

#1

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, August 04, 2019 9:55:49 AM  
**Last Modified:** Sunday, August 04, 2019 10:04:50 AM  
**Time Spent:** 00:09:01  
**IP Address:** 70.127.159.3

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Page 1: Field Staff Scheduling

**Q1** What agency do you represent?

Pinellas County Animal Services

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**Q2** What County is your agency located within?

Pinellas County

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**Q3** How many certified Animal Control Officers does your agency have who respond to animal related complaints and investigations in the field? Please include field officer and investigators (bite, cruelty, dangerous dog, etc.)?

15

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**Q4** How many activities/complaints, including follow-ups, did officers respond to during your last fiscal or calendar year?

16,500

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**Q5** What is the population and geographical size of the area that you serve, if known?

600 sq mi with a population of almost 1 million

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**Q6** What hours and days are officers physically scheduled on the road, responding to complaints and requests for service?

7am to 530pm seven days a week.

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**Q7** Does your agency utilize on-call for afterhours, weekends, and/or holidays? If so, what hours and/or days are officers placed in an on-call status?

530pm until 7am seven days a week.

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Collier County Domestic Animal Services

**Q8** If your agency utilizes on-call, how are officers scheduled for on-call shifts and are they provided stand-by, on-call pay, or regular shift pay?

We work Sunday, then the next week is Mon and Tue, then the next week is Wed and Thur and the following week is Fri and Sat. The officers get a base standby pay and OT for any calls worked.

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**Q9** If your agency utilizes on-call, what types of calls are they required to respond to (ex. Request from LEO, injured animals, public safety, etc.)?

We respond to the following:

- Law Enforcement calls
  - 911, Fire and EMS calls
  - Injured stray animals
  - Animal to human bites
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**Q10** Does your agency have a written procedure and/or process regarding on-call scheduling or responses? If so, are you willing to share?

Yes

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**Q11** Thank you for participating! Can we contact you directly if we have more questions?

Name	<b>James McGill</b>
Title	<b>Field Services Manager</b>
Phone Number	<b>7275822698</b>
Email address	<b><a href="mailto:jmcgill@pinellascounty.org">jmcgill@pinellascounty.org</a></b>

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#2

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 05, 2019 7:50:45 AM  
**Last Modified:** Monday, August 05, 2019 8:01:53 AM  
**Time Spent:** 00:11:08  
**IP Address:** 66.203.141.2

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Page 1: Field Staff Scheduling

**Q1** What agency do you represent?

Port St. Lucie Animal Control

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**Q2** What County is your agency located within?

St. Lucie

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**Q3** How many certified Animal Control Officers does your agency have who respond to animal related complaints and investigations in the field? Please include field officer and investigators (bite, cruelty, dangerous dog, etc.)?

8

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**Q4** How many activities/complaints, including follow-ups, did officers respond to during your last fiscal or calendar year?

9,855

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**Q5** What is the population and geographical size of the area that you serve, if known?

200,000 residents, 77 square miles

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**Q6** What hours and days are officers physically scheduled on the road, responding to complaints and requests for service?

0800 - 1800 hours, seven days a week

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**Q7** Does your agency utilize on-call for afterhours, weekends, and/or holidays? If so, what hours and/or days are officers placed in an on-call status?

on call every day from 1800-0800 and all day on holidays

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Collier County Domestic Animal Services

**Q8** If your agency utilizes on-call, how are officers scheduled for on-call shifts and are they provided stand-by, on-call pay, or regular shift pay?

Monthly call out schedules are used and sent out prior to the beginning of the next month. All ACO's are given equal number of call outs for their days of work (as possible). They received 1.5 hours of stand by pay, two hours of OT for their first call out, one hour of OT for every other call out; plus they receive overtime and additional compensation time (shift differential) for each call they go on.

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**Q9** If your agency utilizes on-call, what types of calls are they required to respond to (ex. Request from LEO, injured animals, public safety, etc.)?

