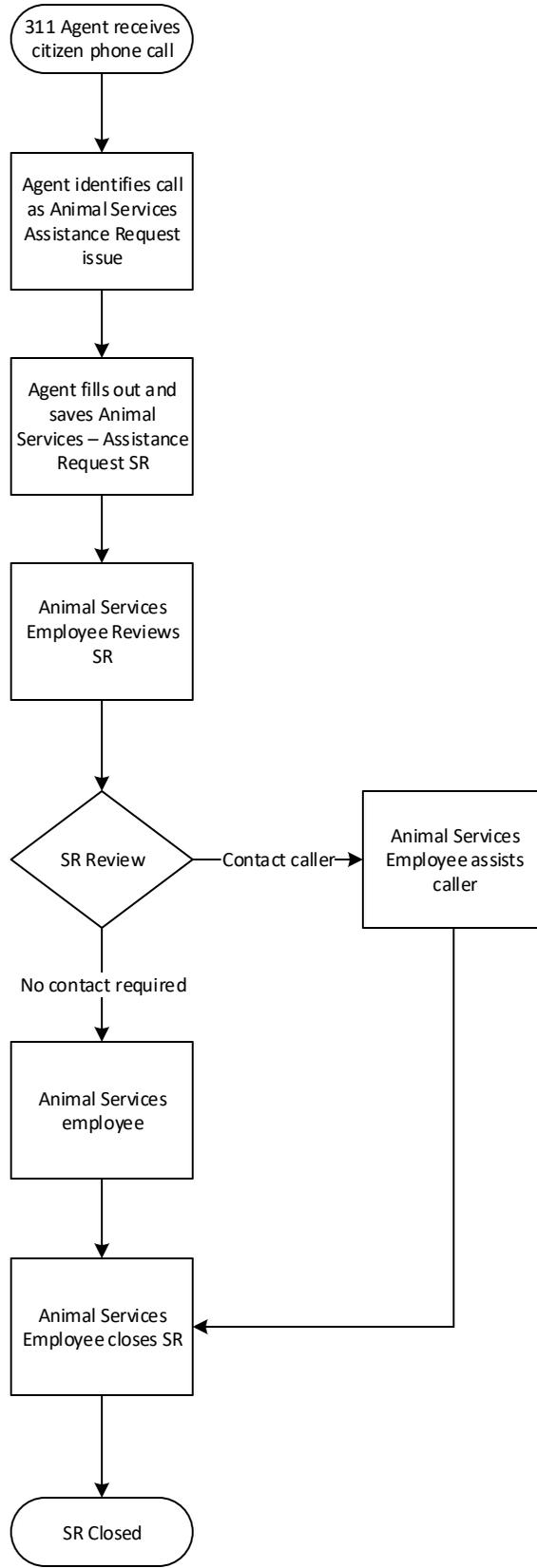


Animal Services – Assistance Request - Process



SR Not Currently on an Interface

Animal Services – Assistance Request SR

Use this SR for requests for records, inquiries about impounded/surrendered animals, adoptions, etc. or updates to Found Animal reports.

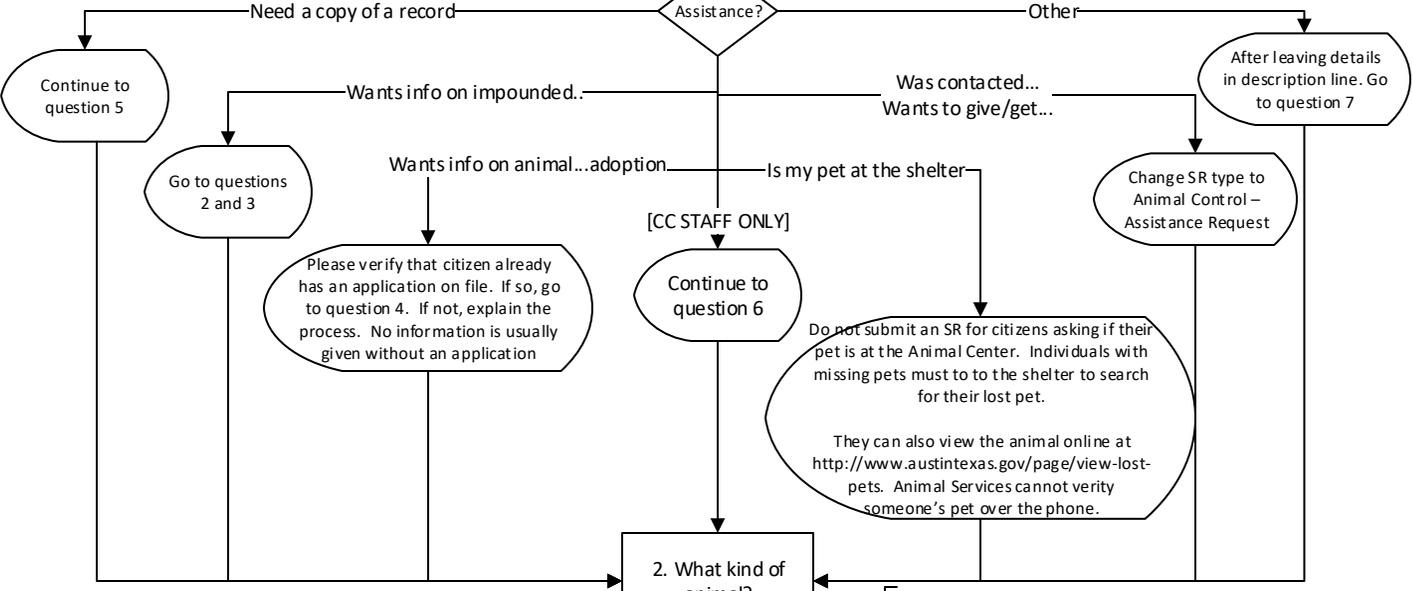
Citizens requesting a bite report from a previous animal bite should be referred to <http://www.austin.gov/pir> or they can send an email to publicinformation@austintexas.gov where they can request the bite record. If they do not have computer access they can go to the Austin Animal Center where they can fill out the request in person.

