



FY 2020 ANNUAL REPORT

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YEAR OF THE ALLIGATOR

In 2019, Frankie, a five-foot alligator, and his reptilian pals inspired this Wall Street Journal headline: ‘We Don’t Need Alligators in Pittsburgh’: Spate of Reptile Escapes Confounds Police.



MESSAGE FROM MADDEN

City of Pittsburgh Residents,

I am excited to share with you our annual report for the City of Pittsburgh's Bureau of Animal Care & Control. While the events of this year have undoubtedly shifted our operations, the AC&C Bureau has continued to operate 24 hours a day, even throughout the Stay at Home Orders and Advisories issued by Governor Wolf. Our AC&C Officers have their temperatures taken daily, always wear masks, and practicing social distancing to protect the residents of Pittsburgh and our team. Fortunately, so far, only one AC&C Officer has tested positive for COVID-19.

The Bureau of Animal Care & Control is composed of one Supervisor, 14 full-time Animal Care and Control Officers, and one Administrative Coordinator. We operate 24 hours a day and 365 days a year. We handle numerous calls daily involving City residents, their pets, stray animals, wild animals, and other types of calls (see **Highlights** on page 8). Our AC&C Officers have had many different types of training (see **Staff & Training** on page 6) that helps them interact with City residents, catch stray animals, and handle wild animals.

Our daily call volume has decreased due to the ongoing COVID-19 pandemic, but will start to increase when the warmer weather arrives. As always, we have been hard at work preparing to handle the increase in call volume during the busy season.

The AC&C Bureau will continue to provide the most professional and reliable service it can to all City of Pittsburgh residents.

Thank you,

David Madden
Animal Care & Control Supervisor

ABOUT SUPERVISOR MADDEN

Supervisor Madden has served as the Supervisor of the Bureau of Animal Care & Control since August 2016. He has served in various capacities in animal shelters, zoos, and animal care and control facilities across the country. Born in Pittsburgh, Supervisor Madden spent his childhood in Penn Hills and Churchill.

ABOUT US

MISSION

The Bureau of Animal Care and Control serves the residents of the City of Pittsburgh by providing care, control, education, and resolutions to situations involving domestic animals and wildlife.

SERVICES & PROGRAMS



Title Six Enforcement
Enforces Chapter 631 of the City of Pittsburgh Municipal Code



Stray Animal Collection
Catches stray animals, including loose dogs and cats without identification



Conflict Resolution
Mediates animal-related disputes between and among residents



Deceased Animal Removal
Picks up and disposes of deceased animals from public locations



Investigation Support
Aids humane investigations led by the District Attorney's Office and the police



Urban Wildlife Education
Attends community meetings and events to educate the public on urban wildlife

