out animal impounding would be for the City to build or renovate an existing building in the City for its own municipal animal shelter. A recommendation in the City's Controller's Office Bureau of Animal Control performance audit released in March 2010 said, "The City should explore various models of municipal animal shelters and determine the cost-effectiveness of setting up a municipal shelter. It has been 10 years since that audit and no action has been taken.

### **RECOMMENDATION 13:**

The city administration should explore the advantages and disadvantages of building their own municipal animal shelter. The City owns a number of vacant properties, eliminating the cost barrier of obtaining land. However, a full cost-benefit analysis should be completed.

## AC&C Call Volume

The auditors used the monthly photocopies of AC&C's 2018 and 2019 activity report spreadsheet to analyze the Bureau's call volume. The AC&C supervisor noted that few emails are received by the Bureau, therefore, they do not keep track of them separately in the DARs and activity report spreadsheet. Emails are tallied with office phone calls. The Bureau's call volume for 2018 and 2019 is presented in Table 9 and Table 10, and Charts 2, 3 and 4.

**TABLE 9**

<b>2018 Number of Calls Received by Month</b>					
<b>Month</b>	<b>Dispatched Calls</b>				<b>Non-Dispatched Calls</b>
	<b>311 Calls</b>	<b>911 Police Radio Calls</b>	<b>Office Phone Calls</b>	<b>Dispatched Monthly Totals</b>	
<b>January</b>	68	281	227	576	462
<b>February</b>	91	270	236	597	488
<b>March</b>	60	307	260	627	441
<b>April</b>	75	336	369	780	546
<b>May</b>	124	453	563	1,140	821
<b>June</b>	128	473	550	1,151	1,021
<b>July</b>	88	468	632	1,188	1,069
<b>August</b>	109	452	627	1,188	1,082
<b>September</b>	97	405	489	991	851
<b>October</b>	121	358	531	1,010	898
<b>November</b>	46	272	313	631	494
<b>December</b>	49	237	270	556	447
<b>TOTALS</b>	<b>1,056 (10.1%)</b>	<b>4,312 (41.3%)</b>	<b>5,067 (48.6%)</b>	<b>10,435 (100%)</b>	<b>8,620</b>

Source: AC&C Activity Report Spreadsheet

In 2018, AC&C received a total of 19,055 calls. Total calls consisted of 10,435 (54.8%) dispatched calls and 8,620 (45.2%) non-dispatched calls. The 10,435 dispatched calls included 5,067 (48.6%) office phone calls, 4,312 (41.3%) 911 police radio calls, and 1,056 (10.1%) 311 response center calls.



**TABLE 10**

<b>2019</b>					
<b>Number of Calls Received by Month</b>					
<b>Month</b>	<b>Dispatched Calls</b>				<b>Non-Dispatched Calls</b>
	<b>311 Calls</b>	<b>911 Police Radio Calls</b>	<b>Office Phone Calls</b>	<b>Dispatched Monthly Total</b>	
<b>January</b>	49	221	208	478	481
<b>February</b>	48	194	208	450	503
<b>March</b>	82	274	250	606	573
<b>April</b>	105	316	353	774	691
<b>May</b>	136	486	410	1,032	755
<b>June</b>	128	524	435	1,087	867
<b>July</b>	153	478	505	1,136	793
<b>August</b>	136	477	493	1,106	771
<b>September</b>	144	369	406	919	692
<b>October</b>	164	373	388	925	660
<b>November</b>	72	285	188	545	412
<b>December</b>	88	215	187	490	444
<b>TOTALS</b>	<b>1,305 (13.7%)</b>	<b>4,212 (44.1%)</b>	<b>4,031 (42.2%)</b>	<b>9,548 (100%)</b>	<b>7,642</b>

Source: AC&C Activity Report Spreadsheet

In 2019, AC&C had a total of 17,190 calls. Total calls consisted of 9,548 (55.5%) dispatched calls and 7,642 (44.5%) non-dispatched calls. The 9,548 dispatched calls included 4,212 (44.1%) 911 police radio calls, 4,031 (42.2%) office phone calls, and 1,305 (13.7%) 311 response center calls.

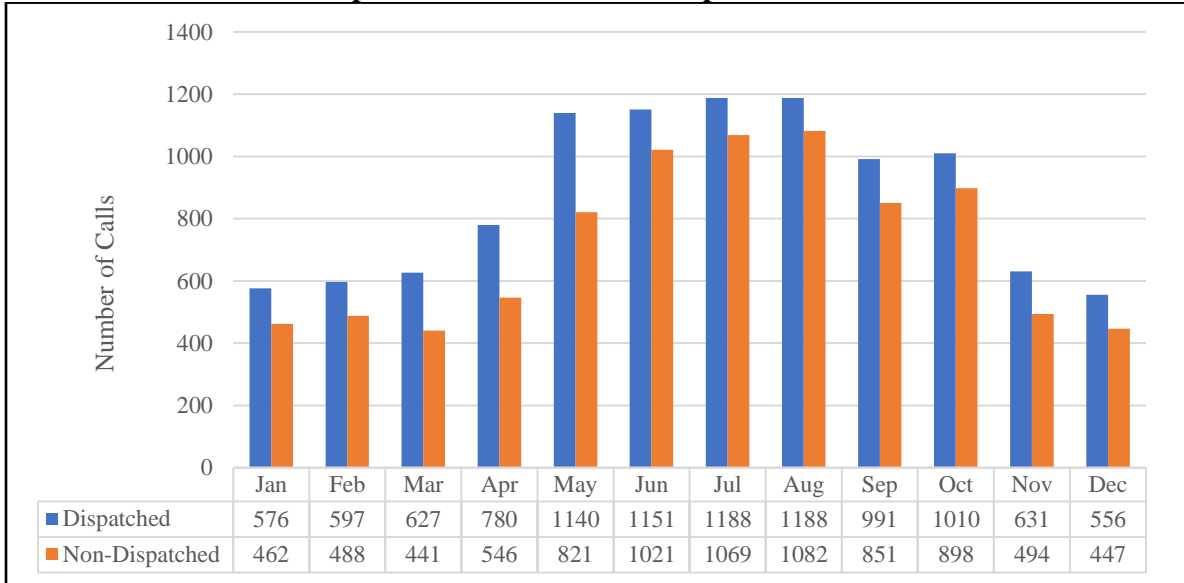
AC&C call volume decreased 9.8% from 2018 to 2019. The percentage of dispatched vs. non-dispatched calls was similar for both years: 2018 (54.8% vs. 45.2 %) and 2019 (55.5% vs. 44.5%).

**Finding:** Call volume decreased by 9.8% from 2018 to 2019.

According to the AC&C supervisor, the bureau has a significant increase in the volume of calls when the weather gets warmer. They consider April thru October their “busy season”. During this time, more people are outside and are more likely to have issues with domestic and wild animals. More pet owners also like to keep their dogs outside when the weather is warmer leading to a higher chance for their pet to escape.

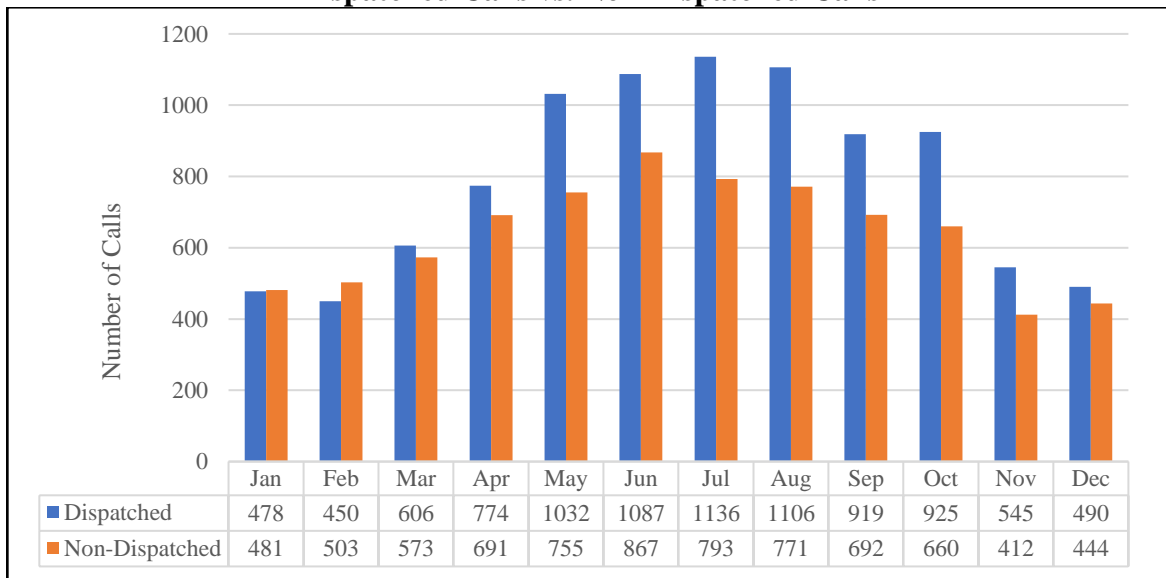
Chart 2 and 3 shows that there was a significant increase in the number of dispatched calls from April to October in both 2018 and 2019.

**CHART 2**  
**2018**  
**Dispatched Calls vs. Non-Dispatched Calls**



Source: AC&C Activity Report Spreadsheet

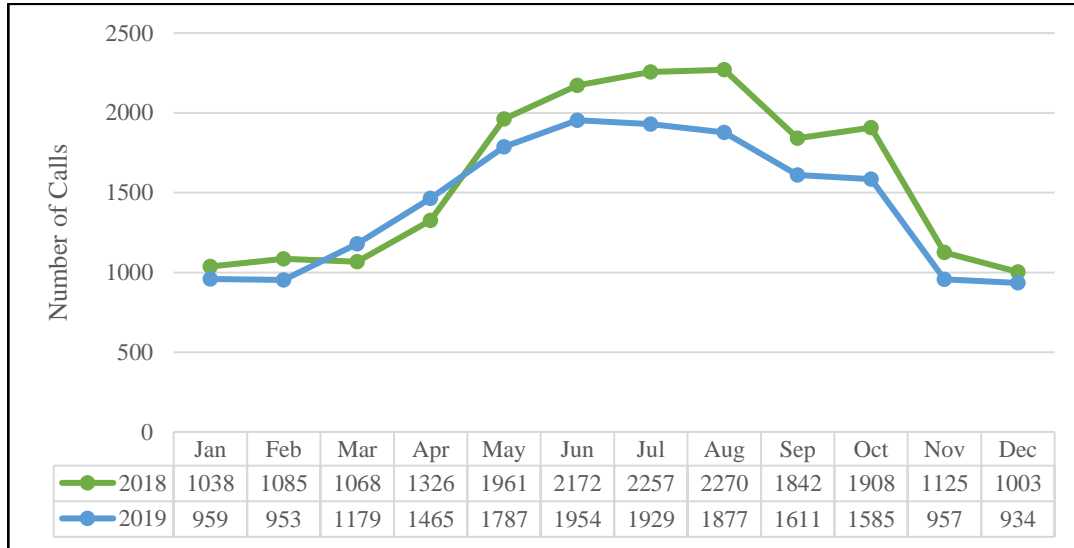
**CHART 3**  
**2019**  
**Dispatched Calls vs. Non-Dispatched Calls**



Source: AC&C Activity Report Spreadsheet

Chart 4 shows that AC&C’s total call volume also significantly increased during the same months.

**CHART 4  
Total Calls  
2018 vs. 2019**



Source: AC&C Activity Report Spreadsheet

**Finding:** The 2018-2019 data supports AC&C claims that there is a significant increase in the number of calls from April to October.

### Dispatch Procedures for Domestic Animal Pick ups

It is against the law for dogs to roam City streets unleashed. AC&C officers respond to all calls pertaining to dogs running loose. There is no law against cats roaming free in the city. AC&C will only respond to stray cat pick up requests if the cat is contained in some way (carrier, cage, humane trap). Stray dogs and cats picked up by AC&C officers are taken to HAR East shelter in Homewood. HAR is the facility that the City has a contract with for the detention, care and euthanasia of domestic animals taken into custody.

