

**City of Hampton**  
***Animal Control***  
**Administrative Guidelines**

<b>Title:</b> <p style="text-align:center">Priority of Calls</p>	<b>Guideline Number:</b> <p style="text-align:center"><b>A-108</b></p>
<b>References:</b>	<b>Date Issued:</b> <p style="text-align:center"><b>May 2006</b></p>

**I. Purpose**

To establish guidelines for prioritizing calls according to situations as they arise.

**II. Policy**

To effectively manage resources and address complaints and calls for service, prioritizing calls is necessary. A variety of calls will be received each day through the 311 and 911 Call Centers. Calls will range in their degree of seriousness and priorities will be ever changing. The community's health and safety is always the major determining factor. Receipt of accurate and thorough information from the complainant is necessary if calls are to be properly prioritized.

**III. Procedure**

Three (3) levels of priority have been established to assist officers in the field as they are answering calls for service and are dispatched to various locations. When calls are "stacked" and waiting for an officer to respond, officers in the field must respond to the most urgent first. In the order of their importance, three priorities have been established: Emergency, Priority, and Non-Emergency Calls. Although the below list is a general guideline, officers/employees shall use their best judgment based on circumstances of each call for service.

**A. Emergency calls – highest priority.**

1. Vicious / Dangerous Animals
2. Animal Bites
3. Sick or Injured Animal
4. Police or Fire Department Assist
5. Illegal Dog Fighting in Progress

**B. Priority calls**

1. Potentially Dangerous Situations (stray in school yard, public functions)
2. Animal Cruelty / Abuse / Neglect (upgrade for inclement weather)
3. Animal Rescue (upgrade as situation dictates)
4. Animal in Residence or Business

**C. Non-emergency calls**

1. Holding Animal for Pick up
2. Stray Animals
3. Rabies Vaccination and City License verification
4. Deceased Animal

<b>Authorized by:</b> 	<b>Revision Date:</b> <p style="text-align:center"><b>September 15, 2011</b></p>
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