

# ANIMAL CARE SERVICES



## 2011 ANNUAL REPORT

### LETTER FROM THE DIRECTOR



### ANIMAL CARE SERVICES

1136 Gatewood SW  
Albuquerque, NM 87105

Phone: 505-314-0280

Fax: 505-873-6709

E-mail: animal@bernco.gov

Great things are happening at Bernalillo County Animal Care Services.

I began my career as the Director of Animal Care Services in September of 2011. It has been rewarding, challenging and exciting as we, along with the County as a whole under the leadership of County Manager Tom Zdunek and the County Commission, continue to strive for excellence.

'Excellence' isn't always a word associated with government. More often we hear of waste, fraud and abuse. You will not hear those words at Animal Care Services.

In a previous life I worked as the Director of Animal Services for Caddo Parish in Shreveport, LA. I worked under the

leadership of Parish Administrator, Woody Wilson. He said something powerful to me that embodies the principles that will guide our department;

*"Just because we are a government entity does not mean that we cannot achieve excellence"*

In my almost 4 months we have seen a dramatic increase in both our effectiveness and efficiency.

Calls for service are dramatically up; primarily due to the initiative of the staff to look for concerns before they become problems.

We are working collaboratively with both the Legal Department and the Sheriff's Department on better procedures and col-

laborations that will continue to increase our effectiveness in the field.

We continue to seek out advanced training opportunities to insure that our staff is highly trained, capable and willing to handle any situation presented to them.

Animal Care Services is working diligently and is committed to developing a culture of accountability and service.

In 2011 we saw great things happening...in 2012 even better things are in store.

Sincerely,

Matthew C. Pepper  
Director, Animal Care Services



MISSION STATEMENT

Bernalillo County Animal Care Services is committed to providing the highest level of services and protection to both the citizens and the animals of our community by effectively and humanely enforcing the ordinances as they pertain to animal care and the public’s health, safety and welfare. We are dedicated to protecting the citizens of Bernalillo County from animal related injury and disease and further committed to protecting the animals we share our community with from abuse and neglect.



ANIMAL CARE SERVICES



Signs posted throughout Animal Care Services reinforce our commitment to our mission. This powerful statement is found not only throughout the office but on our web site and is engrained in everything we do.

ANIMAL CARE SERVICES IS A PART OF THE ... PUBLIC SAFETY DIVISION

Tom Swisstack
Deputy County Manager

ADMINISTRATION

Matthew Pepper
Director of Animal Care Services

Manuel Ruiz
Special Operations Coordinator

SUPPORT STAFF

Diane Beserra
Administrative Officer III

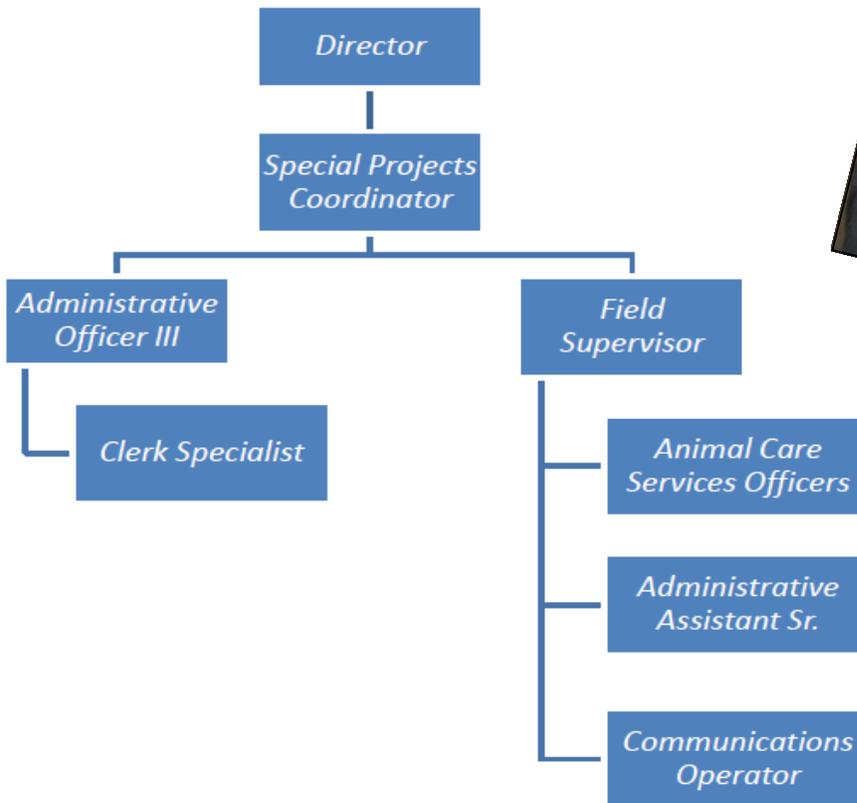
Nicole Wiggins
Administrative Assistant, Sr.

