



**Animal Care & Control Annual
Report 2023**

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MESSAGE FROM MADDEN

City of Pittsburgh Residents,

I am excited to share with you our annual report for the City of Pittsburgh Bureau of Animal Care and Control. The AC&C Bureau continues to operate 24 hours/day and 365 days/year including all holidays. The AC&C Bureau consists of one Supervisor, 15 full-time Officers and an Accounting Specialist. We have AC&C Officers out in The City of Pittsburgh on the following work shifts:

1. M-F: 7am-3pm & 3pm-11pm
2. Weekends: 9am-5pm
3. Holidays: 8am-4pm
4. Dead Animal Removal: M-Saturdays 7am- 3pm including holidays. We do not operate our dead animal removal service on Sundays.
5. On-Call service operates during the hours after the work shifts are done.
6. Our office hours are M-F from 7am-3pm, excluding holidays.

Thank you,

Dave Madden

Animal Care and Control Supervisor

City of Pittsburgh

Department of Public Safety

MISSION



The mission of the AC&C Bureau is to serve the City of Pittsburgh residents by providing care, control, education and resolutions to situations dealing with domestic animals and wildlife.

Our AC&C officers handle numerous calls daily involving City residents, their pets, stray domestic animals, wild animals and other types of calls. Our AC&C Officers have had many different types of training (see page 7) that helps them interact with City residents, catch stray animals and handle wild animals.



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

ABOUT US

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
Assists residents with rodent abatement by providing pet-safe baiting stations

**PUBLIC SAFETY
DIRECTOR**
LEE SCHMIDT

2 YEARS OF SERVICE

**ANIMAL CARE
& CONTROL
SUPERVISOR**
DAVE MADDEN

7 YEARS OF SERVICE

**ACCOUNTING
SPECIALIST**
**CORALIE
CAMPOBASSO**

7 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

LEO MINCIN

45 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

TRACY GRAY

15 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

DARRYL DWYER

12 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

JEFF LEY

12 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

STEVE COSTA

11 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

DUANE EAGAN

7 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

DINA SERPA

7 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

KAREN JONES

6 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

RAYMOND KRANAK

5 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

MARCUS JOHNSON

2 YEARS OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

AARON YOUNG

1 YEAR OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

PATRICK FOLEY

1 YEAR OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

JOSHUA BANE

1 YEAR OF SERVICE

**ANIMAL
CARE & CONTROL
OFFICER**

ETHAN DAVIS

1 YEAR OF SERVICE

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.

2023 HIGHLIGHTS FOR THE CITY OF PITTSBURGH ANIMAL CARE AND CONTROL BUREAU

Mayor Ed Gainey and his Chief of Staff Jake Wheatley did a ride along with AC&C Officer Darryl Dwyer on 8/17/2023. It was the first time in a long time that a Mayor of Pittsburgh had wanted to do a ride along with the AC&C Bureau. Mayor Ed Gainey rode in the same live animal truck with AC&C Officer Dwyer while his Chief of Staff Jake Wheatley was in a separate car following them. They got to observe 2 other AC&C Officers performing various animal related jobs including catching a sick raccoon from under a set of steps for a local business, removing a nuisance raccoon from a wild animal humane trap and to see how these 2 AC&C Officers handled a potential cat hoarding situation.

This year, AC&C Officers and my Accounting Specialist offered to attend various community meetings and a few of Mayor Ed Gainey’s “City in the Streets” Events. They believed that it was important for them to interact with various community residents on an informal basis. This way they could inform the residents at these various meetings their job duties, answer any questions and provide information about the Spay/Neuter and Rodent Baiting Programs. The feedback from the residents has been very positive. AC&C Staff will continue to attend community meetings and “City in the Streets” events in the future.





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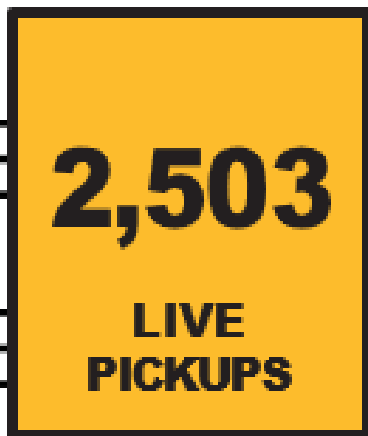
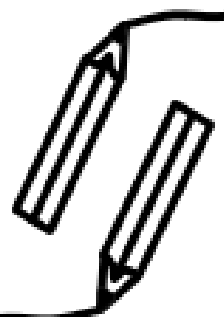
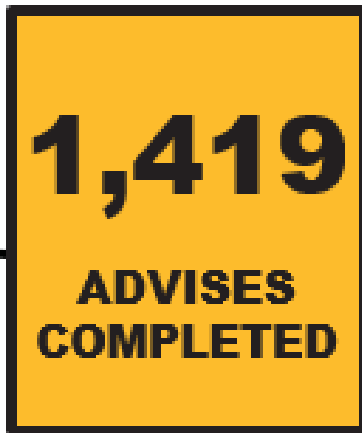
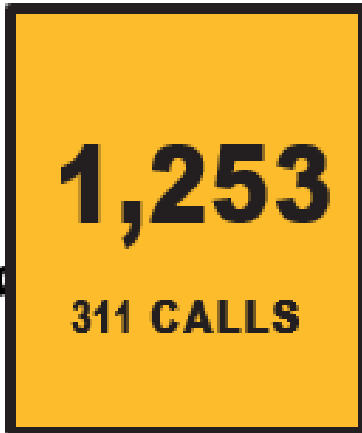
Streets" events in the future.