When arriving on scene, AC&C officers use leashes, small nets, and snare or control poles to catch stray dogs. A snare pole is a five-foot-long pole, with a wire loop, encased in rubber that is tightly put around a dog’s neck for control. Each officer also wears a set of bite gloves for protection.

All dogs or cats that are safe to handle are checked on scene by officers for identification and rabies vaccination tags. It is required by City law for all dogs over three months of age to have a dog license. Cats are not required by law to have a license but must have an ID on its

collar. Both animals are required to have rabies tags. Officers issue citations to pet owners who do not abide by these laws.

If the stray dog or cat has some form of identification, the officer will contact the owner and return the pet to the address provided, instead of going directly to HAR. This saves the officer wasted time to impound the animal, reunites the owner and pet faster, and saves the city from paying HAR to house the animal and the owner from having to pay a recovery fee to get their pet back. However, it is rare for officers to return stray cats with ID collars to owners. According to officers, most cat owners will tell the officer over the phone his/her pet is an “outdoor” cat and just leave it alone. All stray dogs and cats that are exhibiting unsafe behavior or have no form of identification are taken directly to HAR.

AC&C officers have also impounded other stray pets such as small domestic animals (e.g., ferrets, rabbits), pet birds, reptiles (e.g., snakes, iguanas) and farm animals owned by city residents (e.g., chickens, goats, pigs).

### Microchip Scanners

In October 2016, AC&C officers started using handheld microchip scanners to identify all stray dogs or cats. Microchip scanners are a handheld device that allow officers to see if the animal has a microchip implanted under their skin. These scanners especially come in handy if the dogs or cats have no form of ID on their collar.

A microchip is a permanent form of ID that can be inserted in the animal at a local animal shelter or a veterinarian office by the animal’s doctor. If the stray dog or cat has a microchip, the officer will call the chip company to identify the owner’s contact information. However, the AC&C supervisor said more than 50% of the chips found in animals do not have the correct owner’s information because some city residents that adopt a pet forget to register their contact information with the chip company to update it. The dog that is adopted may still be registered under the shelters name or the previous owner. Other pet owners forget to contact the chip company and change their contact information when they move, or change their phone number, making tracking down the current owner for officers very difficult.

If the officer finds the pet owner’s information, they will then contact the owner and return their pet to the address provided on the microchip the same day. The owner must be present for drop off. Microchips do not replace the requirement of having a dog license or a cat I.D collar as a legal form of pet identification and pet owners with microchipped animals without ID can still be issued citations for these infractions.

**Finding:** AC&C does not keep track of the number of microchipped animals they return to owners on the activity report spreadsheet because they consider this a public service.

## **RECOMMENDATION 14:**

AC&C administration should keep track of all animals returned to owners. This shows concern and care for animals and the public, and that concern should be documented and acknowledged.

### **Dispatch Procedures for Wildlife Pick ups**

AC&C gets a variety of dispatched calls about wildlife animals and the officers follow different procedures depending on the animal's species. Officers will use nets, snare poles, bite gloves, gauntlets (heavy duty gloves), leashes, hooks, tongs, and transfer cages to catch injured wild animals and to remove animals from traps.

Due to changes in the 2020 HAR contract, AC&C officers now respond to and transport all injured or orphaned wildlife native to Pennsylvania to HAR Wildlife Center in Verona, PA. (Again, with time permitting.) Previously, wildlife animals were dropped off by AC&C officers at the HAR East shelter in Homewood.

### **Reptiles Captured by AC&C**

Sometimes city residents will find native snakes, snapping turtles, and lizards that they want removed from their properties. AC&C officers will pick up these reptiles using hooks, tongs, and pillowcases and transport them to nearby woods or rivers. There have been situations where AC&C officers have caught reptiles not native to PA. In 2019, AC&C caught four alligators, one which was six feet long, and transferred them to HAR East. The alligators were housed at HAR East until they could be transferred by a rescue group to Florida.

### **Pennsylvania Game Commission**

In certain situations, AC&C will assist the Pennsylvania Game Commission when dealing with wildlife. They help game wardens and the water rescue team safely guide deer and fawns out of water reservoirs using snare poles while in small boats. City residents have called AC&C about bears they have seen in their neighborhood. The PA Game Commission is notified if the officer can verify the bear sighting. Officers will watch the bear's movements and assist police with crowd control until PA game wardens arrive. AC&C officers also verified and notified the PA Game Commission about two venomous snakes found in the city since 2016. PA Game Commission takes over and removes them when found.

Pennsylvania has three venomous snakes native to the Pittsburgh area: Copperheads, Timber Rattler, and Massasauga.

## Trapped Animals

AC&C receives a large number of requests from city residents to pick up animals they have caught in traps on their properties. City residents tend to trap animals because they could carry rabies, pose danger to their pets, damage their property, eat vegetables in their gardens, and pick through garbage cans. City residents can only trap wildlife using a humane trap. A humane trap, or sometimes called a live trap, is a cage with a tripping plate inside. When the animal steps in the cage and walks over the plate, the door closes behind the animal. City residents can use their own humane trap or borrow one from AC&C.

AC&C officers will euthanize all rabies vector carrying species (raccoons, groundhogs, skunks) caught in humane traps. Other animals caught in humane traps are usually possums, squirrels and rabbits. AC&C officers will remove these animals from the trap and release them to nearby woods or parks. If they are too young, they are taken to the HAR Wildlife Center in Verona.

## Trap Requests

City residents can borrow a humane animal trap from AC&C to capture nuisance wildlife for up to 2 weeks. Morning requests are preferred because more officers are on duty and can deliver traps more efficiently. The majority of traps are delivered to residents by AC&C officers along with the Live Trap Request form to sign. Residents can also pick up traps and sign the form at the AC&C office. City residents are responsible for operating the humane traps. AC&C supervisor stated the reason for this is because officers do not have enough time during their shift to make a trip out to the residents' home every time the trap needs reset.

Copies of the Live Trap Request forms are stored at the AC&C office by return dates and entered into the Advise Reporting database. The database should account for all rented humane traps in the field.

There are no City animal laws or ordinances for trapping violations. AC&C created their own trapping rules and restrictions that city residents must follow. Any resident that is caught violating the rules will have the trap seized by an AC&C officer. All AC&C trapping rules and restrictions are listed on the Live Trap Request form and under the "Living with Wildlife" section on AC&C's website. The following rules are found on AC&C's web site and trapping request form:

1. No trapping is allowed on weekends or holidays.
2. Only one trap per property is allowed. The trap may only be set once per day.
3. No trapping is allowed during any bad weather and/or wind gusts of 20 mph or greater.
4. No trapping is allowed when the temperature is above 90 degrees or below 32 degrees.
5. Do not place live traps in direct sunlight.
6. Do not place traps on slanted roofs.
7. Live traps must be placed on the resident's property only.

8. Only live humane traps are allowed to be used. Leg hold, snare or traps that cause harm or kill the animals are not allowed to be used.
9. You must check the trap regularly. A live-trapped wild animal is only allowed to be inside of a trap for 24 hours at the most.
10. While a wild animal is inside of a trap it may not be tortured or harmed in any way.
11. Live traps are not allowed to be put on roofs, in trees or far underneath decks, patios or porches.
12. Live traps are only allowed to be used outside to trap wild animals causing harm to foundations, walkways, sheds, etc.
13. Wild animals that are left to die inside of a live trap that is on a resident's property could face possible fines and/or jail time.
14. Those residents that fail to follow all of these above rules and restrictions could face losing their ability to trap any other wild animals, face possible fines up to \$400 and/or possible jail time.

City residents who have violated the trapping rules and restrictions are recorded in a spreadsheet created by the administrative coordinator in 2019. Anyone listed in the spreadsheet is not allowed to borrow a trap in the future. There were 10 people who committed trapping violations in 2019 and 23 people who committed violations in 2020, according to AC&C.

#### Rabies Vector Species

Most animals caught in humane traps on resident properties are raccoons, groundhogs, and skunks. These three animal species are identified by the PA Department of Agriculture (PDA) as rabies vector (carrying) species. The PDA forbids these animals to be released back anywhere else in the City unless they are released back onto the property in which they were trapped. The majority of rabies vector species are euthanized by AC&C officers to prevent exposing residents or other animals to rabies and because most city residents do not want the animal released back on their property.

The AC&C supervisor stated that groundhogs rarely ever have rabies in Western Pennsylvania but are euthanized anyway for precautionary reasons. Ninety percent of all groundhogs and raccoons caught in humane traps are euthanized. The other 10% are babies and taken to HAR Wildlife Center or the resident allows the animal to be released back onto their own property. All skunks are euthanized immediately because the animal could spray at any time while the officer is handling the animal.

#### Rabies Vector Species Euthanizing Process

Raccoons and groundhogs that are caught in humane traps are removed by AC&C officers, put in cages, and transported to the AC&C garage in the Strip District (next to the AC&C office) to be euthanized. Raccoons and groundhogs are first injected with a sedative drug in their back-thigh muscle. Once fully sedated, they are injected with Fatal Plus into the heart. Once death is verified, groundhogs are put into untagged bags and stored in one of the two AC&C garage freezers.

AC&C works with the PDA in tracking rabid raccoons. After death is verified, raccoons are put into tagged bags with the location of when and where the animal was found. The location tags help the PDA keep track of where rabid raccoons are found in the City and where they need to concentrate their Rabies Baiting Program funds. Raccoons are also stored in the AC&C garage freezers until they are picked up by the PDA.

Skunks are euthanized using a different process. They are injected with an overdose of sedative drug while still in a humane trap because they may spray officers at any time. Dead skunk bodies are then placed in open buckets near the refuse packers outside of the Department of Public Works Environmental Services building. Skunks and raccoons are then taken by the dead animal truck to the city dump located in Imperial, PA twice a week.

### Other Animals Euthanized

Other wildlife species can also be euthanized by AC&C officers. Most birds are captured with bite or gauntlet gloves. A gauntlet is a heavy-duty long sleeve bite resistant glove. AC&C officers will euthanize birds that are too sick to make the trip to the HAR wildlife center. A number of foxes caught with snare poles are possibly rabid or sick and are euthanized. All baby foxes that are showing no signs of illness are taken to the HAR Wildlife Center.

As per request and free of charge, AC&C officers will remove bats from homes using bite and gauntlet gloves and humanely euthanize them, then transport them to the ACHD for rabies testing. If the homeowner does not want the bat tested for rabies, the bat will be released into the woods.

### **Number of Stray Animals and Wildlife Pick ups**

AC&C officers receive calls to pick up stray domestic animals and wildlife on a daily basis. AC&C documents all animal pick ups in their activity report spreadsheet by using 11 different animal type categories. Table 11 shows the number of animals picked up by AC&C officers in 2018 and 2019 using these same 11 animal type categories.



**TABLE 11**

<b>2018 and 2019 Number of Stray Animal and Wildlife Pick ups</b>				
<b>Species</b>	<b>2018</b>		<b>2019</b>	
	<b>No. of Pick Ups</b>	<b>%</b>	<b>No. of Pick Ups</b>	<b>%</b>
<b>Sheltered Dogs</b>	634	21.8%	604	24.1%
<b>Sheltered Cats</b>	610	21.0%	460	18.3%
<b>Raccoons*</b>	654	22.5%	471	18.8%
<b>Opossums</b>	406	13.9%	393	15.6%
<b>Groundhogs*</b>	292	10.0%	259	10.3%
<b>Bats</b>	72	2.5%	38	1.5%
<b>Birds</b>	109	3.7%	112	4.5%
<b>Skunks*</b>	22	0.8%	40	1.6%
<b>Reptiles</b>	18	0.6%	51	2.0%
<b>Squirrels</b>	49	1.7%	35	1.4%
<b>Other Animals</b>	44	1.5%	48	1.9%
<b>TOTALS</b>	<b>2,910</b>	<b>100%</b>	<b>2,511</b>	<b>100%</b>

\* Indicates the animals that are euthanized.