Vangie McLean
Communications Operator

VACANT
Clerical Specialist



## Bernalillo County Animal Care Services Organizational Chart



**ANIMAL  
CARE  
SERVICES**

### SNAPSHOT

Fiscal year 2012 operating budget: \$1,131,680

Number of employees: 18

Calls for service: 5,758

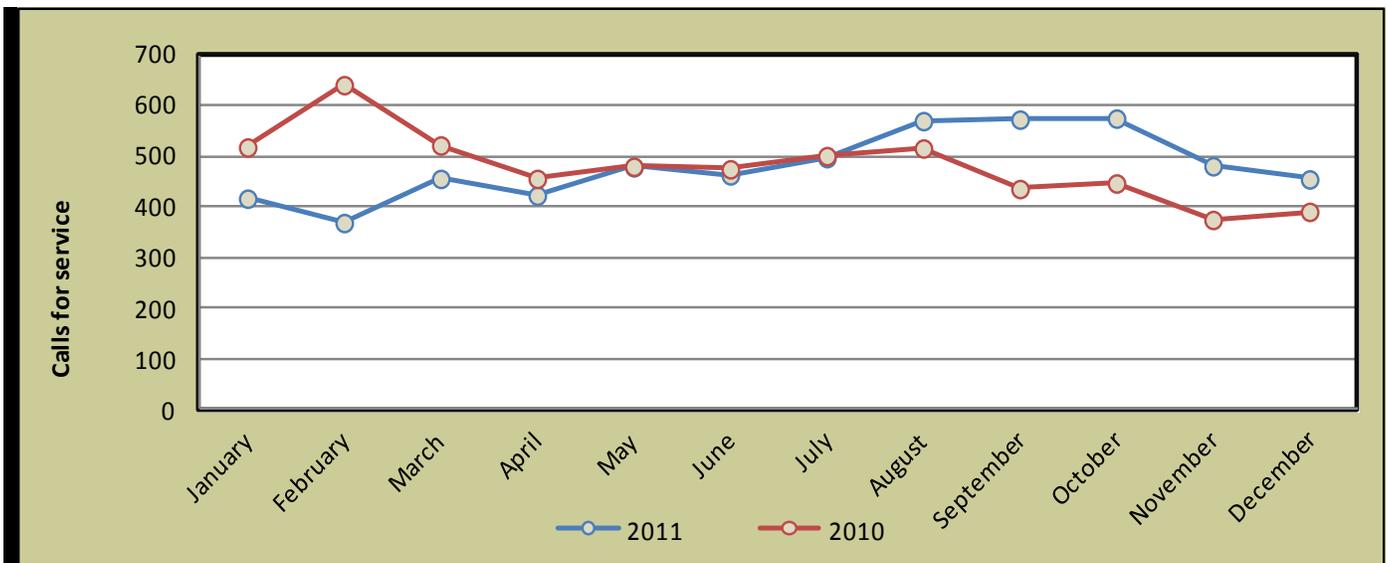
Service area: Unincorporated Bernalillo County



**Function:** To effectively enforce the Bernalillo County Code of Ordinances as it relates to animal care and control. To protect the citizens of Bernalillo County from animal related injury and disease and to protect the animals of our community from abuse and neglect.

