

ANIMAL WELFARE DEPARTMENT	Priority of Duties
OPERATIONS POLICY AND PROCEDURE	EFFECTIVE DATE: 09/21/15

POLICY

The Field Division has a priority order for certain tasks. All staff authorized to receive animal-related requests for service (RFS) or complaints will place such into the proper category as described below and then proceed with appropriate response. Each RFS/complaint must be investigated and appropriate action determined by Field Services staff. Once it is determined how the RFS/complaint is handled, it must be properly closed in the Chameleon system indicating action(s) taken. An RFS/complaint may not be cancelled by a Field Officer, Corporal or Dispatcher for any reason. A Lieutenant may cancel a complaint under the following circumstances:

- A lieutenant may cancel/close a duplicate complaint.
- A lieutenant may cancel/close a complaint that is out of city jurisdiction

A Field Corporal/Officer may only cancel an RFS/complaint in the event that the Field Corporal/Officer is serving as acting Lieutenant.

PROCEDURES

It is the responsibility of the Dispatcher that receives a call for service or complaint to verify enough information is present to determine the proper priority before dispatching it as such.

The governing authority for establishing a Field Officer's next assignment will be the Dispatcher unless the appropriate Lieutenant overrides a Dispatcher's decision. At no point shall a member of Field Operations refuse to respond to a Dispatcher request to copy for a pending call or complaint. Incidents of this nature will result in disciplinary action being pursued.

The following lists common types of calls for service or complaints that Field Operations staff handles. Their placement into a certain category enables staff to understand the urgency in which it is expected that the call or complaint will be handled.

A. PRIORITY ONE (Person in danger or at risk/nearest available officer) calls listed below are treated as emergency situations and are to be handled prior to responding to lower level priority calls.

- Animals (stray) on school grounds when children are present
- Wild snakes

- Domestic or wild animals attacking or very aggressive toward a human
- Animal bite just occurred and animal is at large
- Police or Fire Department request for assistance
- Animal hit by motorist and/or animal injured by means of a weapon

B. PRIORITY TWO (Animal in danger or at risk/nearest available officer) calls listed below are urgent and, outside of responding to a Priority One call, should be handled as soon as possible.

- Injured or very sick animal calls and/or transports for medical attention
- Stray animal on freeway or other high traffic roadway
- Malicious abuse of an animal
- Rescue (Animal left in vehicle/other life or safety threatening situation)

C. PRIORITY THREE (Next available officer within assigned area) calls listed below should be handled as a matter of routine and are always a lower priority than one or two.

- Neglect of an animal
- Abandoned animal
- Cruelty of an animal
- Stray confined animal
- Animal bite just occurred but animal is not at large
- Transport of animal from medical partner to AWD
- Hospital bite report investigations

D. PRIORITY FOUR (Assigned by a supervisor/by name or by area of assignment to be handled the day of assignment) calls listed below should be handled as a matter of routine and are always a lower priority than one, two or three.

- Activity created by a supervisor
- Owned animal surrender pick-up assigned by a supervisor
- Follow-up assigned by a supervisor

E. PRIORITY FIVE (Normal priority/by area of assignment) calls listed below should be handled as a matter of routine and are always a lower priority than one, two, three or four.

- Stray(non-aggressive) animal
- Nuisance complaints
- Animal welfare checks
- Ordinance compliance investigations
- Permit officer investigations
- Transport of animal or tissue sample to NM state laboratory

- Transport of healthy animal
- Deceased animal pick-up

F. PRIORITY SIX (Low priority/DOA or any officer) calls listed below should be handled as a matter of routine and are always a lower priority than one, two, three, four or five.

- Follow-up to a closed investigation
- Mail or parcel delivery

The placement of calls for service or complaints into different categories as shown above is not to be interpreted as the specific order in which calls are to be handled within each category.



Barbara Bruin, Director

9/21/15

Date