Source: AC&C Activity Report Spreadsheet

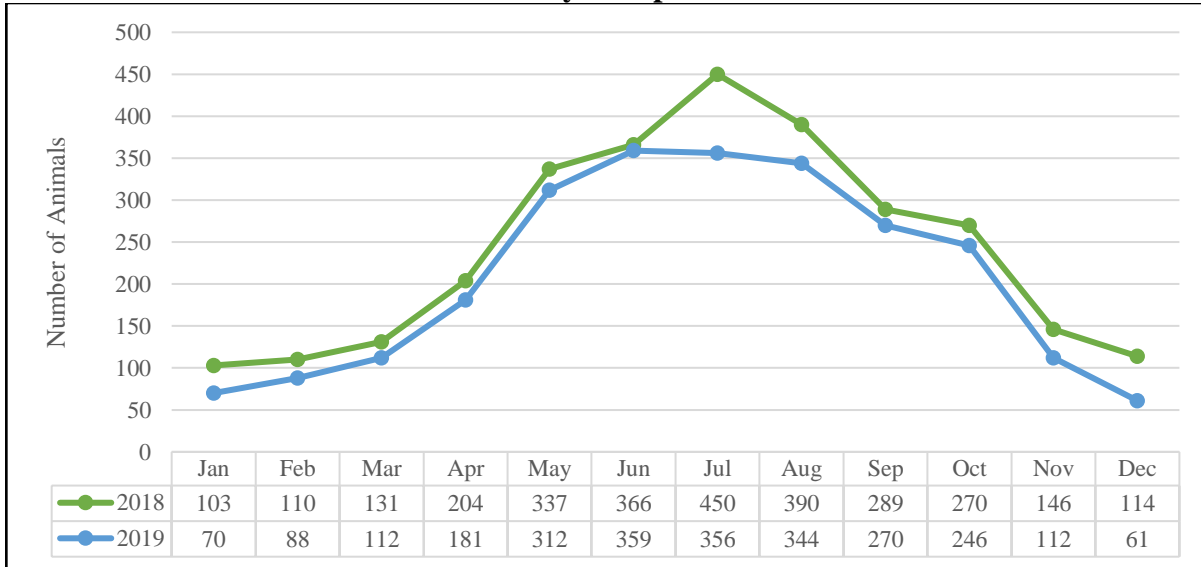
Table 11 shows AC&C officers picked up 2,910 animals in 2018. This accounted for 27.9% of the 10,435 dispatched calls presented in Table 9. Table 11 shows 2,511 animals were picked up by AC&C officers in 2019. This accounted for 26.3% of the 9,548 dispatched calls presented in Table 10.

As Table 11 shows, in 2018, the top three animal species picked up were: 654 (22.5%) raccoons, 634 (21.8%) unlicensed dogs, and 610 (21.0%) cats. The same top three animal species were picked up in 2019 but in a slightly different order. In 2019, there were 604 (24.1%) unlicensed dogs, 471 (18.8%) raccoons, and 460 (18.3%) cats.

**Finding:** Dogs, raccoons, and cats were the top three animal species picked up in both 2018 and 2019.

Chart 5 shows how the number of animals picked up by AC&C officers changed over the course of the entire year and shows a comparison for both 2018 and 2019. The number of animal pick ups increased from April to October for both 2018 and 2019. The months of June, July and August had the most pick ups for both years. The data shows that the warmer months increase the number of animal pick ups compared to the colder months.

**CHART 5**  
**2018 and 2019**  
**Stray Animal and Wildlife Pick ups**  
**Monthly Comparison**



Source: AC&C Activity Report Spreadsheet

**Finding:** In both 2018 and 2019, AC&C calls for live animal pick ups significantly increased from April to October.

### Coyotes

Coyotes are known to reside within city limits. PA law states that it is illegal to catch and relocate them. According to the AC&C supervisor, they have never caught a coyote in a humane trap. If a resident sees a coyote and reports it to AC&C, they are told to throw items at the coyote, harass the animal or spray it with a garden hose. Additionally, residents are told to warn neighbors and to keep pets inside the house.

The auditors were interested in how many coyotes and other large wild animals have been spotted in the city. However, AC&C does not keep track of wild animal sightings.

### **RECOMMENDATION 15:**

AC&C administration should keep track of larger wild animal sightings that pose danger to people and pets such as coyotes, bears, etc. in order to identify any increases in occurrences within the city. AC&C should post this information on their website, and, if deemed necessary, contact the local media to alert city residents in case safety precautions may be necessary.

## Pet Ownership Responsibilities

City residents must abide by certain laws pertaining to pet ownership, as listed in the City of Pittsburgh Code of Ordinances (City Code) animal laws listed under Title Six: Conduct- Article III - Dog, Cats, and Other Animals. Below is a summary of Title Six-Chapter 633 City animal laws posted on AC&C’s website:

As previously mentioned, a city license is required when the dog hits three months of age residing in the City of Pittsburgh limits (City Code 633.02). Dog licenses help find lost pets. Annual dog licenses are valid from January 1st through December 31st of each year and are available to purchase in one, three, and 12-year time periods. To get a dog license, owners need to fill out a dog license application which can be found on the City of Pittsburgh’s website. Table 12 lists the 2018 and 2019 dog license fees for the three time periods available for purchase.

**TABLE 12**

<b>2018 and 2019 Dog License Fees</b>		
<b>Type</b>	<b>Not Spayed or Neutered</b>	<b>Spayed or Neutered</b>
<b>1 Year</b>	\$20	\$10
<b>3 Years</b>	\$50	\$25
<b>12 Years</b>	\$175	\$75

Source: City of Pittsburgh Website

A dog owner can obtain a license in two ways; either visit the City Treasurer’s Office on the 1<sup>st</sup> floor of the City-County Building (CCB), pay and receive the license or the owner can mail a check or money order to the Dog License Department at the City Treasurer’s Office. The treasurer’s office will mail the dog license tag to the pet owner. To receive a discounted rate for spay or neuter animals, verification of spay/neuter certificate must be submitted with license application.

Once the license is issued, it must be present at all times around the dog’s collar and renewed when expired (City Code 633.07A). AC&C supervisor told the auditors they have not handled dog license duties since 2016 due to past mismanagement issues. But AC&C staff can access the City’s dog license database designed in Microsoft Access to check if the owner has a dog license or not.

Cats do not require a license. An ID collar or tag with the owner’s name, phone number and address are all required for a cat to be outdoors (City Code 633.03). However, it is required by City law that both dogs and cats need proof of current rabies vaccination when they reach three months of age (City Code 633.05). Rabies tags are worn around the animals’ collar.

Dogs are not permitted to run unleashed on public streets, sidewalks, other public places, or other people’s property (City Code 633.08). If you are walking a dog, a leash or chain needs

to be 6 feet or less. Cats can roam freely in public unless in heat. It the responsibility of the owner to keep all female dogs or cats in heat inside their property (City Code 633.09).

It is a violation to own a dog, cat, or other animal that becomes a nuisance to the public (City Code 633.09). Pets are considered a nuisance when they create excessive noise, offensive odors or unsanitary conditions that impact the safety, health or comfort of the public. Nuisance violations include frequent and habitual barking, howling, screeching, yelping, or baying of the animal. Pet owners are not allowed to let their pets scratch, dig or defecate on any public or private property other than their own property. However, it is not a nuisance violation if an owner removes the feces deposited by the animal immediately.

It is a violation of city code to any owner who does not provide shelter, food or water to their pet, especially during extreme weather conditions (City Code 633.10). If a dog is kept outdoors, a doghouse must be provided that has bedding, offers a moisture and windproof structure of a suitable size to accommodate the dog and allow retention of body heat.

City Code 633.23 establishes rules for tethering of dogs and prohibits owners from keeping their dogs outside in extreme weather. The law states that it is unlawful to tether, fasten, or chain a dog unless the tethering is temporary, and the tether is attached to a non-choke type collar or stationary object by swivel anchors, lathes or similar devices which can prevent the dog from tangling with other objects around the area. The tether has to be strong enough for the size of the dog, the length of the tether has to be 10-foot or longer, offers easy access to food, water, and shade within the tethered area, the dog should be periodically monitored while tethered, and the dog cannot be tethered in weather that is above 90 degrees or below 32 degrees for more than a ½ hour.

Even if a dog is not tethered, it is a violation to keep a dog outside and unattended in extreme weather conditions such as temperatures above 90 degrees or below 32 degrees. Pets left in motor vehicles when the temperature is above 80 degrees, and the inside conditions could cause suffering, injury or death to the animal is also an infraction of city laws (City Code 633.24).

There are laws on the number of dogs and cats a pet owner can have in the city (City Code 633.12). The maximum total number of dog and cats an owner can have is five. For example, you can own five dogs or five cats, or own three dogs and two cats. The five-pet limit does not apply to other animals owned as pets. You could own five dogs, a snake, and a rabbit. Foster care and placement workers with an exemption permit can own more than five animals on their property. Puppies or kittens under 12 weeks of age are not affected by the five maximum limits (City Code 633.13). These puppies or kittens must be registered at AC&C within 10 days of birth without any fee. Pet owners are not allowed to own, harbor, or maintain a non-domestic canine, cat or cat-mix in the City (City Code 633.11).

These are just some of the animal laws in the City of Pittsburgh. The full list and definitions are listed under Title Six: Conduct-Article III of the City of Pittsburgh Code of Ordinances.

## Citations

AC&C officers only have the authority to enforce and give out 13 different citations that are under the City of Pittsburgh Code of Ordinances. AC&C officers write citations in the office at the end of their shift that are then mailed to city residents. Officers said this works better than issuing citations directly to residents because it prevents any confrontations.

Chapter 633 citations can be paid outright or contested in magistrate court. AC&C officers attend and testify for all citations that are taken to magistrate's court. However, for less serious violations, officers will try to educate city residents first instead of just issuing citations for every offense. The AC&C supervisor said this tends to work better with community relations. Pet owners do not need to pay citations in advance before having their impounded pets released from HAR.

### Citation Database

The Bureau keeps track of all the citations they issue in a database at the office. At the end of their shift, AC&C officers give all of their citations to the AC&C supervisor or the administrative coordinator, who are primarily responsible for entering all of the information into the database. Information tracked in the database includes: citation number, defendant, location, charge, and issue date. The final outcome of each citation (guilty/not guilty) is not tracked by AC&C.

The auditors were told by the AC&C supervisor, that citations are not entered into the database daily, but whenever time allows. Sometimes an officer will show up at the end of their shift with over 20 citations that need entered into the database and there is not enough time to complete.

AC&C officers use the citation database to check for any residents who are repeat offenders of animal code violations by entering the person's name in the search field for results.

### Number of Citations Issued in Database

The auditors requested and received the citation database from AC&C. The auditors examined all the citations issued for 2018 and 2019. Table 13 and 14 shows the total number of citations issued by AC&C officers for each city code violation in 2018 and 2019. All citations in the tables are broken down by code violation in descending order of occurrence.

Two of the citations in the database presented in Table 13 and 14 are not laws from the City of Pittsburgh Code of Ordinances but are part of the PA State Laws for dogs. These are usually issued by police officers and humane officers. They are codes "459(505) (c) - Attacks Causing Severe Injury/Death" and code "459(505) - Dog- Laws." The AC&C supervisor told the auditors that officers initially tried to issue these citations due to the severity of the case. But during the court hearing, the judge said that AC&C officers did not have the authority to issue them.