Animal Care Services employs eleven Animal Care Services Officers to meet the objectives set forth in our mission. Animal Care Services Officers are responsible for investigating reports of animal cruelty and neglect and protecting the public from animal related injury or disease.

*Calls for service: 2010 vs. 2011*



**FIELD SUPERVISOR**

Pat Trujillo

**ANIMAL CARE SERVICES OFFICERS**

- Martin Avila
- Joseph Alarcon
- Andrea Chavez
- Ryan Garrett
- Charlie Lopez
- Joe Marquez
- Donald Mondragon
- Lucy Norman
- Jon Wolf



*2011 Calls for service*

Jan	417
Feb	369
Mar	456
Apr	423
May	479
Jun	463
Jul	497
Aug	563
Sept	573
Oct	575
Nov	481
Dec	455
<b>TOTAL</b>	<b>5758</b>

*Animal Care Services Officers receive specialized departmental training and receive further industry specific training from the National Animal Control Association and Code 3 Associates. The goal and vision of Animal Care Services is to have a highly trained staff capable and willing to resolve any animal related issue they may be presented with both effectively and efficiently.*



**2011 Calls for service by Zip Code**

Zip Code	Total
87008	54
87015	76
87031	5
87047	85
87059	286
87104	13
87105	3542
87107	242
87113	129
87114	526
87120	8
87121	561
87122	149
87123	33
87124	1
N/A	18



**Animal impounds**

	2010	2011
<b>Dogs</b>	1292	1848
<b>Cats</b>	1137	1240
<b>Others</b>	0	22
<b>TOTAL</b>	2429	3110

*Animal Care Services contracts with the City of Albuquerque's Animal Welfare Department to house animals impounded by Animal Care Services Officers and brought in by citizens of unincorporated Bernalillo County.*

**2011 Calls for service by Commission District**

	YTD	%
<b>District 1</b>	817	14.2%
<b>District 2</b>	4101	71.4%
<b>District 3</b>	7	0.0%
<b>District 4</b>	311	5.4%
<b>District 5</b>	458	8.0%
<b>N/A</b>	51	0.1%



2011 HIGHLIGHTS



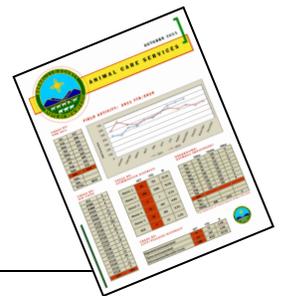
“Neglect is Cruelty”; this public service announcement can be found throughout public facilities, the Bernalillo County web site and distributed throughout our community. The message is clear; if you see animal neglect or cruelty report it to the authorities.

A collaborative effort with the Animal Protection of New Mexico and the City of Albuquerque Animal Welfare Department provided the opportunity for the distribution of free straw as insulation for animals kept outside. This program had an immediate and true impact on the animals in our community.



P.E.T. Project; A progressive joint collaboration between the Sheriff’s Department and Animal Care Services to identify, respond to and address animal cruelty in Bernalillo County. The program will provide for increased communication and pro-active sweeps in high call volume areas.

Comprehensive activity reports are pro-actively published on the Bernalillo County Animal Care Services web site. Activity is broken down by month, commission district, zip code, jurisdiction. The report also includes the number of animals impounded to the City of Albuquerque’s two animal shelters.



Randi Bildner, Development Associate for Animal Protection of New Mexico and founder of APNM’s “The Teddy Fund”, with Officer Garrett, a proud recipient of training thanks to “The Teddy Fund.” Garrett attended Code 3 Associates B.U.L.L. (Big Useful Livestock Lessons) Class with the funding.