Sick/injured/orphaned animals, aggressive dogs running loose, animals confined for pick up and resident not willing to hold overnight, severe dog bites, wildlife inside a residence, requests from LEO, venomous snakes, alligators, and deceased domestic animals on roadway

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**Q10** Does your agency have a written procedure and/or process regarding on-call scheduling or responses? If so, are you willing to share?

We do, if requested we can provide it upon request

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**Q11** Thank you for participating! Can we contact you directly if we have more questions?

Name	<b>Bryan Lloyd</b>
Title	<b>Acting Administrator</b>
Phone Number	<b>772-871-5041</b>
Email address	<b>blloyd@cityofpsl.com</b>

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#3

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 05, 2019 9:01:16 AM  
**Last Modified:** Monday, August 05, 2019 9:04:44 AM  
**Time Spent:** 00:03:28  
**IP Address:** 198.140.240.10

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Page 1: Field Staff Scheduling

**Q1** What agency do you represent?

Osceola County Animal Services

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**Q2** What County is your agency located within?

Osceola

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**Q3** How many certified Animal Control Officers does your agency have who respond to animal related complaints and investigations in the field? Please include field officer and investigators (bite, cruelty, dangerous dog, etc.)?

13, 9 officers, 2 Senior officers, 1 supervisor

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**Q4** How many activities/complaints, including follow-ups, did officers respond to during your last fiscal or calendar year?

@ 10,000

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**Q5** What is the population and geographical size of the area that you serve, if known?

1,505 square miles, approximately 375,000

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**Q6** What hours and days are officers physically scheduled on the road, responding to complaints and requests for service?

Monday -Friday 8:00 am.-10:00 p.m., Saturday 8:00 a.m.-5:00 p.m. Closed hours on-call 24/7.

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**Q7** Does your agency utilize on-call for afterhours, weekends, and/or holidays? If so, what hours and/or days are officers placed in an on-call status?

On call after 10:00 p.m. and all off hours, holidays, etc.

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Collier County Domestic Animal Services

**Q8** If your agency utilizes on-call, how are officers scheduled for on-call shifts and are they provided stand-by, on-call pay, or regular shift pay?

Yes, they get stand by pay and pay for each call. they also work their regular shift while on -call.

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**Q9** If your agency utilizes on-call, what types of calls are they required to respond to (ex. Request from LEO, injured animals, public safety, etc.)?

Injured animals. Bites. "Some" LEO requests Livestock on the roadways

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**Q10** Does your agency have a written procedure and/or process regarding on-call scheduling or responses? If so, are you willing to share?

Yes, Yes

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**Q11** Thank you for participating!Can we contact you directly if we have more questions?

Name	<b>Kim Staton</b>
Title	<b>Director</b>
Phone Number	<b>407-742-8015</b>
Email address	<b>Kim.Staton@osceola.org</b>

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#4

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 05, 2019 8:55:31 AM  
**Last Modified:** Monday, August 05, 2019 9:05:45 AM  
**Time Spent:** 00:10:13  
**IP Address:** 96.68.208.9

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Page 1: Field Staff Scheduling

**Q1** What agency do you represent?

Highlands County Sheriffs Animal Services

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**Q2** What County is your agency located within?

Highlands County

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**Q3** How many certified Animal Control Officers does your agency have who respond to animal related complaints and investigations in the field? Please include field officer and investigators (bite, cruelty, dangerous dog, etc.)?

4-officers  
1-supervisor

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**Q4** How many activities/complaints, including follow-ups, did officers respond to during your last fiscal or calendar year?

2018.....5223 calls

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**Q5** What is the population and geographical size of the area that you serve, if known?

