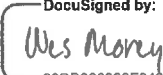





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**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4995	Date Issued: September 8, 2008
Section: 4900 – Specific Procedures	Date Revised: November 8, 2021
Accreditation Standards:	
SUBJECT: BARKING OR HOWLING DOG COMPLAINTS	
APPROVED:	<small>DocuSigned by:</small>  <small>90DB836890F8400...</small> Chairperson, Law Enforcement Users Subcommittee
APPROVED:	 Amethyst Uchida, General Manager

1.0 Policy

To provide referral information and direction to callers reporting noise complaints caused by barking or howling dogs; and to provide callers who insist on an immediate law enforcement response with a referral to the appropriate on-duty patrol unit or supervisor. Barking and howling dogs within the county and city jurisdictions are considered a public nuisance and a disturbance of the peace. As such, there are varying local code enforcement systems in place that use a combination of criminal, civil and administrative remedies, depending on the jurisdiction.

2.0 Procedure

Dispatchers who receive noise complaints from callers reporting barking or howling dogs will use the following protocols:

- 2.1 If the barking or howling dog is reported as suspicious in nature, or there are any other indications of criminal activity or distress, the dispatcher will immediately create a detail for dispatch and outline any pertinent information.
- 2.2 If the barking or howling dog is within an Animal Services Authority (ASA) contracted jurisdiction and reported as a nuisance disturbance only, the dispatcher will first explain to the caller that the agency of jurisdiction

for barking dog complaints is the ASA and a complaint should be filed with them during business hours. Dispatchers should also offer to create an 'ANINON' detail for the caller and explain that ASA personnel will contact them during business hours to follow-up with the complaint.

2.2.1 Within the city limits of Watsonville, when Animal Services is in an on-call status, any barking or howling dogs and animals roaming at large should have a call for service with type code 'ANIMAL' created and a patrol officer dispatched.

2.3 If the caller insists on an immediate law enforcement response (or the law agency of jurisdiction does not contract with the ASA), the dispatcher will create a 'ANIMAL' detail and ascertain the following information:

- The address or location of the offending dog(s).
- If it is known if the owner of the dog is currently at the same location.
- If the complainant is prepared to sign a complaint (citizen's arrest) if necessary.
- The name and address of the complainant with a contact telephone number.

The detail will then be dispatched to the appropriate patrol unit within the law enforcement agency of jurisdiction.

2.4 'ANIMAL' details within the Santa Cruz Sheriff's Office jurisdiction will only be dispatched to the patrol supervisor for review and appropriate disposition.

Law enforcement User agencies consider a 'ANIMAL' detail as a low-priority call and will respond only when the agency is able.