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**Goal: PUBLIC SAFETY****Desired Community Condition(s)****Domestic animals are responsibly cared for and provided safe and healthy home environments.****Program Strategy:ALBUQUERQUE ANIMAL CARE CENTER**

56504

Protect citizens from annoyance and injury from animals and to protect animal cruelties, abuse or neglect by citizens.

**Department: ENVIRONMENTAL HEALTH****Service Activities**

Albuquerque Animal Care Center

Dead Animal Pickup

**Strategy Purpose and Description**

Mission: (1) To provide animal services to enhance the health and welfare of both the citizens of Albuquerque and all owned, lost or stray animals within the community. Commonality of purpose: Public Safety is the primary purpose of ASD. The citizens of Albuquerque must be protected from the deleterious affects of the overpopulation of animals, such as, diseases transmitted from stray and wild animals to family pets, transmittal of diseases from pets to humans, animal bites, odors and noise. Customers: State Law mandates that the citizens be provided protection from the deleterious affects of animals and the diseases, which they transmit. Likewise, it is also mandated that animals be afforded certain rights of protection from human action or inaction affecting their well-being. Conditions: Due to irresponsible pet ownership and uncontrolled breeding, there is a significant overpopulation of dogs and cats in Albuquerque, many bite cases, many barking dog complaints and many lost pets. In addition, animals are mistreated, abandoned and maintained in inadequate conditions. Conditions addressed: To address the conditions we must enforce the City Animal Ordinance and disease monitoring and enhance Chameleon data system, employee-training initiatives, volunteer and public outreach, facility maintenance and veterinary and animal care.

**Changes and Key Initiatives**

1. Immediate and ongoing implementation of HSUS report recommendations, including staff training, purchase of additional medications and animal handling equipment and supplies.
2. Complete the systemic and sustainable reorganization of the Division inclusive of all policies and procedures, utilizing the TQM process with assistance of OMB.
3. Conversion of the Chameleon Database from Oracle to SQL server. This conversion is expected to enhance many purposes and functions of field, shelter, dispatch, data entry, office, licensing and fee collection.
4. Conditions: Citizen response time is less than desired. Animal Services Facilities hours of operation are limited due to current resources. Basic field and office operations are being performed. Animal care is less than acceptable.
5. Completed conversion of the Chameleon Database system from Oracle to SQL server.
6. Enhanced the web page including placing impounded animals on the web to reunite lost pets with their owners.
7. Revised the Adoption policies and procedures to promote efficiency and effectiveness.
8. Developed sustainable volunteer programs and training.
9. Developed and implemented the Animal Rescue Policy to promote more adoptions through Rescue Group assistance.
10. Acquired the assistance of a Not-for-Profit corporation (Kennel Kompadres) to provide financial and logistical support.
11. Acquired an Animal Ambassador (Smiley) dog to assist in Public Outreach, marketing and PR.
12. Developed and implemented an increased fee structure.
13. Implemented the low income spay/neuter program.

**Input Measure (\$000's)**

2001	110	110 GENERAL FUND	4,001
2002	110	110 GENERAL FUND	4,001
2003	110	110 GENERAL FUND	3,754
2004	110	110 GENERAL FUND	4,153
2005	110	110 GENERAL FUND	5,729
2006	110	110 GENERAL FUND	6,284

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<b>Strategy Outcome</b>	<b>Measure</b>	<b>Year</b>	<b>Project</b>	<b>Mid Year</b>	<b>Actual</b>	<b>Notes</b>
<b>Citizens are safe from animals</b>	<b># of bite reports</b>	2002	tbd		931	621 dog bites calls for service

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2003	900		850	<i>dog bites calls for service:2,548</i>
2004	825		976	<i>dog bites calls for service: 2,541</i>
2005	950	436	877	
2006	950			

<b>Strategy Outcome</b>	<b>Measure</b>	<b>Year</b>	<b>Project</b>	<b>Mid Year</b>	<b>Actual</b>	<b>Notes</b>
<b>Animals are well cared for</b>	<i># of animal neglect and abuse cases</i>	2002	tbd		12	<i>Neglect citations: 8 Abuse citations: 4 Neglect calls for service: 565 Abuse calls for service: 76</i>
<b>Animals are well cared for</b>		2003	10		6	<i>Neglect citations: 5 Abuse citations: 1 Neglect calls for service: 1,968 Abuse calls for service: 246</i>
<b>Animals are well cared for</b>		2004	6		24	<i>Neglect citations: 22 Abuse citations: 2 Neglect calls for service: 2,496 Abuse calls for service: 241</i>
<b>Animals are well cared for</b>	<i># of animal neglect and abuse investigations</i>	2005	tbd	1,613	2965	<i># reflect investigations of Neglect, Gross Neglect, Malicious Cruelty</i>
		2006	2,600			

<b>Strategy Outcome</b>	<b>Measure</b>	<b>Year</b>	<b>Project</b>	<b>Mid Year</b>	<b>Actual</b>	<b>Notes</b>
<b>To reduce the number of impounds in relation to the human population</b>	<i># and % of animals impounded in proportion to the human population.</i>	2001			0.0412	<i>23,185/562,375-county pop.</i>
		2002	22,500		0.0419	<i>23,995/572,597</i>
		2003	22,500		0.0417	<i>24,263/581,442</i>

2004	22,500	0.0468	27,592/589,001
2005	22,500	30737	'05 bernco pop. 595,954
2006	22,500		

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
		2004	-			ewp

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**Goal:****PUBLIC SAFETY****Parent Program Strategy:** ALBUQUERQUE ANIMAL CARE CENTER**Department:** ENVIRONMENTAL HEALTH**Service Activity:** Albuquerque Animal Care Center**5680000****Service Activity Purpose and Description**

The purpose is to pick-up of stray animals, investigate animal bites and complaints, issuance of permits, assist APD on emergency requests, public education, provide health check examination and vaccination for incoming animals; provide food, water, exercise and clean kennels; assist the public by receiving and releasing animals; perform euthanasia and transporting animals to and from spay/neuter clinic; assist the public with adoptions, reclaims, public information/relations; provide telephone services, accounting services, record maintenance, radio dispatch and volunteer coordination.