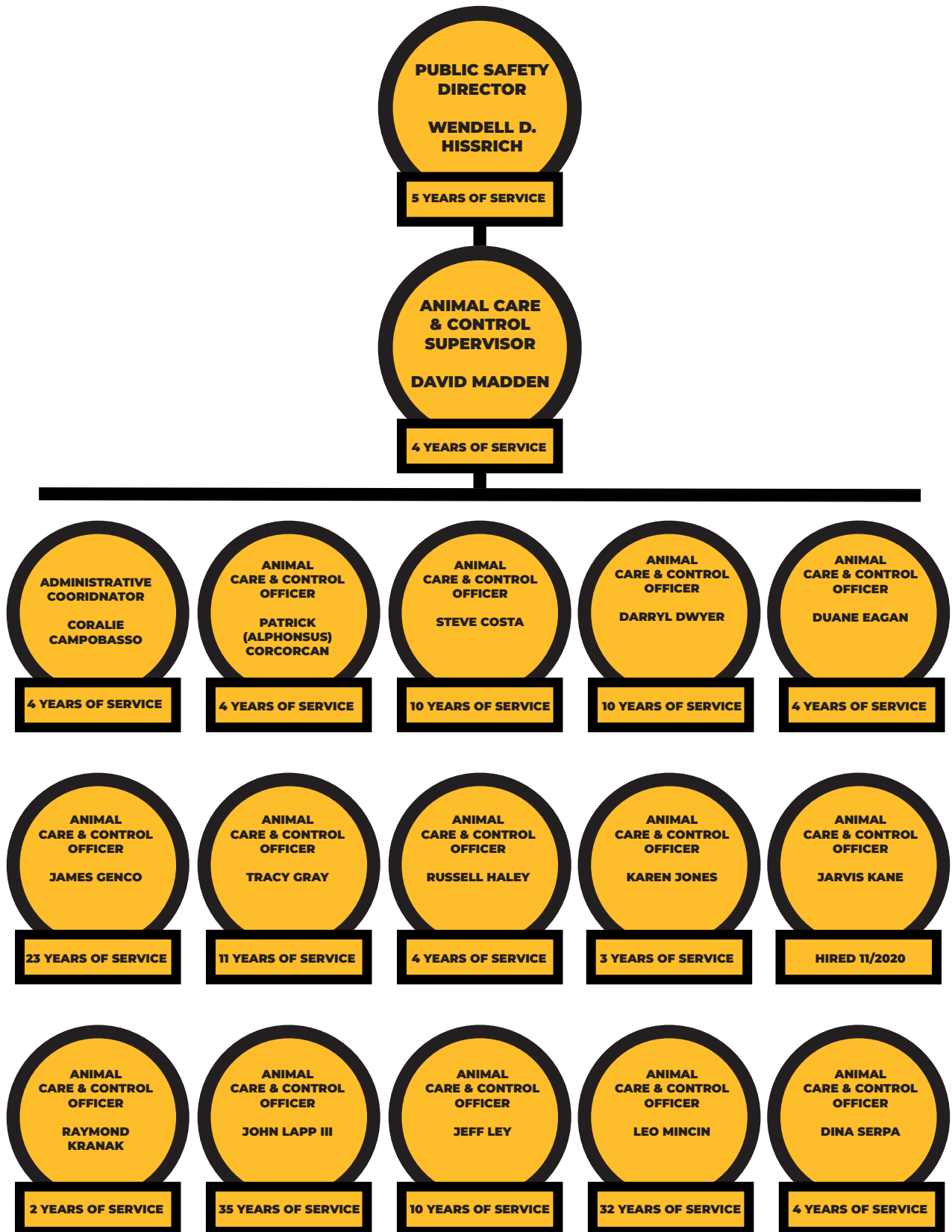


Spay/Neuter Program Management
Manages free spay/neuter program for low-income residents



Rodent Baiting Program
Manages rodent abatement requests from 311 by providing pet-safe baiting stations

ORGANIZATIONAL CHART



STAFF & TRAINING

IN ADDITION TO THE TRAINING OUR ANIMAL CARE & CONTROL OFFICERS GET ON THE JOB, OUR OFFICERS ALSO GO THROUGH EXTERNAL TRAINING TO EQUIP THEM WITH ESSENTIAL SKILLS FOR SERVING THE CITY OF PITTSBURGH.

