

# Buncombe County Animal Control

March 5, 2010

Lt. Helen Hall

[Helen.Hall@buncombecounty.org](mailto:Helen.Hall@buncombecounty.org)

828-775-4401

---



# ACO's – An Overview

- History and Responsibilities
  - Lt. Sgt and 6 “officers”
  - Answer calls for service from 7am–8pm
  - Work on-call nights and holidays
  - Answered approximately 11,900 calls for service last year
  - Work according to NC law and Co. Ordinance
-

---



# Objectives

## □ Calls for Service

- Non-emergency calls vs. emergency calls
  - Calls placed in Holding or Delayed Calls
  - Citizen calls for an officer or supervisors
-



# Calls For Service

## □ Emergency calls vs. Non-emergency calls:

- Emergency Calls are defined as any call for service where the caller reports that a person, or animal, is in immediate danger of death, serious physical injury or suffering.
  - Non-Emergency calls include any call that does not fit in the above definition.
-



# Emergency Calls:

- Animal Bites to a human
    - Whether reported by the victim or an area hospital.
  - Dangerous Animals
    - Animals acting aggressively toward a human or another animal at the time the call was made.
-



# Emergency Calls cont.

- Injured or sick animals
    - Any animal that is injured or sick (unless it is owned by caller)
  - Animal Cruelty
    - Any animal that is being treated in a manner that might end in death, physical injury or suffering.
  - Animal Pickup
    - Only if caller will not take care of it until the next business day.
-



# Non-Emergency Calls:

- Animal Cruelty
    - Non-emergency, the animal is not in immediate danger of death or suffering.
  - Animal Pickup
    - Is caller the owner of the animal?
    - If not, is caller willing to take care of animal until an officer is on duty?
-



# Non-Emergency Calls – cont.

- Animal Problem
    - Animals running at large
    - Dog Barking
  - Dog Barking
    - Send a Patrol Officer – if animal control is not on duty - and delay the call –with notes – for the next business day.
  - Livestock in Roadway
    - Send a Patrol Officer first to protect public safety.
-



# Holding and Delayed Calls

## □ Calls Placed in Holding

- All calls are built and placed in holding due to officer location and call volume.
- Holding calls are taken in the order they are built – unless an emergency call is built.

## □ Delayed Calls

- What are they and how do we respond to them
-



---

# Black Mountain Calls for Service

- ❑ Animal Bites / Attacks – 42
  - ❑ Animal Cruelty – 22
  - ❑ Animal Pickups – 128
  - ❑ Animal Problem – 384
  - ❑ Dog Barking - 38
  - ❑ Livestock in Roadway – 9
  
  - ❑ Total calls for service - 623
-



---

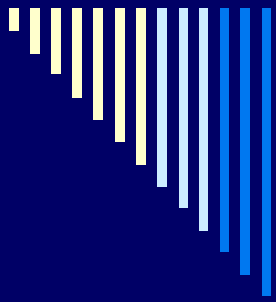
# Officer Hours

- Animal Control is staffed from 0700 hrs to 2000 hrs and are on-call from 2000 hrs to 0700 hrs.
  - We have one officer on duty from 0700 hrs until 1530 hrs, three officers on duty from 0830 hrs to 1700 hrs and two officers on duty from 1130 hrs to 2000 hrs.
-



# Calls for an officer / supervisor

- If a citizen requests a call from an officer or supervisor, please build a call and place it in holding so we can be sure the message is received and comp gets the return call they requested / the attention they deserve.
-



How to reach us:

828-250-6670

24 hours a day

---

---



Questions?

Thank you!

---