Do not submit an Sr for citizens asking if their pet is at the Animal Center. Individuals with missing pets must go to the shelter to search for their lost pet. They can also view the animals online at <http://austintexas.gov/page/view-lost-pets>. Animal Services cannot verify someone's pet over the phone.

1. What kind of assistance do you need?

- SLOV
- Need a copy of a record
- Wants info on impounded/surrendered animal
- Wants info on an animal up for adoption
- Other – explain in the description field
- Was contacted by Animal Control
- [CC STAFF ONLY] – SR Update
- Wants to give/get a dog house
- Is my pet at the shelter?

Assistance?



2. What kind of animal?

- SLOV
- Dog
- Cat
- Rabbit
- Other (detail in description field)

3. When was it surrendered?

Free Text

4. Please provide Animal ID number if known. (go to question 7)

Free Text

5. What kind of record? (go to question 7)

- MLOV
- Vaccination/Medical Records
- Adoption Records
- Other (detail in description field)

6. What is the SR# and the change/update? (skip question 7)

Free Text

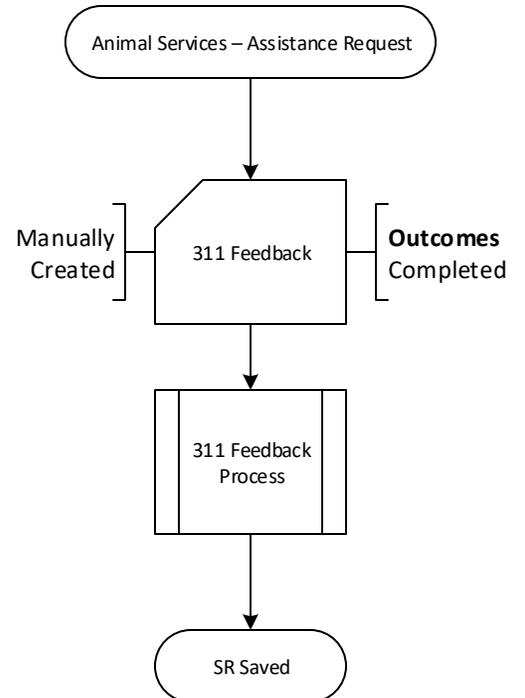
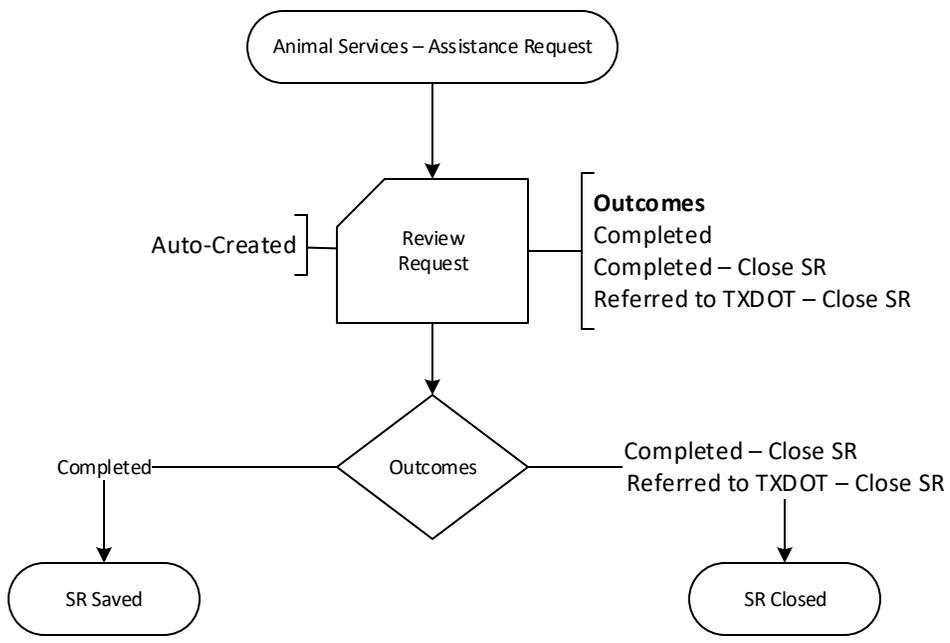
7. When is the best time to contact you (12 noon – 7pm M-F or 12 noon – 5pm S-S)

Free Text

Callbacks are usually made within one business day

Non-updateable

End of process. SR Saved



Message Type: Confirm SR Creation

To: \$\$PARTICIPANT_PRIMARY_EMAIL\$\$

Subject: Service Request Confirmation - \$\$SR_NUMBER\$\$

Body:

Thank you for reporting your concern to the City of Austin. Your service request for \$\$SR_TYPE\$\$ has been added to the service request tracking system and assigned the unique service request number \$\$SR_NUMBER\$\$. This number is the official reference number for your service request if you need to inquire about it in the future. It can be used in conjunction with your E-mail address to obtain the latest available status via the Internet.