**TABLE 13**

<b>2018 Citations by City Codes in Decreasing Order</b>		
<b>Code</b>	<b>No. of Citations</b>	<b>%</b>
633.05 - Rabies Vaccination	259	34.1%
633.02 - Dog License Required; Exemption and Term	233	30.7%
633.08 - Dogs at Large Prohibited	173	22.8%
633.20 - Dangerous Dogs	29	3.8%
633.23 - Tethering of dogs; prohibition of keeping dogs outdoor in extreme weather	21	2.8%
633.09 - Harboring a Nuisance; Exceptions	15	2.0%
633.10 - Shelters	14	1.9%
633.24 - Authority for Public Safety Officials to Enter a Vehicle to Protect the Health and Safety of an Animal Contained Within	8	1.1%
459 (505) (c) - Attacks Causing Severe Injury/Death	4	0.5%
633.07 - Tag and Collar; Nontransferable or Lost	1	0.1%
633.12 - Number of Pets Permitted in City Limits; Exceptions	1	0.1%
459 (505) - Dog Laws	1	0.1%
<b>TOTAL</b>	<b>759</b>	<b>100.00%</b>

Source: AC&amp;C Citation Database

**TABLE 14**

<b>2019 Citations by City Codes in Decreasing Order</b>		
<b>Code</b>	<b>No. of Citations</b>	<b>%</b>
633.05 - Rabies Vaccination	216	33.2%
633.02 - Dog License Required; Exemption and Term	193	29.6%
633.08 - Dogs at Large Prohibited	175	26.9%
633.09 - Harboring a Nuisance; Exceptions	24	3.7%
633.20 - Dangerous Dogs	21	3.2%
633.23 - Tethering of dogs; prohibition of keeping dogs outdoor in extreme weather	9	1.4%
633.24 - Authority for Public Safety Officials to Enter a Vehicle to Protect the Health and Safety of an Animal Contained Within	7	1.1%
633.10 - Shelters	6	0.9%
<b>TOTAL</b>	<b>651</b>	<b>100.00%</b>

Source: AC&amp;C Citation Database

**Finding:** Not having up-to-date rabies vaccinations was the top reason for issuing citations in 2018 and 2019. The 2<sup>nd</sup> most violations resulted from not having a dog license.

In 2018, AC&C officers issued 759 citations and 12 different city codes were violated. The rabies vaccination code had the most violations with 259 (34.1%), second was the dog license requirement with 233 (30.7%), and the third highest citation issued was “Dogs at Large Prohibited” at 173 (22.8%). Dogs at Large Prohibited is the name of the violation code for having a dog roaming unleashed in public.

In 2019, AC&C issued 651 citations and eight different codes were violated. In 2019, the total number of citations issued decreased by 108 (14.2%) from the previous year. The top three violations were the same as they were in 2018. The rabies vaccination code had the most violators with 216 (33.2%), second was the dog license requirement at 193 (29.6%), and the third highest citation issued was Dogs at Large Prohibited which was 175 (26.9%).

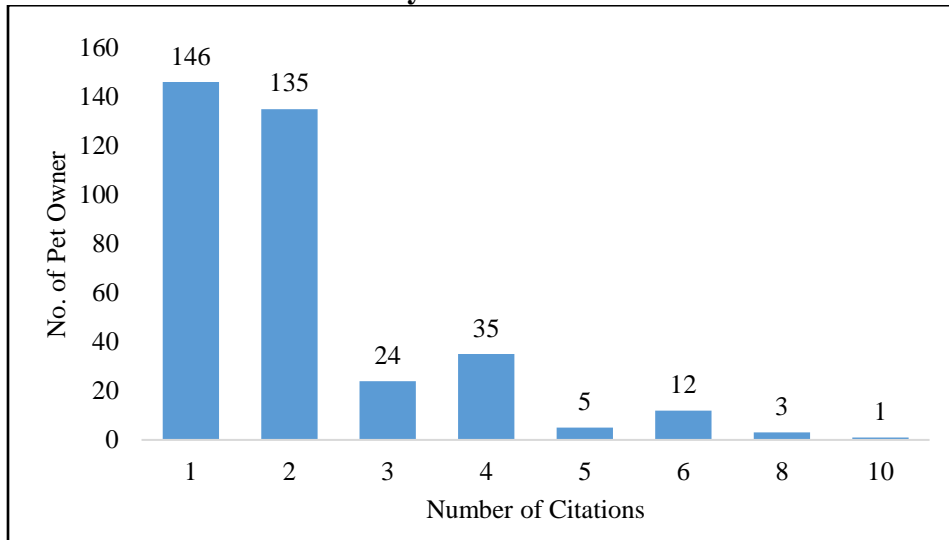
**Finding:** Most of the citations given out by AC&C officers were for rabies vaccination, dog license requirement, and dogs at large prohibited. These three citations accounted for 87.6% of the citations issued in 2018 and 89.7% in 2019.

#### Number of Citations by Owner

The total number of citations listed in Tables 13 and 14 does not depict the total number of citations given to different pet owners. Some of the pet owners listed in the citation database were issued more than one citation. Some were multiple offenders or committed a different code violation on a later date. There were pet owners in the database who were issued more than one citation on the same day. Some of the citations issued on the same day were for the same offense due to the city resident owning more than one pet under violation of code. For example, one pet owner in 2018, was issued 10 citations on the same day. Five of the citations were for violation 633.02 dog license requirement and five citations were for violation 633.05 rabies vaccination.

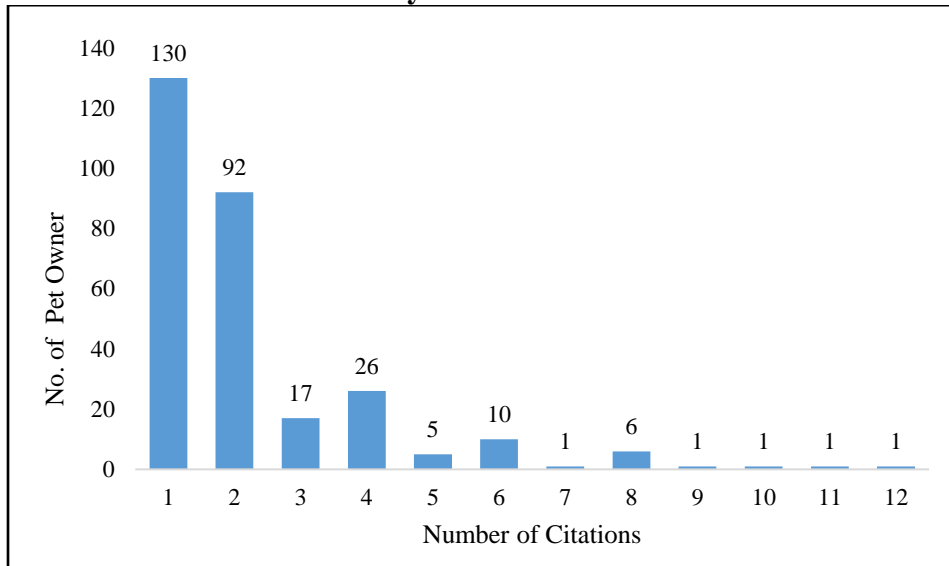
The auditors counted the number of different pet owners in the citation database and then counted how many citations each pet owner received. The auditors found that there were 361 different pet owners who received citations in 2018 and 291 in 2019. Charts 6 and 7 show the total number of people who received multiple citations in 2018 and 2019.

**CHART 6**  
**2018 Citation Frequency**  
**by Pet Owner**



Source: AC&C Citation Database

**CHART 7**  
**2019 Citation Frequency**  
**by Pet Owner**



Source: AC&C Citation Database

In 2018, there were 146 (40.4%) pet owners that received one citation, 135 (37.4%) owners received two citations and 24 (6.6%) owners received three citations. For 2019, 130 (44.7%) owners received one citation, 92 (31.6%) owners received two citations, and 17 (5.8%) owners received three citations.



## **Citations Recorded in Activity Report Spreadsheet and the Citation Database**

As discussed earlier in the audit, AC&C staff record citation information in three databases. The number of citations is recorded in the activity report spreadsheet; details about the incident into the advise report database, and the citation ticket information into the citation database.

The auditors wanted to verify that for every citation issued by AC&C, the citation was recorded into all databases. This was checked by comparing the total number of citations issued in the activity report spreadsheet against the citations database totals presented in Tables 13 and 14 of this audit. The advise reporting database was not used in the comparison because the system does not have the capability of generating a report that shows the total number of citations issued for the month or year.

According to activity report spreadsheet, AC&C recorded 723 citations in 2018 and 525 in 2019. These numbers were far less than the number of citations issued in the citation database. In the citation database, the auditors found 759 citations (36 more than activity report spreadsheet) issued in 2018 and 651 (126 more than activity report spreadsheet) in 2019. A possible reason for discrepancies between both databases is that AC&C officers are forgetting to mark on their DAR when they are issuing citations or input errors from the DAR form into the spreadsheet. As stated before, this problem could be solved if AC&C entered all of their information into one database and that database employed checks and balances for good database practice. (See Recommendation 5)

**Finding:** The number of citations issued by AC&C officers that is recorded in the activity report spreadsheets are less than the number of citations recorded in the AC&C citation database.

### **RECOMMENDATION 16:**

At the end of each month, the Department of Public Safety administration should require AC&C staff to check if the number of citations recorded in the activity report spreadsheet and citation database match.

## **Assisting Police Officers in Investigations or Removal of Animals**

AC&C officers assist police officers in many ways- such as removing dogs from cars when the owners are being arrested for driving under the influence, removing animals from the owners' properties when owners are being arrested, hospitalized, or have died, etc. These kinds of situations can happen at any moment or more than once during a day. Police officers will decide if they need assistance from AC&C depending on the specific areas that they are patrolling.

## **Animals Bites**

### **Quarantine Rules and Process**

The City of Pittsburgh Code of Ordinances lists the rules, guidelines, and quarantine process for animal bite incidents. City code 631.02 states that the person bitten by an animal or the person who treats the injured patient has the responsibility to report the incident to AC&C. The report should contain the name, age, sex, and address of the person treated, date of occurrence, if possible, the name and address of the animal's owner, the animal's breed, sex, age, color and history of vaccination.

AC&C is responsible for investigating the biting incident, notifying the animal owner with a quarantine notice form, and sending animal bite reporting forms to ACHD afterwards and ask for proof of vaccination shots. AC&C will issue a citation to the owner if the animal is not up to date on current rabies shots. The copy of the bite reporting and quarantine notice forms can be found in Appendix as Exhibit C and D, respectively.

The owner is required to put their animal on a 10-day bite quarantine because any animal rabid at the time of biting would die from the disease within that time period. The quarantine starts on the evening of the day of the bite and can be served at the owner's home. During the 10-day bite quarantine, AC&C officers will check on the pet owner once after the initial quarantine notice is issued to make sure they are complying with the rule.

All unowned or stray domestic animals picked up by AC&C officers who bite someone will be taken to HAR East for a 10-day bite quarantine. Owners are allowed to reclaim their animals from HAR East and finish the bite quarantine at home. All wild animals that bite someone are euthanized and taken to ACHD where they are tested for rabies.

The auditors were told by the AC&C supervisor that officers cannot issue citations to pet owners who have violated the 10-day home quarantine for animals involved in bite incidents. The reason is because AC&C officers can only issue citations under chapter 633 of the City of Pittsburgh Code of Ordinances. When city residents violate the 10-day quarantine, the AC&C supervisor must contact the police to issue these citations. City code lists the penalty for violating the quarantine process is \$350 for the first offense and \$1000 for each subsequent offense.

**Finding:** City Pittsburgh Code of Ordinances lists penalties for violating the quarantine process when the AC&C officers do not have the authority to issue citations for any violation.

The AC&C supervisor reported that the "legality as to whether officers can enforce other Title Six animal laws other than chapter 633 has been an on-going issue for many years. The judges that hear my officer's court cases have ruled against them if they wrote any cites for any other animal laws except those that start with '633'. The Assistant District Attorney are starting to educate these judges on several animal laws including those laws that don't start with '633'".

**RECOMMENDATION 17:**

The City Law Department should investigate as to whether AC&C officers can enforce all animal laws under Title Six: Conduct-Article III of the City of Pittsburgh Code of Ordinances, instead of only Chapter 633. If a legal determination is rendered that the officers can issue citations under the entire City Code of Ordinances related to animals, a letter should be sent to all city district magistrates explaining this issue.

**Rules for Rabid Animal Bites**

City Code 631.02 says all animals with verified rabies that have bitten someone are supposed to be destroyed right away. If the owner is unwilling to destroy the animal, three different alternatives are provided to keep the animal alive. One option is that the owner can put the animal under strict isolation in a kennel or animal hospital for 6 months. A second option is administering post-exposure treatment to the animal prescribed by the ACHD with confinement in a kennel for 3 months. A third option is the pet owner can have the animal vaccinated and restrained by a leash or confined at home for 30 days. This option is only available if the animal has been vaccinated previously within 1 year with an inactivated vaccine or within 3 years with an approved vaccine.

