ANIMAL ISSUES

AUSTIN ANIMAL CONTROL
http://austintexas.gov/department/animal-services

Physical Location:
7201 Levander Loop, Building A
Austin, Texas 78702

Animal Receiving Hours of Operation:
Monday – Friday 11am to 7pm
Saturday – Sunday 11am to 5pm

Animal Protection Hours of Operation:
Monday – Sunday 7am to 5:00pm
City Holidays 6:30 am to 2:30pm

Adoption & Reclaim Hours of Operation:
Monday – Sunday 11am to 7pm

Travis County after Hours (loose livestock, animal cruelty) 512-974-0845

Animal Protection only handles issues for Travis County rural areas. When you validate an address if it comes up with a city name, the issue should be referred to that City. Example: If the address validates as Travis County and Pflugerville as the city, the issues should go to the City of Pflugerville.

**Animal Control will NO longer provide dead animal pick-up for any Austin Vet Care**

If a vet clinic is calling to have a live animal picked up, submit a “Found Animal – Pick Up” SR and answer that the animal is confined and indicate in the comment field that the animal is at a Vet’s Office. This will expedite the animal’s pick up faster than the 3 business days indicated in the SR.

GENERAL

Animal Control will not dispatch for a caller's loose dog, and agents should not enter a Loose Dog SR for a caller's pet.

ANIMAL CRUELTY/ANIMAL FIGHTING

- Report ANIMAL CRUELTY to APD Non-Emergency, follow APD non-emergency process.
• APD has established an Animal Cruelty Unit Number 512-978-0523 for citizens who do not want to submit an Animal-Propers Care SR with 311. Do not offer to transfer or advise the citizen to call the hotline. The hotline number should only be provided if specially requested by the citizen.

• Due to cold weather, if citizen is reporting an owner’s animal left out in the cold with no shelter, these should be submitted as Animal Proper Care SR. (This does not include stray animals) If stray enter Loose Dog SR.
  
  o APD will only respond if the temperature is below 32 degrees. If an animal is left out in these conditions follow the APD non-emergency process AND submit an Animal Proper Care SR. Anything above 32 degrees would be handled by Animal Control.

• Dead Animals that appear to have been mutilated or severely beaten – Transfer to APD Non-Emergency. APD will work with ARR to have the animal collected.

QUARANTINE

• If citizen would like to get quarantine information on an animal that has bitten them/or regarding their own pet enter Animal Control Request for assistance SR

• Citizens that have their pet in a home quarantine program and needs to get in contact with animal control regarding any issue i.e. (decease pet, taking pet to an emergency vet) Enter an Animal Control – Request for assistance SR. Note in the comments field all pertinent information for animal control to follow up accordingly.

ABANDONED ANIMALS

• An abandoned animal is an animal that the owner has vacated. Abandoned Animal issues transfer to APD Non-Emergency if there is no risk of imminent death of animal. If there is Risk of imminent death of animal that has been abandoned transfer to 911.

• If an animal was left by a former tenant, the animal becomes property of the property owner. Animal control will NOT respond since it’s the owner’s responsibility. The property owner will need to bring the animal to the animal shelter.

• Per APD calls regarding abandoned animals left restrained or tethered to anywhere in town with no owner present is a form of animal cruelty, these calls need to be transferred to APD Non-Emergency. They will send an officer out to assess the situation and page animal control to pick up the animals.

• Please note that owners that want to surrender their pet to be euthanized will need to contact their own veterinarian for this. If pet owners state that they do not have money to pay for a vet
and their animal is very sick/injured, then they may take the animal to the center where they
determine whether they can take the animal or not.

- If an animal is abandoned by a roommate, it is NOT considered an abandoned animal issue for
  APD. The person living with the animal is considered the caretaker and can schedule an
  appointment to surrender it with the desired Animal Center

Animal Control Service Requests

- Animal Bite SR
- Animal Control Assistance Request SR
- Animal Control Jurisdiction SR
- Animal in Vehicle SR
- Animal Proper Care SR
- Animal Roadside Sales SR
- Animal Trapped In Storm Drain SR
- Wildlife Exposure SR
- Dangerous/Vicious Dog Investigation SR
- Dog Restraint Issues SR
- Found Animal – Pick-Up SR
- Injured/Sick Animal SR
- Loose Animal Not Dog SR
- Loose Dog SR

**ANIMAL SLAUGHTER FOR CONSUMPTION**

- Animals slaughtered for consumption (Pigs, Chickens, and Livestock) is legal within the city
  limits.

**TURTLES**

- There is a Federal law that prohibits the general sale of baby turtles. These types of calls
  need to be transfer to the Game Warden to 512-389-4848; they will call animal control if
  they need their assistance. However, if a citizen wants a reward for reporting such an event,
  refer them to the Operation Game Thief Line: 1-800-792-GAME.

**ANIMAL TRAPPED IN ENGINE**

- Animal Control will only respond to animals trapped in engines if they are injured. Animal
  Protection cannot touch the vehicle without the owner of the vehicles present. They also
  may not disassemble the vehicle to reach the animal. Animal Control will not respond for
  snakes in engines. Contact a private pest control otherwise submit an Injured/Sick Animal
  SR for this service.
Number of Animals Allowed & Requirements

- There is no limit on the number of dogs or cats that can be owned or kept in a residential area by an individual or family living in Austin or Travis County. However, someone who owns more than 6 dogs must keep them at least 50 feet from other residences. To report a violation of this requirement, or to report health concerns, unsanitary conditions or neglectful treatment of animals, contact the Health Department by dialing 512-978-0300.

Fowl and Livestock

- Residents of Austin are allowed to keep fowl, miniature livestock and large livestock in residential areas, as long as they are kept in a sanitary manner and are kept a certain distance from homes and businesses.

- Animal Control NO longer responds to and NO longer investigates large number of dead birds (10 or more). These types of issues can be referred to the ARR Dead Animal Collection SR.

Wild Animals Trapped in Dumpsters

Animal Services does not remove wild animals (possums, raccoons, squirrels, etc.) from dumpsters unless they are injured. They advise to leave container open allowing animal to leave. If citizens requires animal to be forcefully removed they may contact a private pest company.

Additional Information and Links:

Animal Control Door Hangers
Animal Service Issues (Shelter related)
Owner Surrender Process

Manor Jurisdiction

- Animal Control will only assist in Manor jurisdiction if it is concerning a rabies control issue. Loose dogs, Injured animals, Aggressive animals, Wildlife in homes, etc., are all handle by Manor PD.

- The citizens of Manor are welcome to bring found animals to the Austin Animal Center, but Bastrop may be closer
<table>
<thead>
<tr>
<th>Title</th>
<th>Animal Control Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Type</td>
<td>Reference Material</td>
</tr>
<tr>
<td>Retention Period</td>
<td>AV</td>
</tr>
<tr>
<td>Created By</td>
<td>Shanna Witt</td>
</tr>
<tr>
<td>Created Date</td>
<td>06/24/2013</td>
</tr>
<tr>
<td>Location</td>
<td>Knowledge Base</td>
</tr>
<tr>
<td>Version</td>
<td>1.1</td>
</tr>
<tr>
<td>Approved By</td>
<td>Anthony Tucker</td>
</tr>
<tr>
<td>Effective Date</td>
<td>01/09/2017</td>
</tr>
<tr>
<td>Owning Group</td>
<td>Client Relations &amp; Information Services</td>
</tr>
<tr>
<td>is Vital Record</td>
<td>No</td>
</tr>
</tbody>
</table>