Click on the following link to check the status of service request number \$\$SR_NUMBER\$\$.

<https://austin-csrprodcwi.motorolasolutions.com/StatusCheck.mvc/StatusCheck>

SR not on Mobile App/Spot
Reporter

SR Not Currently on CWI

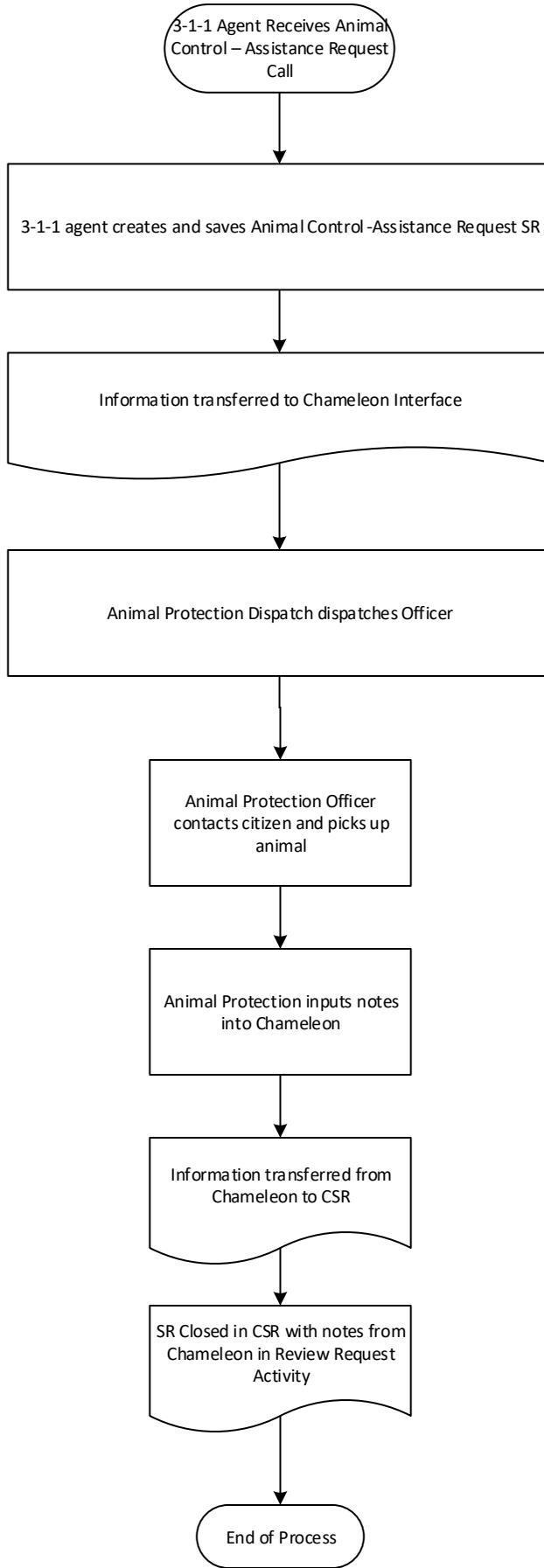
SR Not Currently on Field Mobile App

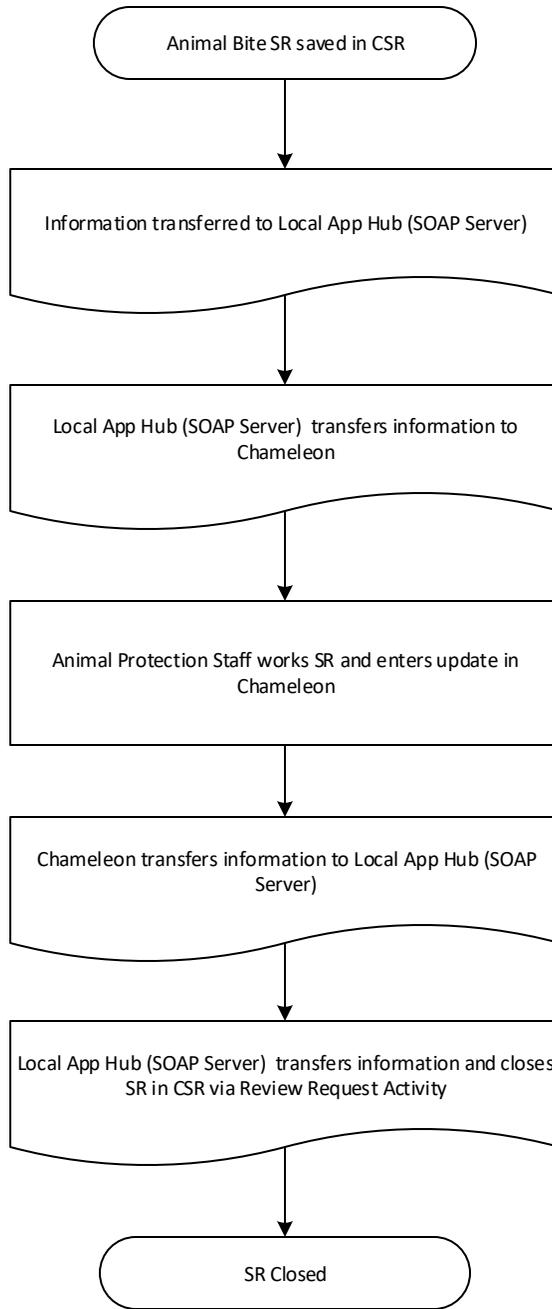
Title:
Document Type: Operational
Record Title: Technical Documentation
Retention Period: AV
Retention Length: NA
Created By:
Approved By:
Created Date:
Effective Date:
Location: Sharepoint
Owning Group: Client Relations & Information Services
Version: 1.1
is Vital Record: No