**Number of Animal Bites**

Table 15 shows the total number of dogs, cats, and other animals that have bitten humans in 2018 and 2019 reported in AC&C’s activity report spreadsheet

**TABLE 15**  
**2018 and 2019**  
**Animal Bites by Type**  
**in the City of Pittsburgh**

Type	2018	%	2019	%
<b>Dog Bites</b>	169	86.7%	111	88.8%
<b>Cat Bites</b>	24	12.3%	11	8.8%
<b>Other Bites</b>	2	1.0%	3	2.4%
<b>TOTALS</b>	<b>195</b>	<b>100%</b>	<b>125</b>	<b>100%</b>

Source: AC&C Activity Report Spreadsheet

As Table 15 shows, 195 bite incidents occurred in 2018 and 125 in 2019. The majority of bite incidents involved dogs with 86.7% (169) in 2018 and 88.8% (111) in 2019. Cat bites were only 12.3% (24) in 2018 and 8.8% (11) in 2019.

## **Dangerous Dog Laws**

The City of Pittsburgh Code of Ordinances has no bite incident citation that AC&C officers can issue to the animal's owner. When an animal bites a human, AC&C officers can only cite the owner for related offenses such as expired or missing rabies vaccines and dogs that are running loose without a leash in public etc.

However, any victim of a serious bite incident can file a petition with the district magistrate to have the dog be declared a dangerous dog. (City Code 633.20). The AC&C officer who responds to the bite incident will try to inform victims of the dangerous dog law and will even file on their behalf if they are witness to the attack. If a petition is filed with the court, the victim will go in front of the magistrate and explain what happened in their case.

The City's dangerous dog law is copied word-for-word from the PA state law. According to the PA state law, the magistrate will rule in the victim's favor if found, beyond reasonable doubt, the following elements of the charge:

1. Inflicted severe injury on a human being without provocation on public or private property.
2. Killed or inflicted severe injury on a domestic animal, dog or cat without provocation while off the owner's property.
3. Attacked a human being without provocation.
4. Been used in the commission of a crime.

The dog has either or both of the following:

1. A history of attacking human beings and/or domestic animals, dogs, or cats without provocation.
2. A propensity to attack human beings and/or domestic animals, dogs, or cats without provocation.

If a dog is declared "dangerous" by a district magistrate, the law goes in effect immediately. All dangerous dogs must be registered with the PDA who oversee the dangerous dog registry. All dangerous dogs are listed on the PDA website at <https://www.agriculture.pa.gov/Animals/DogLaw/Dangerous%20Dogs/Pages/default.aspx>. Under the dangerous dog registry, dog owners face the following penalties and requirements which must be completed within 30 days of the final court decision:

1. \$500 yearly registration fee with the Bureau of Dog Law Enforcement (BDLE).
2. Secure confinement of the dog either indoors or in locked pen or structure designed to prevent the dog from escaping and prevents entry of young children and domestic animals.
3. Dogs must be muzzled and on chain or leashed when outside.
4. Owner must post "dangerous dog" warning signs on property.
5. Spay, neuter, and microchip the dangerous dog.

6. Pay court ordered restitution.
7. Obtain at least \$50,000 liability insurance for possible personal injuries posed by the dangerous dog.
8. Notify BDLE with 24 hours if the dangerous dog gets loose, attacks a human or other animal, died, sold, or donated.
9. If the dangerous dog is sold or donated, the owner must supply the BDLE with the name, address and telephone number of the new owner or new address of the dangerous dog.

All pet owners harboring a dangerous dog in the city limits are under the jurisdiction of AC&C. Their officers monitor and routinely inspect the homes of the dangerous dog owners to make sure all legal requirements are met within the 30-day time frame. After which, an inspection is done each year to verify that the dangerous dog owner still lives in the city, still owns the dangerous dog, and all legal requirements are still being met. If violations are found, officers have the power to impound the animal and issue a citation to the owner. (City Code 630.20)

If a dangerous dog moves out of city limits, it is no longer under the jurisdiction of AC&C. However, it remains on the dangerous dog registry and the owner is supposed to contact AC&C when they move out of the city. The AC&C supervisor stated that about half of dangerous dog owners move (within or out of the city), but rarely notify AC&C of their new address. About 25% of owners have their dangerous dog humanely euthanized, while some owners give the animal away illegally.

According to the AC&C supervisor, AC&C has been keeping an Excel spreadsheet of all dogs registered as a dangerous dog in the city since 2016. The spreadsheet contains the owner's information, date the dog was declared dangerous, and specifics about the dog (name, color, breed).

### **RECOMMENDATION 18:**

AC&C administrators should keep track when officers monitor and inspect the homes of dangerous dogs making sure they comply with all aspects of dangerous dog law. Bi-annual inspections should be considered because about 50% of dangerous dog owners are moving out of the city and not notifying AC&C.

### Number of Dangerous Dogs in the City

The PDA website has a list of all dangerous dogs registered in Pennsylvania. The list is broken down by county, status, dog's name/color/breed, and owners name and address. Auditors verified that addresses were within the city limits by looking up addresses on google maps.

**Finding:** As of February 2021, the auditors found 53 dogs registered as dangerous in the city and four more dogs pending dangerous dog registration. Their registration will be determined by the results of their upcoming hearing(s) at the magistrate's office.

### **RECOMMENDATION 19:**

AC&C administration should contact I&P to put information on the AC&C website to promote and educate the public on the Dangerous Dog Registry. A link to the information on the PDA website could also be placed on the AC&C page. This should encourage more dog bite victims to file dangerous dog petitions in court and help remove aggressive dogs from potentially attacking others in the future.

### **Dead Animal Pick ups**

One of the main duties of AC&C officers is to pick up dead animals located throughout the City on both public and private properties, seven days a week from 7:00 a.m. to 3:00 p.m. (Note, in 2021 this was changed to six days a week, Mondays thru Saturdays). City residents can call AC&C to have a dead animal removed from their private property. If a dead animal is found on private property and not reported for pick up, the AC&C officers will ask the property owner for permission before removing it. City residents are not charged a fee for this service.

AC&C also is responsible for removing dead animals from five different entities: HAR East and HAR North shelters (pick ups are seven days a week including weekends and holidays), ACHD (dead animals removed three days a week), Pittsburgh Zoo and Aquarium (pick up two-four times a year as necessary), and National Aviary (as necessary). No fee is charged to any of the above establishments for pick up and disposal of dead animals. The AC&C supervisor stated to the auditors that they never have considered charging the five different entities fees because they want to maintain good working relationships with them. Each entity provides the city with different services that are beneficial to AC&C and the supervisor expressed that this is a fair exchange for picking up dead animals. For example, the Zoo provides exotic animal training to the officers as well as the Aviary will assist with various bird care.

**Finding:** AC&C does not charge city residents or any private entity a fee for the dead animal pick up service.

**Finding:** AC&C does not record, in a database or spreadsheet, the number of dead animals picked up from the five different entities listed above.

All unclaimed dead animals picked up by AC&C officers are transported to the city dump two or three a week. The city dump is Republic Services Imperial Landfill located in Imperial, PA and is approximately 45 miles roundtrip depending on the location of the truck.

## Microchipped Animals

All stray dogs and cats when found dead are scanned first for microchips or checked for identification tags. This way the owner can be notified that their missing pet was unfortunately found deceased. AC&C will store all dogs and cats, with microchips and ID tags, in two chest freezers inside the AC&C garage for up to 7 days while the officer tries to make contact with the owner. If the owner is not found after 7 days, the dead animal is removed from the garage freezer and taken to the dead animal truck for disposal.

### **RECOMMENDATION 20:**

The AC&C administration should continue to inform residents if their missing pet is found deceased. This is a thoughtful and compassionate service that fosters good will for the city and its residents.

## Dead Animal Storage

As mentioned before, AC&C has two chest freezers in their garage that are only used to store dead pets and animals that have been trapped and euthanized by officers (e.g., raccoons, groundhogs). The majority of the dead animals picked up on public and private property have to be stored inside the dead animal truck until the next trip to the city dump. The auditors were told by the AC&C supervisor that the resulting odor has been an unsolved problem since the city began dead animal collections 40 years ago. To eliminate this problem, the AC&C supervisor said they would need a large walk-in freezer at the garage to handle the number of pick ups and to accommodate the size of deer.

**Finding:** Dead animals stay in the dead animal truck until they are disposed of in Imperial, PA.

### **RECOMMENDATION 21:**

The Department of Public Safety and the AC&C administration should make it a priority to investigate another means to store dead animals so the smell can be reduced or eliminated until they are taken to the landfill. One suggestion would be to invest in an incinerator or crematorium for animal disposal. This would not only eliminate the animal laying around starting to smell but it would save time, gas and wear and tear of the truck that makes the trip back and forth to the dump.

## Limited Tracking of Dead Animals

In actuality, AC&C does keep track of all dead animal pick ups by location on their dead animal daily log and on the daily DAR form. However, the animal species is imputed into the activity report spreadsheet by only two different location categories. The auditors totaled these two categories found on the spreadsheets for 2018 and 2019.

Category 1 = Sheltered Animal Activity-Both HAR locations, ACHD, zoo, aviary,  
AC&C garage freezer

Category 2 = Dead animals from house, property, and rights of way

**Finding:** AC&C officers already keep track of dead animal pick ups by location on their DAR form and dead animal log, however, when imputing the information into the activity report database they do not separate them by pick up location.

In 2018, the activity report spreadsheet shows a total of 4,724 dead animals collected. The number of dead animals picked up in Category 1 was 2,193 or 46.5% and in Category 2 was 2,531 or 53.5%.

In 2019, the activity report spreadsheet shows a total of 4,140 dead animals collected. The number of dead animals picked up in Category 1 was 2,059 or 49.7% and in Category 2 it was 2,081 or 50.3%.

According to the AC&C supervisor, all dead animal pick up locations are not tracked individually in their activity report spreadsheet because they never had to be that specific since all pick ups were free of charge. As a result, AC&C does not know how many dead animals were picked up from HAR, ACHD, private entities, on the street, or parking lot etc.

### **RECOMMENDATION 22:**

For statistical purposes, AC&C administration should require the information from the dead animal log be entered into the activity report spreadsheet. Officers keep track of the information, and it should be recorded.

## Dead Animal Pick Ups by Species

AC&C tracks the number of dead animals they pick up in their activity report spreadsheet by the following species: dogs, cats, deer, groundhogs, raccoons, and an “others” category. “Others” contains wide range of dead animals such as possums, squirrels, wild birds, wild reptiles, etc.

Table 16 displays the number and percentage of dead animals’ species that were picked up by AC&C officers in 2018 and 2019.



**TABLE 16**

<b>2018 and 2019 Dead Animal Collections</b>				
<b>Type</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
<b>Dead Cats</b>	1,194	25.3%	975	23.5%
<b>Dead Dogs</b>	1,088	23.0%	952	23.0%
<b>Dead Deer</b>	385	8.2%	415	10.0%
<b>Dead Groundhogs</b>	488	10.3%	354	8.6%
<b>Dead Raccoon</b>	396	8.4%	397	9.6%
<b>Dead Others</b>	1,173	24.8%	1,047	25.3%
<b>TOTALS</b>	<b>4,724</b>	<b>100.00%</b>	<b>4,140</b>	<b>100.00%</b>

Source: AC&C Activity Report Spreadsheet

AC&C officers picked up 4,724 dead animals in 2018; the top three dead animal pick ups by species were: 1,194 (25.3%) cats, 1,173 (24.8%) others, and 1,088 (23.0%) dogs.

AC&C officers picked up 4,140 dead animals in 2019: the top three dead animal pick ups by species were: 1,047 (25.3%) others, 975 (23.5%) cats, and 952 (23.0%) dogs.

### **Training of AC&C Officers**

The National Animal Care & Control Association (NACA) is a nonprofit organization committed to setting the standard of professionalism in animal welfare and public safety through training, networking, and advocacy. For the past 25 years, NACA has been offering numerous certification training courses to animal care and control professionals.

