

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 6:58:37 AM
Last Modified: Friday, August 02, 2019 7:11:43 AM
Time Spent: 00:13:06
IP Address: 67.158.150.202

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Taylor County Animal Control

Q2 What County is your agency located within?

Taylor

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **No**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **Yes**

Q5 If so, how is that working for you?

It works pretty well. Sometimes we have a problem with non-emergency calls being placed to us but we are working on that.

Q6 If so, how are calls routed?

The citizen calls dispatch and they call my on-call officer.

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

No. The Sheriff's Department dispatch calls the on-call officer directly.

Q8 Thank you for participating! Can we contact you directly if we have more questions?

Name	Heather A Jensen
Title	Superintendent
Phone Number	8508383533
Email address	heather.jensen@taylorcountygov.com

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 7:31:44 AM
Last Modified: Friday, August 02, 2019 7:34:14 AM
Time Spent: 00:02:29
IP Address: 74.191.71.16

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Volusia County Animal Services

Q2 What County is your agency located within?

Volusia

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **No**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **Yes**

Q5 If so, how is that working for you?

All of our calls are handled through 911 Dispatch. There are minor challenges, but overall I have been pleased with the response.

Q6 If so, how are calls routed?

Calls are routed through the CAD system from 911 directly to ACO's

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

We do not dispatch from the shelter any longer. All calls for service are handled by the dispatch center. We offer help to ACO's from the radio at the shelter but do not dispatch.

Osceola County Animal Services

Q8 Thank you for participating!Can we contact you directly if we have more questions?

Name	Adam Leath
Title	Director
Phone Number	386-822-3506
Email address	aleath@volusia.org

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 7:40:28 AM
Last Modified: Friday, August 02, 2019 8:14:09 AM
Time Spent: 00:33:41
IP Address: 205.166.14.2

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Seminole County Animal Services

Q2 What County is your agency located within?

Seminole

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department?

No

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911?

Other (please specify):
 Our after hours calls(after 9pm Monday-Friday and after 5pm on weekend) and holidays go thur our 911 Fire Department Dispatch. They also dispatch for us on holidays when our office is closed

Q5 If so, how is that working for you?

It works well for us.

Q6 If so, how are calls routed?

When our dispatchers log off the phones, calls are forwarded to the 911 Fire Department Dispatch. They have someone answer that phone line.

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

We have someone dispatch from our shelter Monday thru Friday 7am-4pm and on Saturday 8am-5pm. Monday thru Friday 12pm-9pm and Sunday 8am-5pm we have a dispatcher stationed at the 911 Fire Department Dispatch.

Osceola County Animal Services

Q8 Thank you for participating!Can we contact you directly if we have more questions?

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

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 8:14:22 AM
Last Modified: Friday, August 02, 2019 8:18:20 AM
Time Spent: 00:03:57
IP Address: 75.91.121.242

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Live Oak Animal Control

Q2 What County is your agency located within?

Suwannee

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **Yes**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **Yes**

Q5 If so, how is that working for you?

I prefer it. My response time to calls is quick

Q6 If so, how are calls routed?

calls come through dispatch via the non emergency line. Dispatchers verify the address and then send the call to either the city or county animal control via radio or if the caller wants to speak directly to an ACO the dispatchers will send the call through to our cell phone.

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

no. Dispatch is at the sheriffs office. we have 3 aco for the county. 2 for county and 1 for city so dispatch is very familiar with us and who to send the calls to

Osceola County Animal Services

Q8 Thank you for participating!Can we contact you directly if we have more questions?

Name	Jennifer Burleson
Title	Animal Control Officer
Phone Number	3863643736
Email address	jburleson@cityofliveoak.org

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 8:19:25 AM
Last Modified: Friday, August 02, 2019 8:20:35 AM
Time Spent: 00:01:09
IP Address: 136.174.187.5

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Pinellas County Animal Services

Q2 What County is your agency located within?

Pinellas County

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **No**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **No**

Q5 If so, how is that working for you?

N/A

Q6 If so, how are calls routed?

N/A

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

N/A

Q8 Thank you for participating!Can we contact you directly if we have more questions?

Name	James McGill
Title	Field Services Manager
Phone Number	(727) 582-2698
Email address	jmcgill@pinellascounty.org

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 8:50:13 AM
Last Modified: Friday, August 02, 2019 8:51:03 AM
Time Spent: 00:00:49
IP Address: 75.112.158.2

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

City of New Smyrna Beach

Q2 What County is your agency located within?

Volusia

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **Yes**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **Respondent skipped this question**

Q5 If so, how is that working for you? **Respondent skipped this question**

Q6 If so, how are calls routed? **Respondent skipped this question**

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center? **Respondent skipped this question**

Q8 Thank you for participating!Can we contact you directly if we have more questions?

Name **Megan Wilk**
Title **Animal Control Officer**
Phone Number **386-410-2873**
Email address **mwilk@cityofnsb.com**

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 9:02:49 AM
Last Modified: Friday, August 02, 2019 9:07:52 AM
Time Spent: 00:05:03
IP Address: 165.225.32.66

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Collier County Domestic Animal Services

Q2 What County is your agency located within?

Collier County

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department?

No

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911?