Change Log:

7/19/2021 – updated SR Creation and Closure message names. AHT – 1.1

Found Animal – Pick Up Process





If it is a business that needs an animal picked up, AP need to know so they can attempt to p/u the same day

Found Animal – Pick Up SR

Use this SR type to report an animal that has been found by a citizen, and they want to have the animal picked up. (They do not plan to keep the animal.) high volume of calls. Begin working steps in reunification guide. Animal Protection will attempt contact you within X hours
Animal Protection will not go on to private property to pick up an animal – property owner must be present

SLOV
Dog
Cat

What type of animal needs to be picked up?

Other – Detail in description field

Check info reference for wildlife and other animals the shelter does not accept before completing the rest of this SR. (Deer, fish, snakes, fowl, livestock, etc.)

Type?

Cat

ANIMAL CONTROL WILL NOT PICK UP CATS. IF THE CALLER WOULD LIKE TO KEEP THE CAT UNTIL THE OWNER IS FOUND PLEASE SUBMIT A FOUND ANIMAL REPORT – KEEP SR

End of Process. SR Not saved.

Dog

Is the animal confined?

SLOV
Yes
No

Confined?

Yes

Make sure you get specific details on the location of the animal. (in yard, inside house, in garage)

Do you know where the animal lives?

Boolean

Are you able to return the animal to the owner?

Is the animal habitually out?

Animal Protection will treat this as a habitual loose dog issue

Have you tried to contact the owner?

Boolean

Does the animal have a tag? Or microchip

Boolean

If animal has tag, enter tag # here:

Free Text

Have you tried to contact the owner on the tag

Animal Description

Free Text

Animal protection will contact you to assist and help you determine what options are available. (reunification guide)

Do you want animal control to come pick up the animal?

SLOV
Yes
No

Pick up?

No

ANIMAL CONTROL WILL ONLY PICK UP ANIMAL DURING NORMAL BUSINESS HOURS DURING THE DAY. THE CALLER MAY ALSO BRING THE ANIMAL TO THE AUSTIN ANIMAL SHELTER DURING NORMAL BUSINESS HOURS

IF CALLER INTENDS TO KEEP THE ANIMAL, CHANGE SR TO FOUND ANIMAL REPORT – KEEP.

End of process. SR not saved

Please provide a landmark if animal is near or in a business

Free Text

You will be contacted by Animal Protection Personnel within 24 hours.

Non-Updateable

See information reference for any adoption question.

Pictures of animal can be emailed to animal.customerservice@austintexas.gov

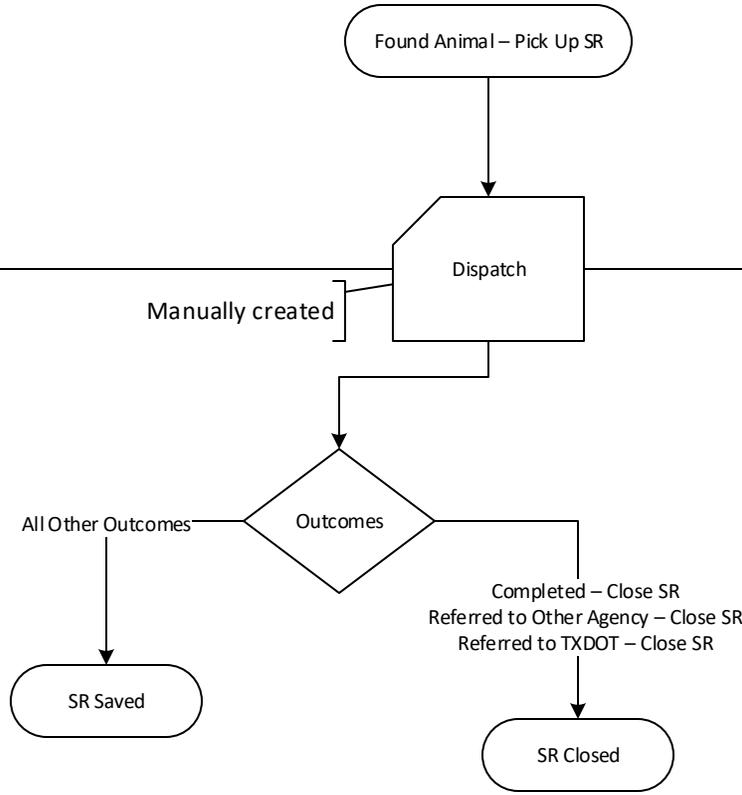
Still valid?

