

What happens when residents call 3-1-1 and they cannot keep the animal and they cannot take them to the shelter?

If a resident needs to have a found dog picked up, Austin 3-1-1 will enter a **“Found Animal - Pick Up”** service request that goes to ASO for review and follow up. Right now, we give the resident the expectation that Animal Protection personnel will contact them within 24 hours as noted at the end of the service request process.

If the resident needs to speak to ASO staff right away, we also implement our escalation process. This call is transferred to our command center who then reaches out to ASO on a supervisor line or sends an email to an ASO group to let them know this resident needs a callback as soon as possible.

We are currently working with our department partners on updates to the service request process. For ASO we have begun a review of the **“Found Animal – Pick Up”** service request which includes a change in the name of the service request type to **“Animal Protection – Found Animal Assistance”**. Once the service request is entered, Animal Protection will contact them within 24 hours to provide them available options and assistance. The updates to the service request are scheduled to take place in September.

In addition, our team is in the process of reviewing all FAQ articles we have about ASO to confirm documentation has the most accurate information available. It is the responsibility of the department to let us know every time they update processes, procedures, or items such as operating days and hours. It helps to provide us the documentation before it becomes effective or as soon as possible to allow time to update the content in our system and to train our staff.