Currently, all AC&C officers are required by the Teamsters Local 249 union and the HAR stray animal detention contract to attend and pass the NACA level 1 training academy within the first year of their hire date. The city pays for all AC&C officers training, including all registration fees and traveling expenses.

NACA level 1 training content itself has varied over the years from hands-on training, to limited hands-on and only virtual for the rest of 2020 due to the Covid-19 pandemic.

### **NACA Online Training Courses**

According to NACA's official website, two levels of online training are offered: NACA ACO I and NACA ACO II certifications. The NACA ACO I course would qualify as AC&C officers' level 1 training. NACA's website reports the cost of the NACA ACO I course is \$397 and the proctored exam for certification is \$50.

NACA ACO I Certification online course consists of more than 20 hours of instruction, activities and exercises. There are 20 different lessons, with each lesson divided into 5-10 small “topics” that can be completed in 10-20 minutes. Areas covered are: basic investigations, dangerous dogs, professionalism & ethics, animal handling & safety, basic nutrition of common animals, and animal disease recognition, control and prevention, etc. At the end of each lesson there is a 5-10 question quiz to help prepare for the certification exam. AC&C officers need to score at least an 80% on the proctored exam for a passing grade. Once officers pass the basic online NACA ACO I Academy and Proctored Test, the NACA’s Basic Animal Control Officer Certification will be granted.

AC&C officers are not required to take and pass the NACA ACO II certification online training course. NACA ACO II also includes more than 20 hours of instruction, activities and exercises. There are six topics covered: canine encounters, animal fighting, de-escalation, animal hoarding, large animals, and field and forensics. Once you pass the basic online NACA ACO II Academy and score an 80% of the proctored test, NACA’s National Animal Control Officer Certification will be awarded. The AC&C supervisor felt this training is important and beneficial for his staff, but at the current time, the Bureau was strictly focused on getting all AC&C officers on staff the mandatory minimum training that is required.

**Finding:** AC&C officers are only required to pass NACA level 1 training, but more advanced training is available.

#### NACA Hands-On Training

The AC&C supervisor stated that the in-person training academy is more valuable for officers than the online courses. Currently, only online training is available due to the pandemic, and NACA ended their partnership with an entity that handled the hands-on training. NACA has not decided how long the online-only training will be offered in 2021 and when the hands-on training will be reestablished.

In the past, NACA Level 1 in person training takes 40 hours to complete. The training is a week-long, eight hours a day course taken at an out of state location. A written test is required at the end of the training. AC&C officers need an 80% or higher on the test to pass the training and receive NACA Level 1 certification. Officers that do not pass the test are required to retake the course.

#### Number of Officers who have Passed NACA Level 1 Training

AC&C officer training requirements were a major issue in the City of Pittsburgh Controller’s Office Bureau of Animal Control performance audit released in March 2010. AC&C officers were required by the Animal Rescue League and the City’s Department of Personnel and Civil Service to attend AC&C training from a “specific provider, NACA, or an equivalent organization.” The audit revealed that AC&C training from the NACA or equivalent provider was not pursued or obtained by AC&C officers and was not monitored by the Bureau of Public

Safety. In 2010, only four (31%) out of the 13 AC&C officers had NACA or other training certification. Plus, five of nine AC&C officers without certification had been on the job for more than 28 years. The City Controller's Office recommended "All animal controllers, regardless of length of employment, must obtain training certification from NACA or an equivalent provider."

Training stats were requested from the AC&C supervisor to see if they have implemented the City of Pittsburgh's Controller's Office previous audit recommendation and if they were in compliance to the union contract that specifies they need NACA Level 1 Training.

The training statistics received by the auditors revealed that AC&C has made significant improvement in getting their officers the required training. As of July 2020, 11 out of 14 (78.57%) AC&C officers have passed the NACA Level 1 Training. The last three officers are new hires and were planning on going to training this year, but NACA training is not offered the rest of the year due to the Covid-19 pandemic. The three officers are taking the virtual course in 2020 and the hands-on training in 2021.

**Finding:** AC&C is complying with their National Animal Control Association (NACA) Level 1 Training required by the contract between the AC&C's union and the City.

#### Additional In-House Training

The Director of Public Safety requires all AC&C officers to be trained in CPR/Basic First Aid, Land-Based Swift Water Rescue, as well as receive training from the Pittsburgh Zoo staff on how to handle, capture, and transport exotic animals. All future hires will also be trained in these 3 areas once new procedures are in place after the pandemic. AC&C officers also receive training from Pennsylvania Game Wardens about how to respond to wildlife issues.

Some AC&C officers on staff have expanded their education on their own time by voluntarily participating in other training courses including: verbal judo, proper use of pepper spray, safe handling of goats, chickens and roosters, and proper use of control poles.

#### Humane Society Police Officer Training

In November 2020, one AC&C officer is attending Humane Society Police Officer (HSPO) training. HSPO's are trained to enforce one section of the PA crimes code: Section 5511 which deals with the neglect, cruelty and abuse of animals. HSPO's are given the same powers as uniform police officers in enforcing animal cruelty laws. They investigate the cases, rescue mistreated animals, issue search warrants, give citations, arrest offenders, and attend any needed court cases.

HSPO training for certification is more extensive than NACA Level 1 Training. The training is two weeks long and takes place in May every year. They also have a mandatory refresher training for two days every two years so officers can maintain their certification. To work as a HSPO, you must be appointed by a nonprofit corporation, usually an animal shelter,

and work either voluntary, parttime or fulltime for an animal shelter. Once certified the officer must also get sworn in by the Allegheny County District Attorney or a representative. HSPO's can only enforce animal cruelty laws in the County in which they are sworn in.

AC&C supervisor told the auditors that three of his officers passed the HSPO training and received certification in May 2017. However, all three officers did not renew their certification because AC&C could not find them employment at an animal shelter prohibiting their ability to enforce animal cruelty laws. AC&C tried to work out a deal with HAR where all three officers could work as consultants with staffed by HAR. The agreement did not materialize.

### Future Humane Society Police Officer Training

A recommendation in the City's Controller's Office Bureau of Animal Control performance audit released in March 2010 said, "The City should explore various models of municipal animal shelters and determine the cost-effectiveness of setting up a municipal shelter."

This recommendation never materialized but there have been ongoing talks over the years within the city administration about building their own animal shelter. With this in mind, AC&C is sending one AC&C officer to HSPO training in October/November 2020 with hopes that the City will build its own animal shelter in the next couple of years. If the City has its own animal shelter, all AC&C officers who pass the HSPO training will be able to enforce animal cruelty laws.

### Programs Offered to City Residents

#### Spay and Neuter Program

In February 2012, City Council approved the City's spay and neuter program. The program is designed to help pet owners and/or caregivers access free or reduced cost spay/neutering for their animals. A properly run spay and neuter program reduces unwanted animal population and therefore saves the city money and resources on AC&C costs. Capturing and sending animals to shelters is more expensive than spay and neutering an animal. HAR and Animal Friends (AF) are the two shelters in the area that participate in the City's spay and neuter program. Information of the program is always advertised on the city, HAR, and AF websites as well as the City's Facebook page.

The City's spay and neuter program allows a total of five pets per household to receive a free voucher. The requirements to apply for this program are:

- Photocopies of two bills with a valid city address.
- A driver's license (or equivalent of identification) with the same valid City address.
- Photocopies of current rabies, distemper, and Bordetella vaccination records for dog.
- A City of Pittsburgh dog license.

- Rabies vaccination records are needed for cats, but if the animal hasn't had a shot, one is given before the procedure at the owner's expense.

The application form (See appendix Exhibit 5) to apply for the program is available on the City's AC&C website. Owners can fill out the application and mail all the required documents to AC&C. Staff at AC&C will then verify everything is correct. If approved, an email is sent to either HAR or AF. HAR or AF will contact the owners and inform them when time and space is available for surgery. There are three surgery locations to choose from: AF, HAR East, and HAR North.

Table 17 shows that there were 1,314 spay/neuter requests in 2018 and 1,613 requests in 2019.

**TABLE 17**  
**2018 and 2019**  
**Spay/Neuter Requests**  
**to AC&C**

<b>Species</b>	<b>2018</b>	<b>%</b>	<b>2019</b>	<b>%</b>
<b>Dogs</b>	303	23.06%	372	23.06%
<b>Cats</b>	1,011	76.94%	1,241	76.94%
<b>TOTALS</b>	<b>1,314</b>	<b>100.00%</b>	<b>1,613</b>	<b>100.00%</b>

Source: AC&C Overview

Table 17 shows the number of requests increased by 299 (23%) from 2018 to 2019. The majority of spay and neuter requests are for cats. In both 2018 and 2019, 76.94% of spay and neuter requests were for cats and only 23.06% were for dogs. It should be noted that it is just a coincidence the percentage of dog and cat requests for both years were the same.

**Finding:** The number of residents taking advantage of the City's free spay and neuter program increased by 23% from 2018 to 2019.

#### Rodent Baiting Control Program

The Rodent Baiting Program is available to all city residents for free, twice a year. The program is advertised on the City's AC&C website. The website states that city residents need to call the City's 311 response center to request rodent baiting for each of their properties. AC&C receives all rodent baiting requests from 311 and verifies if residents meet the following qualifications for the program: must live in the City, and the property cannot be a large apartment complex or a business with more than 8 units. If approved, AC&C will send the request to the City's rodent baiting subcontractor, Fort Pitt Exterminators, on a weekly basis. Fort Pitt Exterminators will normally bait all properties within the same zip code within three to four weeks of the request. AC&C received 759 rodent baiting requests in 2018 and 689 requests in 2019.

## Feral Cat Program

Feral cats are domestic cats which have been born in the wild or abandoned by owners and are not socialized to humans. Feral cats usually congregate in groups or colonies. A colony of feral cats can reproduce at a substantial rate leading to overpopulation. This could result in higher AC&C costs with trapping, caring for, and euthanizing feral cats.

Feral cat programs are established to eliminate feral cat's overpopulation, sickness, and injuries. Volunteers trap feral cats, bring them in to be spayed, neutered, vaccinated, and then return the animals back to their colony or the location of where they were found. There are usually volunteer colony caretakers in the neighborhood who will feed and take care of the feral cats. Feral cat colony caretakers in the city get up to five feral cats spayed/neutered for free every year using the City's spay and neuter program. Feral cats that have been spayed and neutered can be identified by the notching or "tipped" left ear.

HAR, AF and a nonprofit organization called The Homeless Cat Management Team (HCMT) run successful Feral cat Trap Neuter and Return (TNR) programs around the city. AC&C does not operate its own feral cat program but assists HAR in its "Community Cats" feral cat program. The 2020 stray animal detention contract with HAR states that "The CITY will assist in the HAR Community Cats Program by transporting community cats to HAR. Upon delivery to HAR, CITY's responsibility for the animals will cease."

Auditors were told by the AC&C supervisor that participation in this program has decreased over the years ever since HAR consolidated with the Humane Society and built a new shelter in 2017. After the merger, HAR added more staff and resources to their own trap/neuter/vaccinate/return feral program. For this program, HAR now has over 100 traps to rent to city residents at \$5 a week. AC&C supervisor reported that animal care officers are rarely being called out to pick feral cats from colonies anymore.

In 2019, the city eliminated the \$20,000 that was allocated to the feral cat program from their operating budget. The \$20,000 is now allocated to pay for the city's free spay and neuter program.

**Finding:** AC&C does not run its own feral cat program even though it is displayed on their organizational chart in the city's operating budget. The HAR feral cat program has eliminated the need for the city to have its own program.

### **RECOMMENDATION 23:**

AC&C administration should contact I&P to update and remove the feral program from their organizational chart in the city's operating budget.