Note: if you hold on to animal for 14+ days and no owner is found finder has ownership

End of process. SR Saved

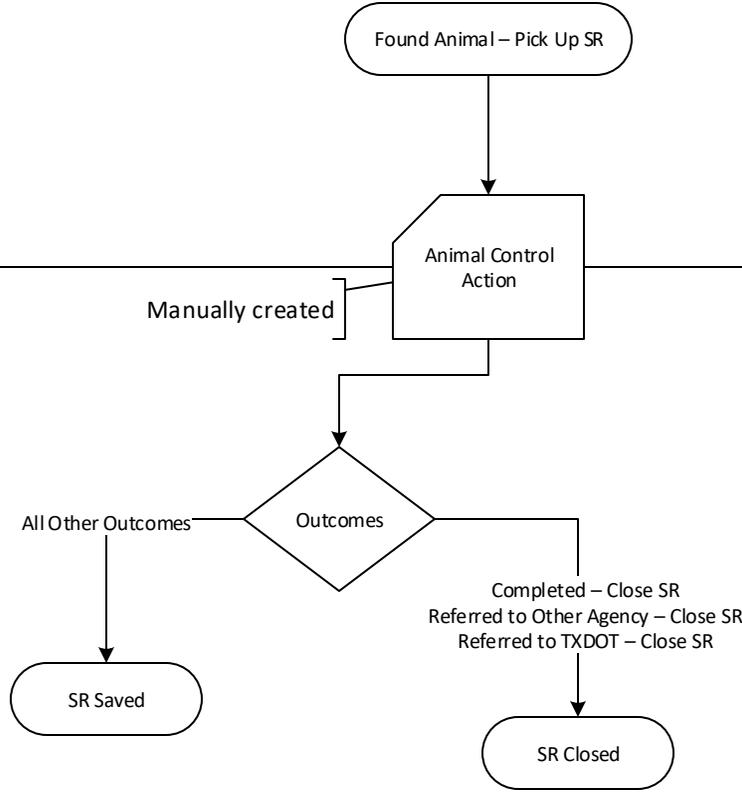
Found Animal – Pick Up

- Allowable Staff**
 Aco - Coa,
 Aco - Tc,
 Aco Lead - Coa,
 Aco Lead - Tc
 ,Aco Supervisor - Coa,
 Aco Supervisor - Tc,
 Baiocchi, Michelle
 Busby, Victor
 Dalton, Kathy
 Dossou, Michelle
 Escontrais, Mike
 Extine, Robert
 Goen, Philip
 Gooding, Bradford
 Grimmer, Pamela
 Kollman, Robert
 McElhatton, Christopher
 Moore, April
 Palmer, Crystal
 Parsons, Mike
 Puentes, Jana
 Reyna, Yolanda
 Robles, Chris
 Rowland, Josh
 Seguin, Billy Ray
 Stoetzel, Ryan
 Trejo, Jesse
 Vasquez, Gorgonio
 Yates, Pauline

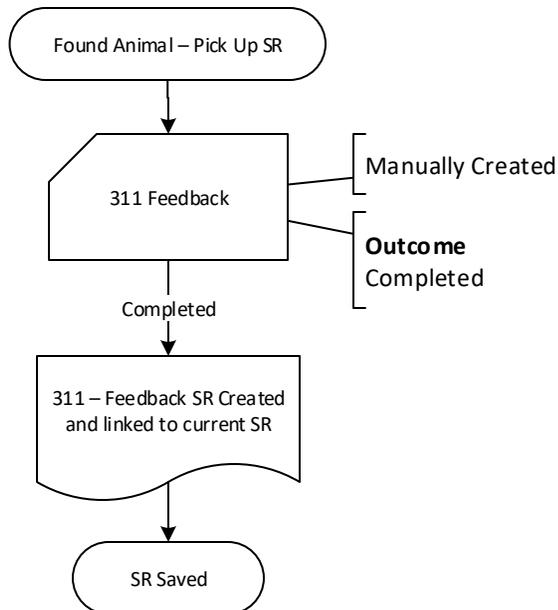


- Outcomes**
 Citation
 Completed
 Completed - Close SR
 Current on Tags
 Dangerous Dog Registration
 Declared Vicious
 Educated Someone
 Impound
 Injured Animal
 Made contact w/ Informant/Complainant
 No Contact Rabies Suspect
 No Violation
 Notice Left
 Owner Surrender
 Packet Dangerous Dog
 Pick up Trap
 Quarantine at Vet
 Quarantine In
 Quarantine Out
 Referred to Other Agency - Close SR
 Referred to TXDOT - Close SR
 Relocate to Wild
 Report Taken
 Responsible Pet Class
 Returned to Owner
 Service Request Cancelled
 Set Trap
 Unable To Catch Animal
 Unable To Locate Animal
 Unable to Rescue
 Violation
 Violator Warning Given

- Allowable Staff**
 Aco - Coa,
 Aco - Tc,
 Aco Lead - Coa,
 Aco Lead - Tc
 ,Aco Supervisor - Coa,
 Aco Supervisor - Tc,
 Baiocchi, Michelle
 Busby, Victor
 Dalton, Kathy
 Dossou, Michelle
 Escontrais, Mike
 Extine, Robert
 Goen, Philip
 Gooding, Bradford
 Grimmer, Pamela
 Kollman, Robert
 McElhatton, Christopher
 Moore, April
 Palmer, Crystal
 Parsons, Mike
 Puentes, Jana
 Reyna, Yolanda
 Robles, Chris
 Rowland, Josh
 Seguin, Billy Ray
 Stoetzel, Ryan
 Trejo, Jesse
 Vasquez, Gorgonio
 Yates, Pauline