The customers are animals, citizens, businesses and other animal care agencies.

Conditions: Citizen response time is less than desired, and Animal Services Facilities hours of operation are limited due to current resources. Basic field and office operations are being performed.

**Changes and Key Initiatives**

Train-the-trainer training for some Animal Services Officers; training modules now being implemented.

Animal Services expects to utilize the increased capability of the Chameleon Database system to enhance many purposes and functions of field, shelter, data entry, office, licensing and fee collection.

Continued assessment and reorganization of the Animal Services Division is expected to enhance service to the public, enhance employee moral and provide for better animal care.

Initiative to develop and implement strategies for surveillance of Bio-Diseases utilizing stray dogs and cats as sentinel species to detect disease in advance of human exposure.

**Input Measure (\$000's)**

2002	110	110 GENERAL FUND	3,897
2003	110	110 GENERAL FUND	3,655
2004	110	110 GENERAL FUND	4,066
2005	110	110 GENERAL FUND	5,622
2006	110	110 GENERAL FUND	6,167

**Strategic Accomplishments**

FY/02: Initiated the assessment and processes for reorganization of the Animal Services Division utilizing the TQM process for effective and sustainable change.

FY/02: Implemented most applicable HSUS report recommendations.

FY02: Initiated the conversion of the Chameleon Database system from Oracle to SQL server for enhanced capability.

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<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Number of animals that are impounded	2002	22,500		23,995	
	2003	22,000		24,263	
	2004	22,000		27,592	
	2005	30500	15,172	30737	
	2006	28,000			

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<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Number of animals that are microchipped	2001			5,000	

Number of animals that are microchipped	2002	5,000		
Number of animals that are microchipped	2003	5,500		
	2004	5,500		
	2005	5,500	4,206	8738
	2006	7,000		

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Total number of animals adopted or reclaimed	2001			6,726	
Total number of animals adopted or reclaimed	2002	7,489		6,968	Adopted: 4,836; Reclaimed: 2,132
	2003	7,489		8,192	Adopted: 6,081; Reclaimed: 2,, 111
	2004	7,489		9,453	Adoptions: 7,001; Reclaims:2,452
	2005	7,489	5,382	12912	adopted-3,899 reclaimed-1,483  2005 Number are for "Live Exits" which include the following. ADOPTION 7968 Change of Heart 97 RECLAIM 3060 RELEASE 1188 TRANSFER 599
	2006	8,500			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of spay/neuters	2004	tbd		4,059	Animal Care Center began Spay/Neuter this year
	2005	tbd		824	
	2006	tbd			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of animals euthanized	2002	15,000		15,292	
	2003	14,500		14,254	
	2004	14,000		14,757	
	2005	15,000	8,136	15979	
	2006	14,000			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of barking citations	2002	tbd		58	607 complaints
	2003	50		41	2,075 complaints
	2004	45		48	2,016 complaints
	2005	tbd	13	40	barking complaints-1,193

2006

tbd

*project 2,000 complaints*

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<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of calls for service	2002	tbd		22,981	
	2003	25,000		30,786	
	2004	35,000		37,568	
	2005	tbd	21,754	45013	<i>Calls for service include multiple activities to same location.</i>
	2006	38,000			

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<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
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**Goal:** PUBLIC SAFETY  
**Parent Program Strategy:** ALBUQUERQUE ANIMAL CARE CENTER  
**Department:** ENVIRONMENTAL HEALTH

**Service Activity:** Dead Animal Pickup 5681000

**Service Activity Purpose and Description**

The purpose is to pickup dead animals from city streets, residences, veterinarian clinics and our shelters.

Customers are citizens, businesses and other animal care agencies.

Pickups are occurring within 24 hours of initial request.

It is essential to remove dead animals before disease causes a problem.

**Changes and Key Initiatives**

City has continued to grow in both human and animal population, as well as patrol area.

A new animal disposal vehicle is on order. Drivers will scan all dead animals for possible microchip, in order to notify the owner

**Input Measure (\$000's)**

2002	110	110 GENERAL FUND	104
2003	110	110 GENERAL FUND	99
2004	110	110 GENERAL FUND	87
2005	110	110 GENERAL FUND	107
2006	110	110 GENERAL FUND	117

**Strategic Accomplishments**

FY/01: To pick up dead animals (Provide 7 days/week coverage)

FY/02 (projected): Maintain full city coverage.

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Number of pick-ups of dead animals from veterinarian clinics, citizens, and streets.	2001			2,911	
	2002	2,620		623	
Number of pick-ups of dead animals from veterinarian clinics, citizens, and streets.	2003	2,620		2,828	
	2004	2,620		3051	
	2005	2,620	1,723	3021	Dead Animal Activities
	2006	2,800			