

Albuquerque Animal Welfare

ANIMAL WELFARE DEPARTMENTS ACCOMPLISHMENTS IN THE LAST FOUR YEARS

Under the leadership of Mayor Tim Keller's administration, the Animal Welfare Department (AWD) has implemented foundational improvements, including improving the Animal Control operations for both the animals and public safety.



Accomplishments include:

- Eliminated the backlog of calls about animal abuse and welfare.
 - Restructured the field division operations to maximize efficiencies for responding to calls.
 - Priority One-response times went from 60 minutes to an average of 23 minutes.
 - Public-safety training for Animal Protection Services Officers.
- Opening first Preventative Pet Care Clinic to offer services such as spay/neuter, vaccinations and microchipping to low and moderate-income pet owners.



Eliminated backlog of abuse and welfare calls

60%

Reduced priority 1 call wait by 60%



Mobile "We Care" mobile unit deployed

- Launch of Mobile "We Care" Community Pet Services to provide free preventative services to low and moderate-income pet owners

Animal Protection Services

- Animal Welfare's Animal Control division was recognized nationally as Agency of the Year for their hard work, commitment, and professionalism as public servants for the Albuquerque community.
- With the support from Mayor Keller and the Albuquerque City Council, pay for the officers was increased.
- Renamed Animal Control division "Animal Protection Services." The new title better represents the role Animal Protection Officers have in keeping the public and animals safe.



Established "Dog House" community supply program



Opened City's first Preventative Pet Care Clinic

20K

shelter volunteer hours in 2020



“The Preventative Pet Care Clinic is another step towards making Albuquerque an even more animal-friendly city. We’ve all seen the news that animal shelters across the state are full to the brim. Providing this access to preventative pet care regardless of income will help reduce overpopulation and empower families to stay healthy and safe.”

—Mayor Tim Keller



Community Resources

- Established a Dog House community outreach program for families who are lacking certain resources to meet standards of care for their pet.
- Launched a new program providing vouchers that cover the cost of spay/neuter surgeries at private veterinary clinics for the pets of low-income households.
- AWD issued out 54,333 microchips, completed 38,153 spay/neuter surgeries, and issued 3,443 vouchers spay/neuter from 2018 to October 4, 2021.
- Launched the “We Care” Community Pet Services Mobile Unit in 2020 to provide low-income and moderate-income Albuquerque residents with free preventive services for their pets. In support of the new initiative, Dennis Friends Foundation awarded a grant of \$300,000 to the Animal Welfare Department.
- AWD received a \$150,000, three-year grant from PetSmart Charities to open the Everyday Adoption Center, which is one of only twenty in the country. The Everyday Adoption Center has adopted out almost 2,000 animals since

its opening at the end of May 2018.

- Opened a Preventative Pet Care Clinic in 2021. The clinic is a public outreach veterinary facility in Albuquerque and offers spay/neuter services, vaccinations and microchipping to Albuquerque residents and in the future to our neighboring counties/ communities.



Facilities

- The shelter ended the ineffective low-compliance pet licensing program and saved the City valuable resources to increase community field officers presence.
- To enhance the lives of sheltered pets, the City was able to transform both the Eastside and Westside shelter’s play yards into modern spaces that provided an inviting, safe place where dogs can thrive physically and mentally.
- AWD hired a second behavior specialist to increase the ability to provide behavior training for the homeless pets in the shelter.

Volunteerism

- Restructuring of the volunteer program was an effort to provide more enrichment for the homeless pet population and streamline the on-boarding process.
- This year AWD and its 263 volunteers put in approximately 20,000 hours in support of the shelter’s programs.
- Over 520 foster parents registered 273,817 hours of personal in home pet care in 2020.

Emergency Foster Care

- Emergency Foster Care became a lifeline to AWD during COVID.
- 600 emergency foster applications were submitted in 2020.
- The individual love and care from the foster parents provided these pets an opportunity to flourish in a warm home environment, rather than in the shelter.