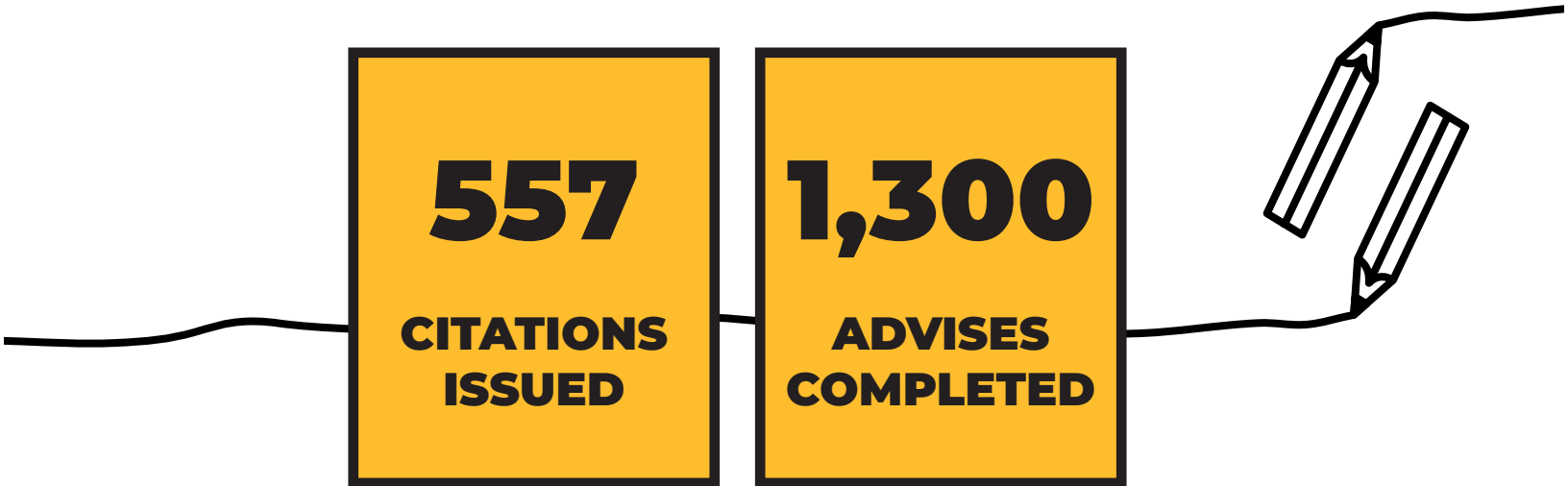
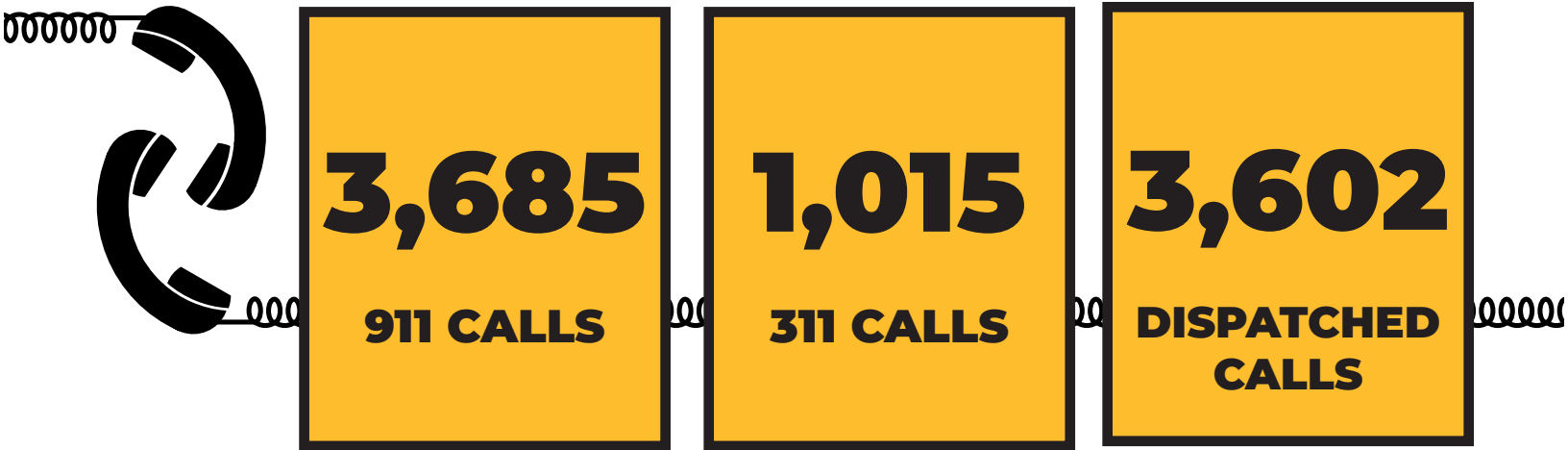
- ✓ **NATIONAL ANIMAL CONTROL ASSOCIATION (NACA) LEVEL 1**
As the industry standard certification for animal welfare personnel, NACA 1 provides 20 hours of instruction, activities, and exercises designed to equip animal care and control professionals with the skills they will need on a daily basis. Course topics include:
 - The link between animal and child abuse
 - Basic animal cruelty/neglect investigations
 - Disease recognition, control, and prevention
 - Safe handling and transport of dangerous dogs
 - Professionalism and ethics
 - Humane animal handling techniques
 - Basic animal nutrition
 - Search warrants and affidavits
- ✓ **SWIFTWATER RESCUE—LAND-BASED**
Officers are trained in land-based swiftwater rescue, a specialized water rescue technique for rescues involving moving bodies of water.
- ✓ **REPTILE HANDLING TECHNIQUES**
To reduce transmission of zoonotic diseases, Animal Care and Control Officers are trained to safely handle reptiles.
- ✓ **EXOTIC/ZOO ANIMAL HANDLING TECHNIQUES**
Taught by professionals at the Pittsburgh Zoo, this four-day course trains public safety personnel to respond to exotic and zoo animal incidents.
- ✓ **RAPTORS, FOWL, AND OTHER AVIAN HANDLING TECHNIQUES**
The Pittsburgh Zoo also trains our officers to handle various avians, including raptors and fowls.
- ✓ **VERBAL JUDO CRISIS INTERVENTION**
Officers receive verbal judo training, a communications tactic used to de-escalate tense situations.
- ✓ **WILDLIFE TRAINING**
Pennsylvania Game Wardens train Officers to respond to wildlife issues.
- ✓ **FIRST AID/CPR**
First Aid/CPR is a standard certification for animal care and control professionals.
- ✓ **ANIMAL CRUELTY, NEGLECT, AND HOARDING**
Officers are trained to respond to incidents involving animal cruelty, neglect, and hoarding to prioritize the safety of people and animals.
- ✓ **ASP BATON AND PEPPER SPRAY**
Pittsburgh Police Officers train our Animal Care & Control Officers on proper use of ASP batons and pepper spray.
- ✓ **HUMANE SOCIETY POLICE OFFICER**
Humane Society Police Officers are trained to enforce Section 5511 of the PA Crimes Code, which relates to animal cruelty. While a number of our officers have been trained as Humane Society Police Officers, they cannot be appointed without affiliation with a nonprofit.