- Outcomes**
 Citation
 Completed
 Completed - Close SR
 Current on Tags
 Dangerous Dog Registration
 Declared Vicious
 Educated Someone
 Impound
 Injured Animal
 Made contact w/ Informant/Complainant
 No Contact Rabies Suspect
 No Violation
 Notice Left
 Owner Surrender
 Packet Dangerous Dog
 Pick up Trap
 Quarantine at Vet
 Quarantine In
 Quarantine Out
 Referred to Other Agency - Close SR
 Referred to TXDOT - Close SR
 Relocate to Wild
 Report Taken
 Responsible Pet Class
 Returned to Owner
 Service Request Cancelled
 Set Trap
 Unable To Catch Animal
 Unable To Locate Animal
 Unable to Rescue
 Violation
 Violator Warning Given



Message Type: Creation of SR

Activity:

To: \$\$PARTICIPANT_PRIMARY_EMAIL\$\$

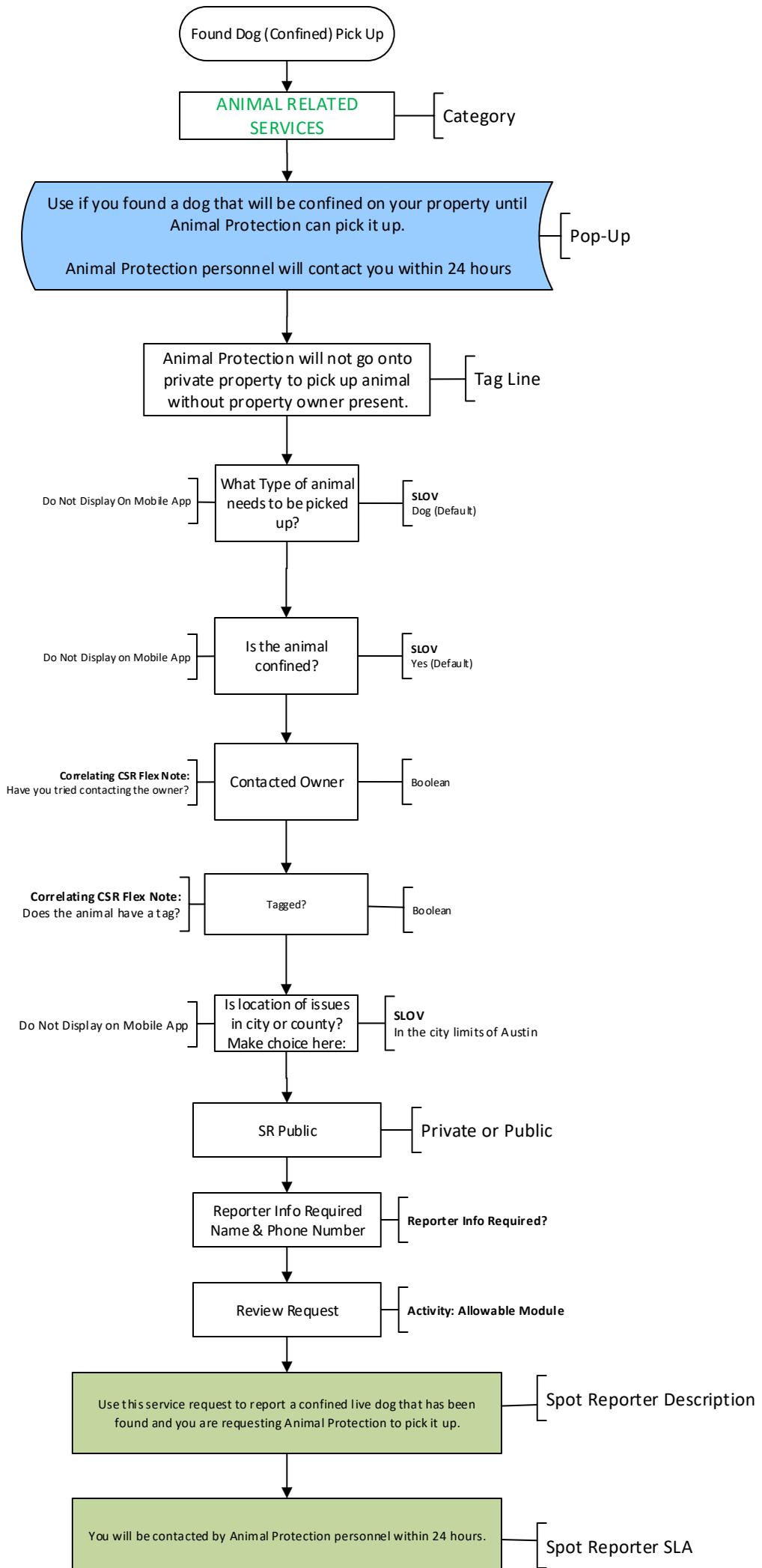
Subject:

Service Request Confirmation - \$\$SR_NUMBER\$\$

Body:

Thank you for reporting your city services needs. Your service request for Animal Bite has been added to the service request tracking system and assigned the unique service request number \$\$SR_NUMBER\$\$. This number is the official reference number for your service request if you need to inquire about it in the future. It can be used in conjunction with your E-mail address to query the latest available status via the Internet.