## **APPENDIX**

**EXHIBIT A**  
**Daily Activity Report form (DAR)**

Daily Activity Report

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**Calls**

Unlicensed Dogs	
Chipped Dogs	
Cats	
Wildlife Impounds	
HAR East	
Wildlife Center	
Animals not Impounded	
Raccoons	
Opossum	
Groundhog	
Bats	
Birds	
Skunks	
Reptiles	
Squirrels	
Others	

Office	
Police	
311	
Non Calls	
Advises	
Citations	
Special Incidents	
Euthanasias	

**Bites**

Cats	
Bats	
Other	

**Dog Bites**

Pits	
Rotts	
Labs	
Sheps	
Others	

**Dead Animals**

	Cats	Dogs	Deer	Ghogs	Raccs	Other
HAR East						
HAR North						
Heath Department						
Garage						
Zoo/Aviary						
Others						



## EXHIBIT B

### Activity report spreadsheet example (January 2019)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	
1																																		
2	January 2019	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	TOTAL	
3	<b>ANIMAL PICKUPS</b>																																	
4	UNLICENSED DOGS	2	3	1	1	1	1	0	0	1	2	0	1	2	2	0	0	3	0	1	0	0	1	4	0	3	3	1	1	1	0	1	36	
5	LICENSED DOGS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
6	CATS	0	1	2	0	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	3	0	0	0	1	0	11	
7	RACCOONS	0	0	0	1	0	1	1	0	1	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0	1	0	9	
8	OPOSSUMS	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
9	GROUNDHOGS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
10	BATS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
11	BIRDS	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3	
12	SKUNKS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
13	REPTILES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
14	SQUIRRELS	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
15	OTHER ANIMALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
16	<b>GRAND TOTAL LIVE PICKUPS **</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>70</b>		
17																																		
18																																		
19	CITATION RECLAIMS ISSUED **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
20	CITATIONS ISSUED **	0	2	0	0	0	4	0	0	0	0	0	0	0	0	0	14	0	0	0	0	2	0	0	0	7	0	1	0	0	0	0	30	
21	*SPECIAL INCIDENTS*	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	4	
22																																		
23																																		
24	311 CALLS	0	1	4	5	0	0	5	4	3	3	1	0	0	3	2	0	1	0	0	0	0	3	5	1	1	0	0	4	1	2	0	49	
25	911 CALLS	8	10	8	8	15	10	4	7	6	7	12	4	2	11	9	7	13	3	2	4	5	7	9	3	10	4	4	3	8	7	11	221	
26	DISPATCHED CALLS	0	21	12	16	0	0	10	8	10	7	9	0	0	15	12	12	8	5	0	0	0	7	10	8	11	0	0	4	10	8	5	208	
27	NON DISPATCHED CALLS	0	45	34	36	0	0	29	23	17	18	25	0	0	25	24	23	15	11	0	0	0	16	19	20	20	0	0	21	23	19	18	481	
28	ADVISE FORMS COMPLETED **	0	7	4	5	2	0	3	0	0	5	6	1	4	5	2	3	4	2	0	0	0	7	6	2	2	0	0	3	5	3	2	83	
29	DOG BITES	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
30	CAT BITES	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
31	OTHER BITES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
32																																		
33	<b>SHELTERED ANIMAL ACTIVITY</b>																																	
34	<b>ANIMAL RESCUE LEAGUE</b>																																	
35	DEAD CATS	1	0	0	0	10	0	0	3	0	0	0	1	0	0	4	0	0	0	0	0	0	3	0	5	0	0	0	0	0	0	0	27	
36	DEAD DOGS	0	0	0	0	2	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	3	0	4	1	0	1	0	0	0	1	15	
37	DEAD OTHERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
38	TOTALS	1	0	0	0	12	0	0	4	0	0	0	2	0	0	5	0	0	0	0	0	6	0	9	1	0	1	0	0	0	1	42		
39																																		
40	<b>HUMANE SOCIETY</b>																																	
41	DEAD CATS	3	0	1	3	0	2	0	1	0	1	0	2	0	7	0	0	1	4	0	4	0	0	1	0	4	0	0	5	0	2	0	40	
42	DEAD DOGS	0	0	2	1	0	1	1	0	1	1	1	0	7	1	0	0	2	0	1	0	0	2	0	6	0	0	1	3	2	2	2	37	
43	DEAD OTHERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
44	TOTALS	3	0	3	4	0	3	1	0	2	1	3	0	14	1	0	1	6	0	5	0	0	3	0	10	0	0	1	7	2	4	2	77	
45																																		
46	<b>GRAND TOTAL SHELTER ACTIVITY</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>12</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>19</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>119</b>	
47																																		
48	<b>DEAD ANIMALS from House, Property &amp; Rights of Way</b>																																	
49	DEAD CATS	0	1	0	2	1	0	0	1	0	1	0	1	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	12	
50	DEAD DOGS	1	0	0	1	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	1	9	
51	DEAD DEER	3	1	2	3	1	0	2	1	0	1	2	2	2	1	2	0																	

**EXHIBIT C**  
**Bite form**

<b>ANIMAL BITE REPORT</b>		1. Case Number:	
<b>Rabies Control Investigation</b>			
<b>I—PERSON BITTEN</b>	<b>IDENTIFICATION</b>	2a. Name: (Last, First) _____	3. Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female
	<b>EXPOSURE</b>	5. Address: (No. & St.) _____ (City) _____ (State) _____ (Zip) _____	4. Age _____
	<b>TREATMENT</b>	7. Name of Parent/Guardian: (if victim is a minor) _____	6. Telephone _____
	<b>MISCELLANEOUS</b>	9. Source of information: (Person or Office) _____	8. Address: (if different) _____
		10. Report received by: _____ Date: _____	<input type="checkbox"/> Victim <input type="checkbox"/> Other
		11. Place of attack: _____	12a. Time and date of attack: _____
		13. Circumstances of attack: <input type="checkbox"/> None—Surveillance only <input type="checkbox"/> Unknown <input type="checkbox"/> Unprovoked <input type="checkbox"/> Playful <input type="checkbox"/> Provoked <input type="checkbox"/> Sick <input type="checkbox"/> Hurt <input type="checkbox"/> Vicious <input type="checkbox"/> Other _____	
		14. Location and description of wound(s): _____	
		15. Was wound treated? <input type="checkbox"/> Yes <input type="checkbox"/> No Date: _____	16. Wound treated by: <input type="checkbox"/> Self <input type="checkbox"/> Parent <input type="checkbox"/> Dr. _____ Telephone: _____
		17. Details of wound treatment? _____	
	18. Anti-Rabies Treatment Recommended? <input type="checkbox"/> Yes <input type="checkbox"/> No By: _____	19. Given? <input type="checkbox"/> Yes <input type="checkbox"/> No By: _____	
	20. Details of Anti-Rabies Treatment given: _____	Date: _____ Telephone: _____	
	21. _____		
<b>II—ANIMAL</b>	<b>IDENTIFICATION</b>	22a. Owner: (Custodian) _____	Telephone: _____
	<b>QUARANTINE</b>	23. Address: (No. & St.) _____ (City) _____ (State) _____ (Zip) _____	
		24. Type of animal: <input type="checkbox"/> Wild <input type="checkbox"/> Pet <input type="checkbox"/> Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other _____	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Sex: _____ <input type="checkbox"/> Age: _____
		25. Description: (Breed, Color, Etc.) _____	26. License Number: _____ Date: _____ From: _____
		27. Behavior: <input type="checkbox"/> Unknown <input type="checkbox"/> Normal <input type="checkbox"/> Abnormal _____	28. Out of Country? <input type="checkbox"/> Yes <input type="checkbox"/> No Where? _____ When? _____
		29. Vaccinated against rabies? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown _____	Vaccination Date: _____ Rabies Tag No. _____
		30. Animal Quarantined at: _____	Date: _____ By: _____
		31. I have received the quarantine notice and will not remove the above animal without permission (s) Date: _____	Owner: (Custodian) _____
		32. <input type="checkbox"/> Animal observed O.K. Date: _____	Investigator: _____
		<input type="checkbox"/> Unable to locate _____	
<b>III—DISPOSITION</b>	<b>REVIEW</b>	33. Cause of death: <input type="checkbox"/> Illness <input type="checkbox"/> Injury <input type="checkbox"/> Euthanasia Date: _____	Symptoms: <input type="checkbox"/> Rabies <input type="checkbox"/> Other _____
	<b>LABORATORY</b>	34. Quarantine released: Date: _____ By: _____	
		35. Vaccinated: <input type="checkbox"/> Did <input type="checkbox"/> Did not see animal	36. Rabies: <input type="checkbox"/> Probable <input type="checkbox"/> Unlikely <input type="checkbox"/> Possible _____
		37. Remains: _____	37. Head examination is: <input type="checkbox"/> Requested <input type="checkbox"/> Not warranted
		38. Head Rec'd: _____ DATE _____ BY _____ NUMBER _____	43. Physician: _____ PERSON _____ PHONE _____ MAIL _____ DATE _____ BY _____
		40. Forms Rec'd: _____	44. Health Officer: _____
		41. Examined: _____	45. Veterinarian: _____
		42. Results: <input type="checkbox"/> POSITIVE <input type="checkbox"/> NEGATIVE	46. _____
		47. Victim notified by: <input type="checkbox"/> Person <input type="checkbox"/> Phone <input type="checkbox"/> Mail Date: _____	By: _____
		48. <input type="checkbox"/> Case closed Date: _____	By: _____
CITY OF PITTSBURGH ANIMAL CONTROL 255-2036		_____ ANIMAL CONTROL OFFICER	

Owner of Animal - White    Animal Control Department - Yellow    Health Department - Pink

**EXHIBIT D  
Quarantine form**

**CITY OF PITTSBURGH  
ANIMAL CONTROL DIVISION  
QUARANTINE NOTICE**

TO The Animal Owner:

You are hereby required to quarantine the animal described below for 10 days from the date of this notice in compliance with City Ordinance 631.02. This animal must be kept isolated in such a way that it cannot contact any person or animal not already exposed. You are further ordered to report to the Animal Control Department immediately in case the animal shows signs of illness or unusual behavior during the quarantine period. Escaping from quarantine is regarded as a violation of this order, and if it occurs it must be reported to the Animal Control Department immediately at 255-2036. If the animal dies during the quarantine period the Animal Control Department shall be notified immediately and the carcass thereof shall be immediately turned over to the Animal Control Department. The animal control officer shall be permitted to make periodic examination or inspection of the animal and the place of quarantine during the quarantine period. Failure to heed this notice and abide by the restrictions herein given will subject the animal to being immediately placed in an animal control shelter or a veterinary clinic for the remainder of the quarantine period at the expense of the owner and shall subject the owner of the animal to penalties prescribed by City Ordinance 631.02.

<b>II - ANIMAL QUARANTINE IDENTIFICATION</b>	22a. Owner: (Custodian)	Telephone:		
	23. Address: (No. & St.)	(City)	(State) (Zip)	
	24. Type of Animal: <input type="checkbox"/> Wild <input type="checkbox"/> Pet <input type="checkbox"/> Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other:	<input type="checkbox"/> Male <input type="checkbox"/> Female	Est. Age:	
	25. Description: (Breed, Color, Etc.)	26. License Number:	Date: From:	
	27. Behavior: <input type="checkbox"/> Normal <input type="checkbox"/> Abnormal: <input type="checkbox"/> Unknown	28. Out of Country? <input type="checkbox"/> Yes <input type="checkbox"/> No	Where? When?	
	29. Vaccinated against rabies? <input type="checkbox"/> Yes <input type="checkbox"/> No	Unk. Kind:	Vaccination Date: Rabies Tag No.	
	30. Animal Quarantined at:	Date:	By:	
	31. I have received the quarantine notice and will not remove the above animal without permission (x) Date:	Owner: (Custodian)		
	32. <input type="checkbox"/> Animal observed O.K. Dates <input type="checkbox"/> Unable to locate	Investigator:		

DATE \_\_\_\_\_

ANIMAL CONTROL OFFICER \_\_\_\_\_

TELEPHONE \_\_\_\_\_

ANIMAL CONTROL DIVISION 255-2036

Owner of Animal - White  
Animal Control Department - Yellow  
Health Department - Pink

**EXHIBIT E**  
**Spay/neuter application form**



**CITY OF PITTSBURGH SPAY/NEUTER APPLICATION**

Thank you for your interest in the city of Pittsburgh Spay/Neuter program. All eligible pet owners must prove they are City residents by providing photocopies of two bills with a valid city address and a driver's license (or equivalent form of identification) with the same valid city address.