STAFF & TRAINING

	NACA ACO I	SWIFTWATER RESCUE - LAND-BASED	REPTILE HANDLING	EXOTIC/ZOO	RAPTOR/ FOWLS/OTHER AVIANS	VERBAL JUDO	FIRST AID/CPR	WILDLIFE	CRUELTY/ NEGLECT/ HOARDING	ASP BATON/ PEPPER SPRAY	HUMANE POLICE OFFICER
ALPHONSUS CORCORAN	✓	✓	✓	✓	✓		✓	✓	✓		✓
STEVE COSTA	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
DARRYL DWYER	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DUANE EAGAN		✓	✓	✓	✓		✓	✓	✓	✓	
JAMES GENCO	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
TRACY GRAY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
RUSSELL HALEY		✓	✓	✓	✓		✓	✓	✓		
KAREN JONES	✓	✓	✓	✓	✓		✓	✓			✓
JARVIS KANE*											
RAYMOND KRANAK*								✓			
JOHN LAPP III	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
JEFF LEY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
LEO MINCIN	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
DINA SERPA	✓	✓	✓	✓	✓		✓				✓

*OFFICERS KANE AND KRANAK ARE THE NEWEST MEMBERS OF THE ACC TEAM

HIGHLIGHTS

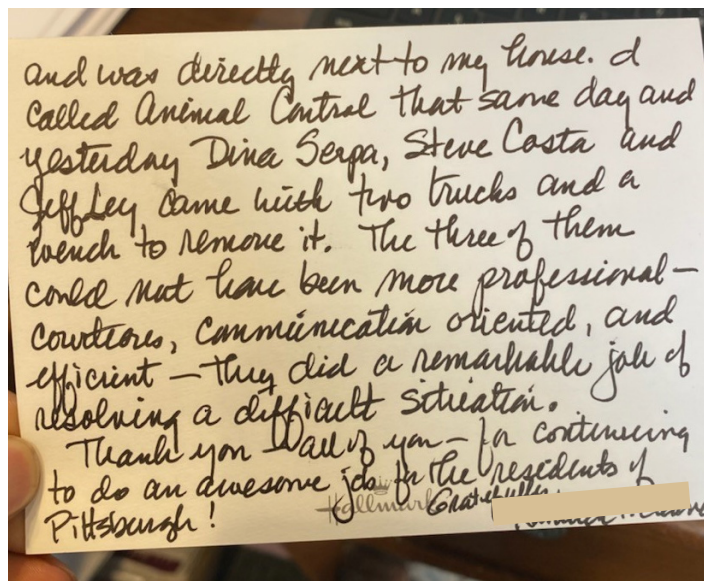


HIGHLIGHTS



OFFICERS JEFF LEY AND STEVE COSTA RESCUED SEVEN DUCKS FROM HIGHLAND PARK. THE DOMESTICATED DUCKS, WHO WOULD NOT HAVE BEEN ABLE TO SURVIVE ON THEIR OWN, WERE TAKEN TO HUMANE ANIMAL RESCUE.

A PITTSBURGH RESIDENT SENT THIS CARD PRAISING ANIMAL CARE & CONTROL OFFICERS DINA SERPA, STEVE COSTA, AND JEFF LEY TO MAYOR PEDUTO IN OCTOBER. WE STRIVE TO PROVIDE THIS LEVEL OF SERVICE TO ALL OUR RESIDENTS.