Please click on the following link to check the status of service request number \$\$SR_NUMBER\$\$.
<https://austin-csrprodewi.motorolasolutions.com/StatusCheck.mvc/StatusCheck>



CWI

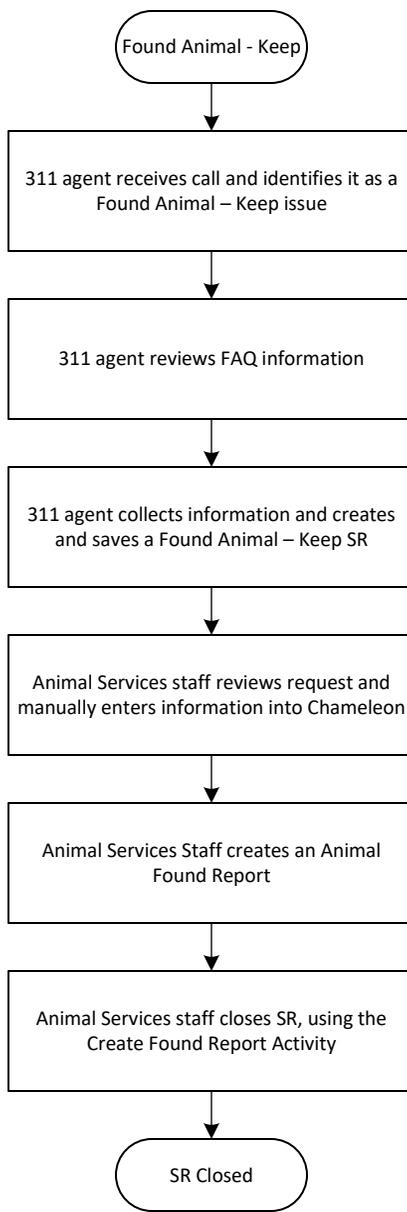
Not on CWI

Not on Field Mobile App

Title: Found Animal – Pick Up
Document Type: Operational
Record Title: Technical Documentation
Retention Period: AV
Retention Length: NA
Created By: Anthony Tucker
Approved By:Patty Martinez
Created Date: 1/8/2021
Effective Date: 1/8/2021
Location: Sharepoint
Owning Group: Client Relations & Information Services
Version: 1.4
is Vital Record: No

Change Log:

1.4 changed Mobile App category. 4-22-2021 AHT



Interface

This SR has no interface

Pet Resource Center – Keep Found Animal

Is there a better name that would help citizens understand when to use this SR?

This service request is used when someone finds an animal and wishes to keep it until the owner is found.
 Use location field to capture address where animal was found.
 Pet Resource Center – Keep Found Animal

Note to Agent: If caller does not have the microchip number they can have the animal scanned at the Austin Animal Center, a vet office, or any COA Fire Station. Providing a microchip number will greatly increase the chance of finding the animal owner. If the caller would like to get the animal scanned for a microchip, have them call back and submit the SR after they have the animal scanned.

Non-Updateable

Note to Agent: Animal Center staff will create a "Found Report" that will be made available to residents searching the Austin Animal Center and website for their lost animal. The Found Report will be available for 2 weeks and includes the animal description information and picture, if available. Participant information is required and contact information will be provided to animal owners who believe the animal found matches their lost animal.

Non-Updateable

- SLOV
- Bird
- Cat
- Dog
- Exotic Animal
- Livestock
- Rabbit
- Snake/Reptile
- Other Small Animal

Type of animal?

Use location field to capture address where animal was found.

Character

Provide landmark details of where animal was found. Please provide a landmark if animal was found near a business.

Character

Enter microchip number, if known

Character

Collar description

Character

Provide tag description and number.

Character

Tag number

Character

Animal name, if known

Character

Animal breed

Character

Animal color

Required

Approximate animal weight

Required

Approximate animal age

Character

Additional identifying information

Character

Animal gender

- SLOV
- Female
- Male
- Unknown

Additional information (other tags, amputations, clothing, etc)

Character

A "Found" card will be created with this information.

Non-Updateable

Austin Animal Center staff will review this request within 3 business days and call you back if additional information is needed.

Non-Updateable

See info reference for adoption details

Non-Updateable

If you find the animal owner please email pet.resources@austintexas.gov. Pictures of the animal can also be sent to this email address. Please reference the SR number when sending an email.
 This information will be provided to you in an email.

Non-Updateable

Note to Agent: Inform caller this service request is available on the Austin 3-1-1 mobile app.

Non-Updateable

SR Saved

Found Animal Report – Keep SR - INTAKE

Message Type: Confirm SR Creation

To: \$\$PARTICIPANT_PRIMARY_EMAIL\$\$

Subject: Service Request Confirmation - \$\$SR_NUMBER\$\$

Body:

Thank you for reporting your concern to the City of Austin. Your service request for \$\$SR_TYPE\$\$ has been added to the service request tracking system and assigned the unique service request number \$\$SR_NUMBER\$\$\$. This number is the official reference number for your service request if you need to inquire about it in the future. It can be used in conjunction with your E-mail address to obtain the latest available status via the Internet.

