




City of Riverside Administrative Manual

Effective Date: 07/2003
Latest Revision Date: 10/2016
Next Review Date: 07/2018
Policy Owner(s): Public Works

Approved:



John A. Russo Department
City Manager City Manager

SUBJECT:

Animal Complaints

PURPOSE:

To provide a uniform procedure for the processing of animal complaints.

POLICY:

All animal complaints that are directly related to Title 8 of the Riverside Municipal Code shall be referred to the Riverside County Department of Animal Services (Animal Control) at (951) 358-7387. The Animal Control Department is under contract to the City of Riverside to enforce the leash law, noisy and vicious dog ordinances and other related animal control regulations.

City staff should refer complaints to the Call Center "311". The Call Center will dispatch a service request order to Riverside County Animal Control via electronic mail. Animal Control will check into all complaints and will respond by telephone or e-mail within 48 hours.

Calls for service will be answered according to the priorities listed in the City/County contracts. All complaints referred through the 311 system must list a complainant's name and telephone number. If the complainant wishes to remain anonymous, it should be so noted on the form. Animal Control may reject anonymous complaints for administrative and/or legal reasons. If it becomes urgent for Animal Control to reach the complaining party and a telephone number is not given, an Animal Control response may be delayed.

ANIMAL CONTROL EMERGENCIES: A request or demand for service is not necessarily an emergency. Animals endangering health or safety of the community, sick or injured stray animals, trapped animals in distress or human investigations involving a life-threatening situation will be given the highest priority. During regular business hours if an animal control emergency arises, please call (951) 358-7350 (Dispatch Center) to report a true emergency. This telephone number is for internal staff use only and should not be given to the general public.

City departments having questions about animal control services may call Public Works Administration at City Hall, extension 5341.

Due to a high number of calls for service, telephone calls will be answered in the order in which they are received. Every effort will be made by Animal Control to respond to complaints and calls for service as quickly as possible.

PROCEDURE:

Responsibility	Action
Department Receiving the Complaint	1. Forwards all complaints immediately to the Riverside County Animal Control via Call Center System "311" for appropriate action (Riverside Municipal Code, Title 8). Animal Control emergencies should be handled as described above.
Riverside County Animal Control	2. Will respond to department and/or complainant submitting the complaint within 48 hours by telephone or e-mail. 3. Riverside County Animal Control will respond to noisy animal complaints according to the procedures detailed in Chapter 8.10 "Noisy Animals" in the Riverside Municipal Code. This process adopted on April 12, 2005 is intended to accelerate the process and to provide relief, if warranted, through the Noisy Animal Hearing Officer. 4. <u>Dead Animal Pick-Up</u> : Pick-up of dead animals in the public right-of-way constitutes a routine call for service. Exception: dead animals reported during hot or unusually warm weather will be given priority for service right behind emergency calls. This may result in overtime costs to the City. . 5. <u>After Hours Calls for Service</u> : Calls for service including emergencies received after normal business hours will be routed automatically to an answering service under contract to the County. If the call is a true emergency, please give this information to the operator and ask to have the on-call Animal Control officer call you as soon as possible.