2011 HIGHLIGHTS

Bernalillo County Animal Care Services was lead in providing a block of instruction mandated to all road patrol deputies on animal cruelty and neglect. The training provided immediate results with deputies identifying and addressing acts of animal cruelty. The training was conducted at the New Mexico Regional Computer Forensic Laboratory.



Working collaboratively with the Parks and Recreation Department and Animal Protection of New Mexico representatives from Animal Care Services spoke at all seven community centers on topics such as responsible pet ownership and pet safety for children.

Comprised of local animal advocates and animal welfare professionals the Animal Care Ordinance Review Committee met monthly to review and revise Chapter 6 (Animals) of the Bernalillo County Code of Ordinances.



BY THE NUMBERS...

**18.1%** Percentage increase in calls for service for the last half of 2011 compared to 2010.

Number of criminal complaints issued by Animal Care Services Officers in 2011. **155**

**11** Number of Animal Care Services Officers that responded to the **5,758** calls for service in 2011. *ACSO's are available 24 hours a day/7 days a week..*

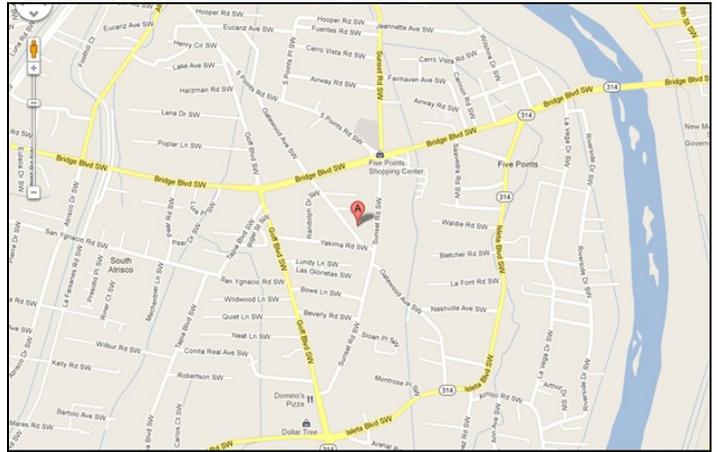
Number of County Animal Licenses sold in 2011. **2,219**

**255** Number of SNAP (Spay Neuter Assistance Program) vouchers issued in 2011.

[www.bernco.gov](http://www.bernco.gov)

## BERNALILLO COUNTY ANIMAL CARE SERVICES

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E-mail: [animal@bernco.gov](mailto:animal@bernco.gov)



## CITY OF ALBUQUERQUE ANIMAL WELFARE DEPARTMENT: SHELTERS

### EASTSIDE ANIMAL WELFARE

**Physical Address:**

8920 Lomas NE, Albuquerque, NM 87112

**Telephone:**

(505) 768-1975

**Office Hours:**

Tuesday through Sunday 9:30 a.m. to 6:00 p.m.

**Kennel Viewing Hours Only:**

Tuesday through Sunday 10:30 a.m. to 6 p.m.

Animal Reclaiming: 7 days a week, 7:30 a.m. to 7 p.m.

- Citizens must have pets compliant with all City requirements and bring proof of ownership to reclaim.
- Credit cards will not be accepted after regular shelter business hours.

**Animal Receiving:**

7 days a week, 7:30 a.m. to 7 p.m.

Citizens must be residents of Albuquerque or Bernalillo County to bring animals.

### WESTSIDE ANIMAL WELFARE

**Physical Address:**

11800 Sunset Gardens SW, Albuquerque, NM 87121

**Telephone:**

(505) 768-1975

**Office Hours:**

Tuesday through Sunday 9:30 a.m. to 6:00 p.m.

**Kennel Viewing Hours Only:**

Tuesday through Sunday 10:30 a.m. to 6 p.m.

Animal Reclaiming: 7 days a week, 7:30 a.m. to 7 p.m.

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