Click on the following link to check the status of service request number \$\$SR_NUMBER\$\$\$.
<https://austin-csrprodcwi.motorolasolutions.com/StatusCheck.mvc/StatusCheck>

CUSTOM

Attachment/link

Photo email SR number Reference

If they find the owner

Message Type: SR Closed Message

To: \$\$PARTICIPANT_PRIMARY_EMAIL\$\$

Subject: Service Request Closed - \$\$SR_NUMBER\$\$

Body:

Thank you for reporting your concern to the City of Austin. This email is to inform you that your service request has been closed.

Service Request Number: \$\$SR_NUMBER\$\$

Service Request Type: \$\$SR_TYPE\$\$

Click on the following link to check the activities of service request number \$\$SR_NUMBER\$\$.
<https://austin-csrprodcwi.motorolasolutions.com/StatusCheck.mvc/StatusCheck>

Please do not hesitate to contact us should there be any further questions or inquiries regarding this request. Please have the assigned service request number ready when you call.

Keep Found Animal

SR Name?

Animal Related Services

Category

This service request is used when someone finds an animal and wishes to keep it until the owner is found.

Animal Center staff will create a "Found Report" based on the information submitted that will be made available to citizens searching the Austin Animal Center and website for their lost animal. The Found Report will be kept on file for 2 weeks and includes the animal description information and picture, if available. Please include as much information as possible to help reunite lost pet with owner.

Reporter information is required and will be provided to animal owners who believe the animal found matches their lost pet.

Austin Animal Center staff will review this request within 3 business days and call you back if additional information is needed.

If you do not have the microchip number you can have the animal scanned at the Austin Animal Center, a vet office, or any COA Fire Station. Providing a microchip number will greatly increase the chance of finding the animal owner.

Use location field to capture address where animal was found.

Pop-Up

Submit only if keeping animal until owner found & willing to share Reporter info. Reporter information will be provided to animal owner.

Tagline

SLOV

Bird

Cat

Dog

Exotic Animal

Livestock

Rabbit

Snake/Reptile

Other Small Animal

Type of animal?

Microchip number, if known.

Character

Collar description.

Character

Tag Description and number

Character

Animal breed

Character

Animal color

Character

Approximate animal weight

Character

Approximate animal age

Character

Additional identifying information.

Character

Animal gender?

SLOV
Female
Male
Unknown

Public

Public or Private?

Reporter info required

Reporter Info Required?

Review Request

Allowable Module

This service request is used when someone finds an animal and wishes to keep it until the owner is found.

Animal Center staff will create a "Found Report" based on the information submitted that will be made available to citizens searching the Austin Animal Center and website for their lost animal. The Found Report will be kept on file for 2 weeks and includes the animal description information and picture, if available. Please include as much information as possible to help reunite lost pet with owner.

Reporter information is required and will be provided to animal owners who believe the animal found matches their lost pet.

Use location field to capture address where animal was found.

Spot Reporter Description

Austin Animal Center staff will review this request within 3 business days and call you back if additional information is needed.

Spot Reporter SLA

SR Saved

External Description: This service request is used when someone finds an animal and wishes to keep it until the owner is found. Use location field to capture address where animal was found.

Is there a better name that would help citizens understand when to use this SR?

Keep Found Animal

If you do not have a microchip number you can have the animal scanned at the Austin Animal Center, a vet office, or any COA Fire Station. Providing a microchip number will greatly increase the chance of finding the animal owner. If you would like to get the animal scanned for a microchip, submit this service request after you have the animal scanned.

CWI Only
Non-Updateable

Animal Center staff will create a "Found Report" that will be made available to residents searching the Austin Animal Center and website for their lost animal. The Found Report will be available for 2 weeks and includes the animal description information and picture, if available. Participant information is required and contact information will be provided to animal owners who believe the animal found matches their lost animal.

CWI Only
Non-Updateable

- SLOV
- Bird
- Cat
- Dog
- Exotic Animal
- Livestock
- Rabbit
- Snake/Reptile
- Other Small Animal

Type of animal?

Use location field to capture address where animal was found.

Character

Provide landmark details of where animal was found. Please provide a landmark if animal was found near a business.

Character

Enter microchip number, if known

Character

Collar description

Character

Provide tag description and number.

Character

Tag number

Character

Animal name, if known

Character

Animal breed

Character

Animal color

Character

Required

Approximate animal weight

Character

Required

Approximate animal age

Character

Additional identifying information

Character

Animal gender

SLOV
Female
Male
Unknown

Additional Information (other tags, amputations, clothing, etc)

Character

A "Found" card will be created with this information.

Non-Updateable

Austin Animal Center staff will review this request within 3 business days and call you back if additional information is needed.

Non-Updateable

See Info reference for adoption details

Non-Updateable

If you find the animal owner please email pet.resources@austintexas.gov. Pictures of the animal can also be sent to this email address. Please reference the SR number when sending an email. This information will be provided to you in an email.

Non-Updateable

Note to Agent: Inform caller this service request is available on the Austin 3-1-1 mobile app.

Non-Updateable

SR Saved

Found Animal Report - Keep - CWI

SR not on field mobile app

Title: Found Animal Report - Keep
Document Type: Operational
Record Title: Technical Documentation
Retention Period: AV
Retention Length: NA
Created By: Anthony Tucker
Approved By: Patty Martinez
Created Date: 4/22/2021
Effective Date: 4/22/2021
Location: Sharepoint
Owning Group: Client Relations & Information Services
Version: 1.0
is Vital Record: No

Change Log:

1.1 – updated mobile app category. 4/22/2021 AHT