Animal Services Overview

Enforcement and Welfare

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Key Program Details

- Available 7 days a week with working hours between 8am and 9pm
- Staffed by 3 Officers and 1 Supervisor covering 16 shifts, two shifts per day.
- Officers are on a “on-call” rotation for after hours emergency calls
- Receives an average of 475 calls per month for service
- City of Asheville uses North Carolina State Statute as a baseline for our adopted ordinances
- Animal Services does not house or store animals, provide euthanasia services, or perform medical or laboratory testing of animals
- Animal Services works in conjunction with the Asheville Humane Society, Buncombe County Sheriff’s Animal Division, and the Buncombe County Animal Shelter

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Calls/Requests for Service

- Calls for Service Vary in Type and Priority
  - Bites
  - Cruelty/Neglect
  - Dangerous Animal
  - Barking
  - Running at Large
  - Wildlife
  - And More
- Call received and dispatched to Animal Services Officers (ASO) from the these sources
  - Emergency Dispatch Center (911)
  - Non-emergency Police Line
  - Direct call to office
  - Email
  - The Asheville App

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Sequence of events after a call of service

1. Primary Investigation with Victims and Offending Animal Owner
2. Determination of Animal Temperament
3. Notify Additional Agencies and Departments when necessary
4. Issue Appropriate Enforcement Action or Education (Warning, Citation, Order of Preventative Measures (OPM))
5. In Cases Involving Bites the ASO Will Issue a Quarantine Order and Notify Buncombe County Health Dept.
6. All Applicable Post-Call Follow-ups

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Enforcement Protocols

- Each case presents its own complexity and varying enforcement methods and protocols are used.
- Severity of Incident guides the enforcement protocols used.

Example Enforcement Action

- Bite response to an individual outside of the animals home
  - First Incident
    - Depending on the bite severity
      - Minor or Moderate Bite (does not require cosmetic surgery or hospitalization) to a person would trigger a written warning
      - Severe Bite to a person would trigger an Order of Preventative Measures and possible citations
    - Quarantine animal (Home or Shelter)
    - Follow Up

Example Enforcement Action (cont.)

- Bite response to an individual outside of the animals home
  - Second Incident Escalation
    - Citation issued to the owner
    - Order of Preventative Measures*
      - Declaration of Potentially Dangerous or Dangerous Animal is possible at this time
    - Quarantine (Home or Shelter)
    - Follow Up
  - Third Incident
    - Seizure of Animal if already declared Potentially Dangerous or Dangerous

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Order of Preventative Measures (OPM)

- An OPM can be issued to an animal owner when they have been found to be in violation of any animal ordinance.
  - Several factors are taken into consideration
    - Nature of the Particular Animal
    - Adequacy of Confinement
    - Immediate Surrounding Area, and more
- Preventative Measures may Include
  - Repairs to fence or enclosures
  - Posting “Beware of Dog” signage
  - Requiring Purchase and Proof of Liability Insurance

Order of Preventative Measures (OPM)

- Animals deemed Potentially Dangerous (inflicts severe injury to another animal) or Dangerous (inflicts severe injury to a human or is used in animal fighting)
  - Animal may not be left unattended unless confined indoors, or a securely enclosed and locked pen
  - Animal may not go beyond the owners real property unless securely restrained and muzzled
  - Owner must provide written notification of transfer of ownership or if relocating to another area
- Failure to comply with with the OPM can result in escalating fines and impoundment.
  - If the OPM includes a declaration, per ordinance Animal Services can seize the animal and ownership transfers to the Asheville Humane Society/Buncombe County Animal Shelter

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Asheville Humane Society

- Operates the Buncombe County Animal Shelter
- Provides shelter space for quarantined and seized animals
- Animals that are seized can potentially become the property of Asheville Humane Society
  - Animals that are considered “Dangerous” that are seized by Animal Services are transferred to the Asheville Humane Society.
  - Animal Services provides documentation of the animals disposition
  - Veterinary and Animal Behaviour Professionals make final decision for rehoming or euthanasia
- Asheville Humane Society staff undergo rigorous training to ensure euthanasia is treated as a last resort, prioritizing the animals quality of life and ability to reintroduced back into the community

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Questions?

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