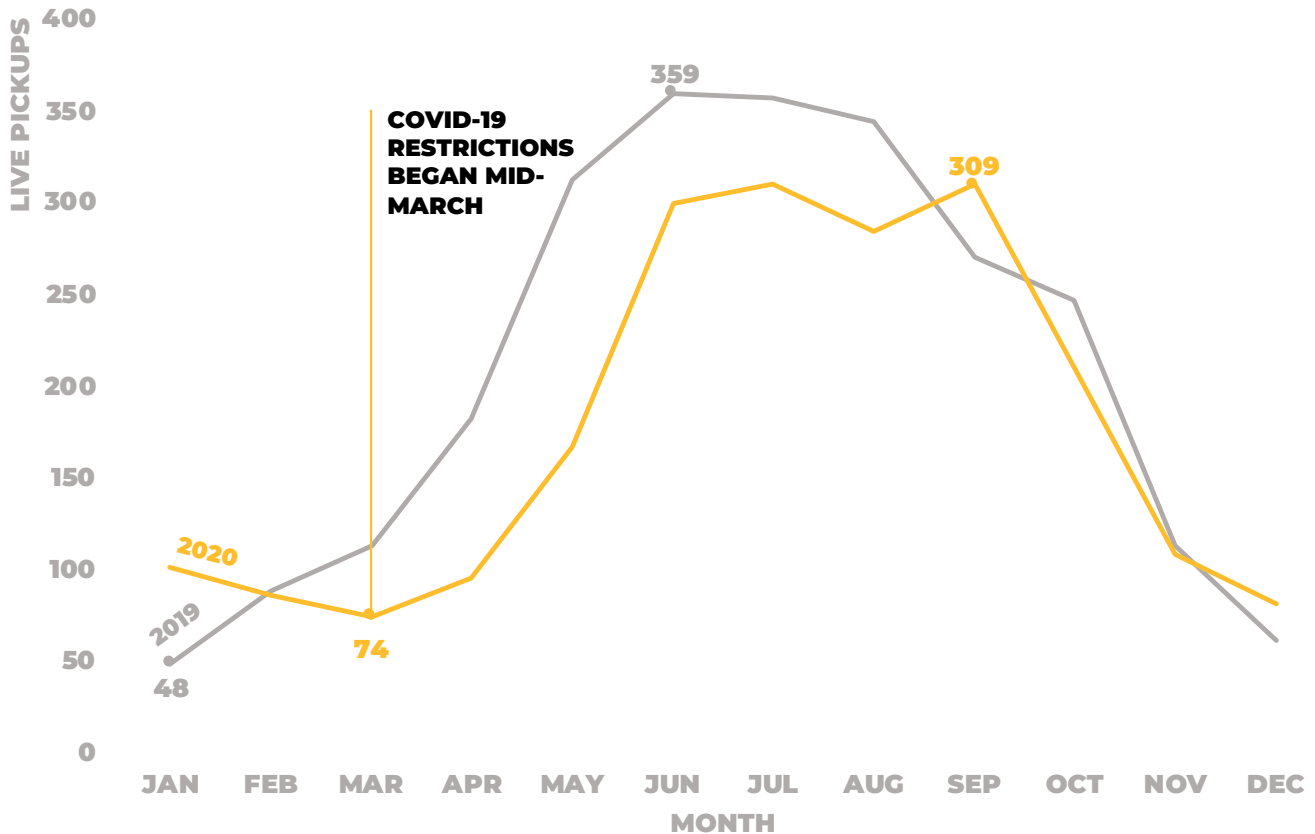
OFFICER DINA SERPA SNAPPED THIS PHOTO OF A BULLDOG AND HER PUPPIES. THE BULLDOG WAS RESCUED DAYS BEFORE CHRISTMAS AND GAVE BIRTH TO THE NINE BULLDOG/ROTTWEILER MIXES VIA AN EMERGENCY C-SECTION AT THE PVSEC*.