105,000 citizens  
1106 square miles

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**Q6** What hours and days are officers physically scheduled on the road, responding to complaints and requests for service?

mon-fri...8 to 4:30

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**Q7** Does your agency utilize on-call for afterhours, weekends, and/or holidays? If so, what hours and/or days are officers placed in an on-call status?

we have one officer on call at all times. Each officer is on call one night a week and one weekend per month

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Collier County Domestic Animal Services

**Q8** If your agency utilizes on-call, how are officers scheduled for on-call shifts and are they provided stand-by, on-call pay, or regular shift pay?

stand-by pay is .75 per hour and if called out its a min of 2 hrs at time and a half pay

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**Q9** If your agency utilizes on-call, what types of calls are they required to respond to (ex. Request from LEO, injured animals, public safety, etc.)?

sick, injured or aggressive animals only

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**Q10** Does your agency have a written procedure and/or process regarding on-call scheduling or responses? If so, are you willing to share?

we do not at this time

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**Q11** Thank you for participating!Can we contact you directly if we have more questions?

Name	<b>Lt. Clay Kinslow</b>
Title	<b>Lieutenant</b>
Phone Number	<b>863-402-6730</b>
Email address	<b>ckinslow@highlandssheriff.org</b>

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#5

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 05, 2019 10:48:17 AM  
**Last Modified:** Monday, August 05, 2019 11:03:45 AM  
**Time Spent:** 00:15:28  
**IP Address:** 151.132.206.250

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Page 1: Field Staff Scheduling

**Q1** What agency do you represent?

Palm Beach County Animal Care and Control

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**Q2** What County is your agency located within?

Palm Beach

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**Q3** How many certified Animal Control Officers does your agency have who respond to animal related complaints and investigations in the field? Please include field officer and investigators (bite, cruelty, dangerous dog, etc.)?

18 regular ACO's, 1 Community Cat Compliance ACO, 1 Administrative Compliance ACO, 3 Animal Cruelty ACO II's, 2 Dangerous Dog ACO II's, 3 Commercial Enforcement ACO II's.

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**Q4** How many activities/complaints, including follow-ups, did officers respond to during your last fiscal or calendar year?

31,000

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**Q5** What is the population and geographical size of the area that you serve, if known?

Approximately 1.5 million people and approximately 2,300 square miles

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**Q6** What hours and days are officers physically scheduled on the road, responding to complaints and requests for service?

7 days per week, from 7am - 8pm, then we have staff assigned on stand by duty outside of regular business hours.

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**Q7** Does your agency utilize on-call for afterhours, weekends, and/or holidays? If so, what hours and/or days are officers placed in an on-call status?

7 days per week, we have staff on stand by from 8pm - 7am. Most holidays we have staff working from 7am - 3:30pm, with staff on stand by after that. Christmas Day and Thanksgiving day are the exceptions, as we only have staff on stand by for those 2 holidays (no one on regular shift).

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Collier County Domestic Animal Services

**Q8** If your agency utilizes on-call, how are officers scheduled for on-call shifts and are they provided stand-by, on-call pay, or regular shift pay?

The 14 ACO's who are fully trained, on full duty, and are lowest in seniority, each cover one day every 2 weeks. This enables them to pick a specific day of the week based on their seniority and know that it typically will not change. Our most senior ACO's are able to opt out of stand by duty completely. Any one on stand by duty receives \$1.50 per hour as well as overtime for actual time worked.

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**Q9** If your agency utilizes on-call, what types of calls are they required to respond to (ex. Request from LEO, injured animals, public safety, etc.)?

Emergencies only... loose bite animals, severe bites, animals currently threatening people or other animals, police emergencies, injured stray animals, loose livestock and injured or sick rabies vectors.

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**Q10** Does your agency have a written procedure and/or process regarding on-call scheduling or responses? If so, are you willing to share?

Yes

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**Q11** Thank you for participating!Can we contact you directly if we have more questions?

Name	<b>David Walesky</b>
Title	<b>Operations Manager</b>
Phone Number	<b>561.233.1212</b>
Email address	<b>dwalesky@pbcgov.org</b>

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#6

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 05, 2019 11:44:03 AM  
**Last Modified:** Monday, August 05, 2019 11:58:04 AM  
**Time Spent:** 00:14:00  
**IP Address:** 69.85.227.94

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Page 1: Field Staff Scheduling

**Q1** What agency do you represent?

Walton County Sheriff's Office Animal Services

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**Q2** What County is your agency located within?