Dog owners must also provide photocopies of current rabies and distemper vaccination records and a City of Pittsburgh dog license. Cat vaccination records are optional for approval but shots will otherwise be administered at the time of the procedure at owner's expense.

**PLEASE PRINT CLEARLY**

Date of Application: \_\_\_\_\_

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: **Pittsburgh** Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work/Cell: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Gender, number, and age(s) of animal(s) you would like included for the Spay/Neuter program\***

Male Dog(s) \_\_\_\_\_ Age (s) \_\_\_\_\_ Female Dog(s) \_\_\_\_\_ Age(s) \_\_\_\_\_

Male Cat(s) \_\_\_\_\_ Age (s) \_\_\_\_\_ Female Cat(s) \_\_\_\_\_ Age(s) \_\_\_\_\_

*\*Please note that there is a pet limit of five animals per City household*

**Please attach the following photocopies:**

- \_\_\_\_\_ Two bills with a valid city address
- \_\_\_\_\_ Driver's license or equivalent form of identification with a valid city address
- \_\_\_\_\_ Vaccination records
- \_\_\_\_\_ Valid City of Pittsburgh dog license

**Please rank your preference (1<sup>st</sup> and 2<sup>nd</sup>) for which organization you would like to go to for services:**

- |                                  |  |
|----------------------------------|--|
| _____ Animal Friends             | 562 Camp Horne Road, Pittsburgh, PA 15237  |
| _____ Humane Animal Rescue East  | 6926 Hamilton Avenue, Pittsburgh, PA 15208 |
| _____ Humane Animal Rescue North | 1101 Western Avenue, Pittsburgh, PA 15233  |

➤ Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Mail this application, along with the required documentation to:**

City of Pittsburgh, Animal Care and Control, 51 1/2 29th Street, Pittsburgh, PA 15201

Once approved by the City of Pittsburgh, Spay/Neuter participating organizations will contact you based on availability to schedule your surgery (DO NOT CONTACT DIRECTLY).

WILLIAM PEDUTO  
MAYOR



WENDELL D. HISSRICH  
DIRECTOR

CITY OF PITTSBURGH  
**DEPARTMENT OF PUBLIC SAFETY**  
CITY-COUNTY BUILDING

September 15, 2021

Michael E. Lamb, Controller  
City-County Building  
414 Grant Street  
Pittsburgh, PA 15219

RE: Bureau of Animal Care & Control Performance Audit

Dear Controller Lamb:

Thank you for sharing the results from your performance audit of the Bureau of Animal Care & Control and providing the Department of Public Safety with the opportunity to respond to your recommendations. Please find these responses below. While some of your concerns with Animal Care & Control would require significant long-term planning and investment to address, we will take these under consideration as best we can and will always continue to strive towards providing more efficient, responsive, and capable service to the citizens of Pittsburgh.

**RECOMMENDATION 1:**

If continued attempts to change the website number are ineffective, AC&C administration should enlist help from the mayor's office by asking them to send a letter to the website provider requesting that they remove the City's phone number.

**RESPONSE:**

Agree. This website distracts the bureau from fulfilling its obligations to the City and fails to provide accurate information to its users.

**RECOMMENDATION 2:**

AC&C supervisor and the administrative coordinator should check each other's work after inputting information from the daily activity report to the activity report spreadsheet.

**RESPONSE:**

Agree.

**RECOMMENDATION 3:**

AC&C administration should work with the Department of Innovation and Performance (I&P) to learn Excel shortcuts that would be useful to their needs.

**RESPONSE:**

Agree. AC&C is always open to useful training opportunities.

**RECOMMENDATION 4:**

AC&C administration should work with I&P to have a “last modified” category added to the advise report database system filter function. Adding this feature will help speed up the incident search process especially as more data gets added to the system over the years.

**RESPONSE:**

Agree. We will consult with I&P to attempt to have this feature added.

**RECOMMENDATION 5:**

City departments I&P and the Office of Management and Budget (OMB) should work to purchase one software system for AC&C that integrates all AC&C’s databases and spreadsheets into one. Or, the administration, should contact I&P to use one of the other software systems already used by the city. The software system should allow all AC&C staff in the field and in the office to input data, search and generate reports.

**RESPONSE:**

Agree and in progress. This is a high priority for Public Safety. We have been working with OMB to obtain funding for a new software system in 2022, and we have been working with I&P to draft a request for proposal to ensure a suitable system is selected.

**RECOMMENDATION 6:**

AC&C administration should be proactive and keep writing a formal letter to HAR requesting the list of animal rescues or sanctuaries they use for farm and exotic animals. For example, there is a local rescue place for abandoned pigs called Pittsburgh Squealers that will take care of pot belly pigs that grow up and are no longer wanted by their owners.

**RESPONSE:**

Agree. We concur that it is necessary to be continually aware of sanctuary options for farm and exotic animals.

**RECOMMENDATION 7:**

The AC&C administration should request that OMB bid out a contract to emergency veterinary hospitals in the area for the care of animal injuries and sicknesses that HAR no longer accepts. This would ensure that the city receives the best service for the lowest price.

**RESPONSE:**

Partially agree. There is only one emergency veterinary hospital in the area that meets AC&C’s needs and is within a reasonable distance, and this hospital does provide a competitive rate for

service. We will discuss the feasibility of a contract with this hospital in order to ensure our relationship is within the bounds of City Code, provide cost certainties, and enable legal protections to both entities.

**RECOMMENDATION 8:**

The AC&C administration should have officers report the times when they have trouble gaining access and leaving animals in the HAR garage and poor overall conditions exist. This is a violation of HAR's contract with the city. If this continues to be an ongoing problem, a letter should be sent to HAR explaining the situation and asking them to correct it. In future contracts, all non-contract compliance should have a monetary penalty assessed.

**RESPONSE:**

Partially agree and ongoing. AC&C officers do report to management when there are issues with the garage. HAR is normally able to address these issues in a timely fashion, so a monetary penalty would seem unnecessary.

**RECOMMENDATION 9:**

City administration should review all city ordinances relating to animals before entering into another professional service agreement with HAR. Non-compliance with the city code leaves the City and HAR open to possible lawsuits because the HAR contracted timeline to euthanize dogs and cats does not follow city law.

**RESPONSE:**

Partially agree. We are presently in consultation with the Law Department as there may be state laws that preempt City ordinance, hence the timeline alteration. To fully comply with all appropriate regulations may require amendment to City Code rather than a contractual solution.

**RECOMMENDATION 10:**

AC&C should document when they waive a city impound fee for city residents and document the reason why this decision was made.

**RESPONSE:**

Agree. This is necessary to maintain consistency and to ensure these waivers are being fairly granted.

**RECOMMENDATION 11:**

AC&C administration should contact OMB and the city law department to have the statement in the contract between AC&C and HAR stating that pet owners can pay the City animal impound fee directly to the City eliminated from any future contracts between both parties.

**RESPONSE:**

Agree and in progress, as the City is presently reviewing RFP responses for this contract and will be able to address this in the next professional services agreement.

**RECOMMENDATION 12:**

AC&C administration, Director of Public Safety and the Chief Executive Officer at HAR should continue to have meetings over the animal handling issues. A possible solution to the problem is to have animals removed by HAR personnel when AC&C delivers them.

**RESPONSE:**

Agree and ongoing. AC&C and HAR continue to discuss ways in which animal handling can be safely improved in mutually acceptable ways.

**RECOMMENDATION 13:**

The city administration should explore the advantages and disadvantages of building their own municipal animal shelter. The City owns a number of vacant properties, eliminating the cost barrier of obtaining land.

**RESPONSE:**

Agree. Construction of a City-owned animal shelter would alleviate many issues, but would be a massive financial commitment and take multiple years before becoming fully operational. Public Safety will discuss with Public Works regarding the feasibility of this project.

**RECOMMENDATION 14:**

AC&C administration should keep track of all animals returned to owners. This shows concern and care for animals and the public, and that concern should be documented and acknowledged.

**RESPONSE:**

Agree and ongoing.

**RECOMMENDATION 15:**

AC&C administration should keep track of larger wild animal sightings that pose danger to people and pets such as coyotes, bears, etc. in order to identify any increases in occurrences within the city. AC&C should post this information on their website, and, if deemed necessary, contact the local media to alert city residents in case safety precautions may be necessary.

**RESPONSE:**

Disagree. It is easy for this information to be distorted and exaggerated, causing unnecessary panic and increasing the risk of a dangerous interaction between the public and such wildlife.

**RECOMMENDATION 16:**

At the end of each month, the Department of Public Safety administration should require AC&C staff to check if the number of citations recorded in the activity report spreadsheet and citation database match.

**RESPONSE:**

Agree. We intend to fulfill this and all other recommendations that will help avoid recordkeeping errors.



**RECOMMENDATION 17:**

The City Law Department should investigate as to whether AC&C officers can enforce all animal laws under Title Six: Conduct-Article III of the City of Pittsburgh Code of Ordinances, instead of only Chapter 633. If a legal determination is rendered that the officers can issue citations under the entire City Code of Ordinances related to animals, a letter should be sent to all city district magistrates explaining this issue.

**RESPONSE:**

Complete. The State of Pennsylvania has informed the City that AC&C officers are only capable of enforcing Chapter 633 ordinances.

**RECOMMENDATION 18:**

AC&C administrators should keep track when officers monitor and inspect the homes of dangerous dogs making sure they comply with all aspects of dangerous dog law. Bi-annual inspections should be considered because about 50% of dangerous dog owners are moving out of the city and not notifying AC&C.

**RESPONSE:**

Agree. We will attempt to perform two inspections per year of such homes.

**RECOMMENDATION 19:**

AC&C administration should contact I&P to put information on the AC&C website to promote and educate the public on the Dangerous Dog Registry. A link to the information on the PDA website could also be placed on the AC&C page. This should encourage more dog bite victims to file dangerous dog petitions in court and help remove aggressive dogs from potentially attacking others in the future.

**RESPONSE:**

Partially agree. Due to the City having a separate registry than the State which does not overlap, there is a possibility this may only serve as a source of confusion. We will consider ways to clearly publish this information and consult with I&P if we believe we are able to do so.

**RECOMMENDATION 20:**

The AC&C administration should continue to inform residents if their missing pet is found deceased. This is a thoughtful and compassionate service that fosters good will for the city and its residents.

**RESPONSE:**

Agree and ongoing.

**RECOMMENDATION 21:**

The Department of Public Safety and the AC&C administration should make it a priority to investigate another means to store dead animals so the smell can be reduced or eliminated until they are taken to the landfill. One suggestion would be to invest in an incinerator or crematorium for animal disposal. This

would not only eliminate the animal laying around starting to smell but it would save time, gas and wear and tear of the truck that makes the trip back and forth to the dump.

**RESPONSE:**

Disagree. The cost and time savings of not traveling to a landfill would be offset by cost and time lost to fueling, maintaining, and operating the incinerator. Additionally, it is unlikely we would find an appropriate location since an incinerator creates significant amounts of fumes, smoke, and debris of its own.

**RECOMMENDATION 22:**

For statistical purposes, AC&C administration should require the information from the dead animal log be entered into the activity report spreadsheet. Officers keep track of the information, and it should be recorded.

**RESPONSE:**

Agree and ongoing.

**RECOMMENDATION 23:**

AC&C administration should contact I&P to update and remove the feral program from their organizational chart in the city's operating budget.

**RESPONSE:**

Partially agree. We will request that this chart be updated in future budget documents, but do not believe I&P is able to make these corrections for already published budget documents.

This concludes our responses. Again, we appreciate the opportunity for improvement presented by this audit and invite your office to continue evaluating our progress in providing enhanced service to the City of Pittsburgh.

Sincerely,



Wendell D. Hisrich  
Director

CC: Lee C. Schmidt, Assistant Director, Operations & Administration, Public Safety  
David W. Madden, Supervisor, Animal Care & Control  
Charles J. Showers, Department Business Administrator, Public Safety