

APR 17 1997

OFFICE OF OPERATIONS

PLANNING AND RESEARCH
DIVISION

NOTICE NO. 15

April 14, 1997

TO: All Concerned Personnel, Office of Operations

FROM: Director, Office of Operations

SUBJECT: EXPANDED DISPATCH HOURS FOR EMERGENCY SERVICE
REQUESTS TO THE ANIMAL REGULATION DEPARTMENT

EFFECTIVE: Immediately

PURPOSE

This Notice informs Department personnel of the ability of Communications Division (CD) to forward emergency animal-related requests for Animal Regulation Department (ARD) assistance to the City Hall Control (CHC) operator for radio dispatch of Animal Control Officers (ACO) on a 24-hour basis.

INFORMATION

Recently, the Public Safety Committee examined issues surrounding emergency requests from police and fire personnel for ARD assistance, with the intent to improve the City's approach to animal-related public safety concerns.

In the past, officers/detectives who encountered animals impeding their investigations requested the response of ARD personnel through CD. Between the hours of 0800-2300, CD personnel forwarded ARD service requests to the CHC operator for radio dispatch to ARD field personnel. Service requests were prioritized by ARD and ACOs responded as soon as possible. Between 2300 hours and 0800 hours, the CHC was not staffed and CD personnel forwarded officer/detective requests for ARD response to the nearest ARD Animal Shelter. These requests were recorded on the shelter's answering machine until an ACO became available to review them during his/her workshift. A shortage of ARD personnel during these hours and lack of CHC 24-hour radio dispatch capability resulted in impractical estimated times of arrival (ETA) of ACOs. Thus, officers/detectives were faced with improvising their own interim, and sometimes deadly, solutions to their animal-related problems.

On November 12, 1996, the CHC expanded its staffing in order to receive and dispatch requests for City services on a 24-hour basis. Since that time, CD has had the ability to forward animal-related service requests for ARD assistance to the CHC who in turn would radio dispatch the requests directly to ACOs in the field. In effect, Department personnel who have a need for ARD services now have a 24-hour communications link to ARD personnel in the field. The ARD has also reconfirmed its long-standing policy giving priority to police emergency requests for assistance.

PROCEDURE

Employee Responsibilities

When an animal(s) is encountered and it is determined ARD assistance is desired or mandated, a request for ARD assistance shall be made through CD. Communications Division will forward all requests for ARD to the CHC who will contact the nearest animal shelter or ACO.

NOTE: Existing policy and procedures dealing with the handling of animal-related occurrences and investigations are outlined in Manual Section 4/204, "Cases Involving Animals."



BAYAN LEWIS, Assistant Chief
Director
Office of Operations

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