*PENNSYLVANIA VETERINARY SPECIALTY AND EMERGENCY CENTER (PVSEC)

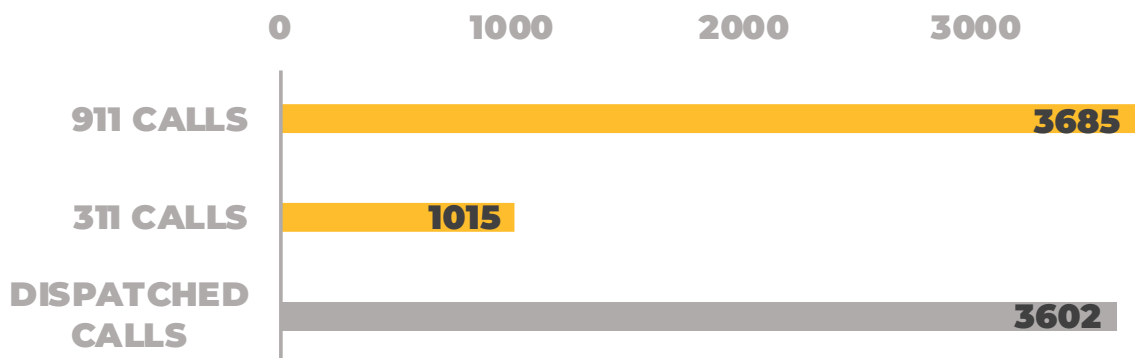
A YEAR IN REVIEW

Our 2020 review would be incomplete without addressing the COVID-19 pandemic. While much of the workforce across the United States transitioned to working from home, our Animal Care & Control Officers have worked in the field throughout the pandemic, maintaining service levels without interruption.

RATES OF LIVE ANIMAL PICKUPS HAVE NORMALIZED AFTER A DROP THAT CORRESPONDED WITH THE INITIAL SHUTDOWN IN PENNSYLVANIA



REQUESTS FOR SERVICE WERE PRIMARILY MADE VIA 911 RATHER THAN THROUGH 311, WITH TOTAL DISPATCHES DOWN BY 221 FROM 2019



LOOKING BACK

PROVIDED ADDITIONAL TRAINING FOR ANIMAL CONTROL OFFICERS

While the COVID-19 pandemic limited opportunities for training, we were able to send Animal Care & Control Officer Karen Jones to Humane Police Officer Training in Fall 2020.

CONTINUED RESEARCHING THE PURCHASE OF A DART GUN

Due to the costs of training and equipment associated with a dart gun, Supervisor Madden has concluded that purchasing a dart gun would be cost-prohibitive.

PURCHASED AN ADDITIONAL DEAD ANIMAL TRUCK

Ordered in 2020, Animal Care & Control will be receiving a new dead animal truck in 2021 to improve response times and better serve the residents of Pittsburgh. While a live animal truck was also under consideration, that request has been placed on hold due to the financial losses from the COVID-19 pandemic.

REACHED FULL STAFFING LEVELS

In November, we brought on Animal Control Officer Jarvis Kane. With 14 Animal Care & Control Officers, we will be at full staffing levels going into 2021.

MOVING FORWARD

EXPLORE LONG-TERM OPTIONS FOR ANIMAL DETENTION SERVICES

We bring in over 1,200 stray animals per year, many of which are taken to Humane Animal Rescue. Humane Animal Rescue agreed to continue providing detention services to the City of Pittsburgh through 2021, but have indicated that they do not intend to continue into 2022 and beyond. Options include contracting with other service providers or investing to build a City facility. A City-operated shelter would also offer an opportunity for Animal Control Officers to become certified Humane Police Officers.

PROVIDE ADDITIONAL TRAINING FOR ANIMAL CONTROL OFFICERS

As we continue to adjust our services during the COVID-19 pandemic, we are planning for post-COVID operations, including additional training for our officers. We are planning to have Animal Care & Control Officers Duane Eagan, Russell Haley, and Ray Kranak complete NACA I training while also sending two to three Officers to Humane Police Officer Training.

CONTINUE SUPPORTING THE CONTROLLER'S PERFORMANCE AUDIT

The Controller's Office began their performance audit of Animal Care & Control in 2020. We continue to assist them as they conduct their audit and look forward to their recommendations.



ACKNOWLEDGMENTS

Thank you to Mayor Bill Peduto, Chief of Staff Dan Gilman, and all our Councilpeople who continue to support the work of the Bureau of Animal Care & Control. Special thanks to the residents and visitors of the City of Pittsburgh. We are proud to serve you.

ANIMAL CARE & CONTROL

David Madden
Coralie Campobasso
All of our dedicated Animal Care & Control Officers

DEPARTMENT OF PUBLIC SAFETY

Wendell Hissrich
Zoë Burch
Keeley Tague