Other (please specify):
Calls are routed after hours (between 6:00 p.m. to 7:00 a.m.), we also receive calls over the radio from 911 when our phone lines are busy.

Q5 If so, how is that working for you?

It works well for us. 911 can always get a hold of an officer over the radio if they are unable to reach us over the phone and after hours.

Q6 If so, how are calls routed?

They do not screen our calls, they relay the information to our Dispatcher or ACO's over the radio for any and all animal related calls that go directly to 911.

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

We have a designated Dispatcher who works Monday through Friday from 9:00-6:00. Most calls go directly to the dispatcher but can overflow to our Customer Service teams at the front desk if there are extended waits. People also call 911 during business hours and after hours to reach our agency and to file complaints. These are all dispatched back to us to make contact and/or respond.

Osceola County Animal Services

Q8 Thank you for participating!Can we contact you directly if we have more questions?

Name	Darcy Andrade
Title	Director
Phone Number	239-252-6952
Email address	darcy.andrade@colliercountyfl.gov

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 10:20:49 AM
Last Modified: Friday, August 02, 2019 10:21:21 AM
Time Spent: 00:00:31
IP Address: 174.228.136.214

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

SPCA Tampa Bay

Q2 What County is your agency located within?

Pinellas

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **No**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **No**

Q5 If so, how is that working for you? **Respondent skipped this question**

Q6 If so, how are calls routed? **Respondent skipped this question**

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center? **Respondent skipped this question**

Q8 Thank you for participating!Can we contact you directly if we have more questions? **Respondent skipped this question**

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 11:30:52 AM
Last Modified: Friday, August 02, 2019 11:37:45 AM
Time Spent: 00:06:52
IP Address: 151.132.206.250

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Palm Beach County Animal Care and Control

Q2 What County is your agency located within?

Palm Beach

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **No**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **No**

Q5 If so, how is that working for you?

Our shelter has a dispatch section, which handles all incoming phone calls and all radio communication from 7am - 8pm. After business hours, this responsibility is handled by our County's Emergency Operations Center. We do have an inside line, which is a direct dial phone number, used only by law enforcement, to enable them to reach our own dispatch as quickly as possible for their 911 calls.

Q6 If so, how are calls routed?

N/A

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

N/A

Osceola County Animal Services

Q8 Thank you for participating!Can we contact you directly if we have more questions?

Name	David Walesky
Title	Operations Manager, Field Services
Phone Number	561.233.1212
Email address	dwalesky@pbcgov.org

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, August 04, 2019 4:34:45 PM
Last Modified: Sunday, August 04, 2019 4:36:00 PM
Time Spent: 00:01:15
IP Address: 50.201.0.58

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Atlantic Beach Animal Control

Q2 What County is your agency located within?

Duval

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **Yes**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **Respondent skipped this question**

Q5 If so, how is that working for you? **Respondent skipped this question**

Q6 If so, how are calls routed? **Respondent skipped this question**

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center? **Respondent skipped this question**

Q8 Thank you for participating!Can we contact you directly if we have more questions? **Respondent skipped this question**

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 05, 2019 9:18:36 AM
Last Modified: Monday, August 05, 2019 9:25:16 AM
Time Spent: 00:06:39
IP Address: 161.129.18.130

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

Charlotte Co. Animal Control

Q2 What County is your agency located within?

Charlotte Co.

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **No**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **No**

Q5 If so, how is that working for you?

N/A

Q6 If so, how are calls routed?

Charlotte Co. Animal Control has its own Dispatch to accept calls from the public and to assign calls to officers for response.

We can also accept calls from citizens through the Sheriff's Office, some of which come in via 911. In either case, they simply contact our Dispatch via radio or phone so that we can assign the call to an officer. The Sheriff's Office rarely has direct contact with our officers themselves.

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

We do have the support of the Charlotte Co. Sheriff's Office Dispatch Center as well as the Punta Gorda Police Dept. Dispatch.

Osceola County Animal Services

Q8 Thank you for participating!Can we contact you directly if we have more questions?

Name	Brian Jones
Title	Division Manager
Phone Number	941-833-5686
Email address	brian.jones@charlottecountyfl.gov

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 05, 2019 5:26:08 PM
Last Modified: Monday, August 05, 2019 5:28:02 PM
Time Spent: 00:01:54
IP Address: 164.51.100.151

Page 1: 911 Dispatch for ACO's

Q1 What agency do you represent?

City of Fort Pierce

Q2 What County is your agency located within?

St. Lucie County

Q3 Is your agency part of a Sheriff's Department or Municipal Police Department? **No**

Q4 If your agency is NOT part of a Sheriff's Department or Municipal Police Department, do you have field calls dispatched via 911? **Yes**

Q5 If so, how is that working for you?

Great

Q6 If so, how are calls routed?

The PD "reports" channel is also the AC and Code Enforcement channel. All staff have a radio to received dispatched calls. All calls for AC that come into the office are transferred to 911.

Q7 If so, do you have dispatch support at the shelter or emergency dispatch center?

Yes - I think I included this above. We have a designated dispatcher.

Osceola County Animal Services

Q8 Thank you for participating!Can we contact you directly if we have more questions?

Name	Peggy Arrazi
Title	Code Compliance Supervisor
Phone Number	772-467-3148
Email address	parraiz@cityoffortpierce.com