Walton County, FL

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**Q3** How many certified Animal Control Officers does your agency have who respond to animal related complaints and investigations in the field? Please include field officer and investigators (bite, cruelty, dangerous dog, etc.)?

4, 3 Officers 1 Supervisor

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**Q4** How many activities/complaints, including follow-ups, did officers respond to during your last fiscal or calendar year?

8885

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**Q5** What is the population and geographical size of the area that you serve, if known?

Population est 71,400 (2018)  
Size 1,038 sq miles

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**Q6** What hours and days are officers physically scheduled on the road, responding to complaints and requests for service?

Sunday thru Saturday 0800-1800

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**Q7** Does your agency utilize on-call for afterhours, weekends, and/or holidays? If so, what hours and/or days are officers placed in an on-call status?

Sunday thru Saturday 1800-0800

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Collier County Domestic Animal Services

**Q8** If your agency utilizes on-call, how are officers scheduled for on-call shifts and are they provided stand-by, on-call pay, or regular shift pay?

Each Officer has 2 days on call, Supervisor 1 day

On call receives \$2.00 per hour while on call. If called out they receive 1.5 pay for minimum of 2 hours or actual time whichever is greater.

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**Q9** If your agency utilizes on-call, what types of calls are they required to respond to (ex. Request from LEO, injured animals, public safety, etc.)?

Request from LEO and FD/Medical Bite/Aggression

Injured Animals

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**Q10** Does your agency have a written procedure and/or process regarding on-call scheduling or responses? If so, are you willing to share?

Do not have. Working on one.

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**Q11** Thank you for participating! Can we contact you directly if we have more questions?

Name	<b>Joe Everett</b>
Title	<b>Supervisor</b>
Phone Number	<b>850-333-9606</b>
Email address	<b>jeverett@waltonso.org</b>

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#7

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 05, 2019 10:54:09 AM  
**Last Modified:** Monday, August 05, 2019 12:29:03 PM  
**Time Spent:** 01:34:54  
**IP Address:** 205.166.14.2

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Page 1: Field Staff Scheduling

**Q1** What agency do you represent?

Seminole County Animal Services

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**Q2** What County is your agency located within?

Seminole

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**Q3** How many certified Animal Control Officers does your agency have who respond to animal related complaints and investigations in the field? Please include field officer and investigators (bite, cruelty, dangerous dog, etc.)?

9 certified Officer positions. This includes 3 Cruelty Investigators.

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**Q4** How many activities/complaints, including follow-ups, did officers respond to during your last fiscal or calendar year?

17, 008 in the last calendar year

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**Q5** What is the population and geographical size of the area that you serve, if known?

308 square miles and population is 449,124( this number is from 2015)

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**Q6** What hours and days are officers physically scheduled on the road, responding to complaints and requests for service?

Monday-Friday 8am-9pm  
Saturday and Sunday 8am-5pm

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**Q7** Does your agency utilize on-call for afterhours, weekends, and/or holidays? If so, what hours and/or days are officers placed in an on-call status?

We have someone on-call after normal working hours and on holidays

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Collier County Domestic Animal Services

**Q8** If your agency utilizes on-call, how are officers scheduled for on-call shifts and are they provided stand-by, on-call pay, or regular shift pay?

During the week they are on-call after normal working hours and they normally have the same night during the week. They rotate weekends and holidays. They receive 1 hours straight time for being on-call and overtime for calls they respond to.

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**Q9** If your agency utilizes on-call, what types of calls are they required to respond to (ex. Request from LEO, injured animals, public safety, etc.)?

Emergency only: injured animals with someone on scene, police/fire assist, bites if the animal is still at large, etc.

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**Q10** Does your agency have a written procedure and/or process regarding on-call scheduling or responses? If so, are you willing to share?

Yes and yes

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**Q11** Thank you for participating! Can we contact you directly if we have more questions?

Name	<b>Shari Covell</b>
Title	<b>Field Supervisor</b>
Phone Number	<b>407-665-5215</b>
Email address	<b>scovell@seminolecountyfl.gov</b>

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