I worked with Police Officer Christine Luffey and Shannon Dickerson from Humane Action Pittsburgh (HAP) to create and videotape 4 Public Service Announcements (PSA) regarding the following animal related topics:

- *Love Your Wild Neighbor*
- *Baby Fawns in Pittsburgh*
- *Coyotes in Pittsburgh*
- *How to be a Responsible Pet Owner*

We received two new live animal trucks this year and each one came with an extended king cab. This additional room inside the king cabs of these two new trucks gives AC&C Officers more space to store equipment and to add computer mounts. These are also our first new trucks to have power windows and locks, which makes the AC&C Officers very happy. My plan is to continue ordering new live animal trucks with extended king cabs as long as they fit within my annual budget.

BY THE NUMBERS



CALLS RECEIVED

	2022 Total	2023
311	1,090	1,253
911	3,221	3,944
Phone, dispatched	4,003	4,175
Phone, non-dispatched	7,489	7,634

HUMANE ANIMAL RESCUE INTAKE

	2022 Total	2023
Dogs	676	710
Cats	278	375
Other small pets	8	28
Wildlife Center	85	50

WILD ANIMAL INTAKE TRAPPED/INJURED/INSIDE BUILDING

	2022 Total	2023
Raccoons	527	755
Groundhogs	195	241
Opossums	99	152
Skunks	25	54
Bats	18	24
Squirrels	18	15

DECEASED ANIMAL RECOVERY HOME/STREET

	2022 Total	2023
Cats	205	207
Dogs	96	64
Deer	449	575
Raccoons	457	477
Groundhogs	334	359
Other	698	672

SPAY & NEUTER PROGRAM

Humane Animal Rescue of Pittsburgh		
	2022	2023
Dog Spay	55	75
Dog Neuter	71	74
Owned Cats	273	312
Feral Cats	63	47

Animal Friends		
	2022	2023
Dog Spay	26	37
Dog Neuter	32	37
Owned Cats	101	163
Feral Cats	211	229

RESIDENTIAL RODENT ABATEMENT PROGRAM

(For residential properties with fewer than four units)

	2022	2023
Stations placed	409	734*

*We sent 504 requests from 311 over in 2023 but many placements were eliminating a backlog from 2022.

LOOKING BACK SINCE OUR 2020 ANNUAL REPORT

A Performance Audit Review was performed on the AC&C Bureau back in October 2021. It contained several recommendations including buying our own software system that integrates all of our databases and spreadsheets (we are hoping to have this new software up & running soon in 2024), expanding our Veterinary Services for injured and/or sick domestic stray animals (we have had a contract with the Pittsburgh Veterinary Specialty & Emergency Center since 2020), and to explore the possibility of The City of Pittsburgh to build its own animal resource center (we will be conducting a feasibility study in 2024 to answer this question).



Many AC&C Officers have left the AC&C Bureau for varying reasons since 2020 including: J. Lapp who retired and had the highest Seniority, R. Haley & R. Stettner transferred to other city departments and A. Corcoran recently entered the Pittsburgh Police training class in November 2023. We have been lucky to hire several new AC&C Officers including M. Johnson, A. Young, P. Foley, J. Bane, and E. Davis. We currently have 14 fulltime AC&C Officers, and we are in the process of hiring our 15th fulltime AC&C Officer.

AC&C purchased 18 lockers and had them installed in their 2nd office for the Officers to have some place to store their equipment & uniforms instead of their car trunks.

We updated our Title Six, Article III Animal Laws pamphlet to include the following animal laws: 633.20-Dangerous Dogs, 633.24-Authority for Public Safety Officials to Enter a Vehicle to protect the Health and Welfare of an Animal Contained within, 633.25-Declawing of Cats: Prohibited Procedures and Conduct and 636.06- Prohibiting the Capture and Harm of any Wild or Non-Domesticated Birds. We also added a link to our website under the title: Title Six: Conduct- Article III that lists all animal laws since our pamphlet is too small to fit all of them.

LOOKING AHEAD FOR 2024



Animal Care & Control will be implementing a new comprehensive software system for the department in 2024. The Open Innovation Plans' *Petlogix* software will allow the real-time exchange of data including details on reported incidents, actions taken, and outcomes, so personnel on the road and at base can access the most up-to-date information on each situation.

Data in the system will allow for statistics compilation and filtering by type of services, responding officers, dates, animal species, geographic locations, and more. Reports can be created using these filters and will replace several of the current paper forms ACC uses such as daily call logs, dispatch logs, bite reports, shelter submissions, wildlife intake, and deceased animal pickup records. Data generated in the current *ACC Mobile* software which is

used for complaint reports will be consolidated into the new system.

At present, ACC intends to have the software eventually integrate with the city's *Computronix* system for citations and the dog licensing system under Treasury. We will be starting a feasibility study in 2024 to find out if The City of Pittsburgh should build its own animal resource shelter. This was a recommendation from the 2021 Performance Audit Review of the AC&C Bureau and Mayor Ed Gainey has voiced his approval for this study to be conducted.

Most of the professional training classes for AC&C Officers were moved to online during the Covid-19 epidemic and due to the popularity of these classes they continue to only be offered as online classes. AC&C Officers will start attending some of these week-long classes starting soon in 2024.

We are working on having computer stands installed in all eight of our animal trucks so AC&C Officers can start using laptops to enter the required information our new software system needs to complete their various calls. In the past, the Officers had been using their work cell phones, but our new software system requires way more information to be entered, which is why they will need to start using laptops.

