

SERVICE LEVELS FOR DOGS WANDERING AT LARGE

Table 1A: Monday to Friday

Monday to Friday	Category 1 The dog is wandering at large - unrestrained.	Category 2 You have found a dog and have it restrained on your premises	Category 3 The dog is wandering at large (or it is restrained) and it is acting aggressively or it is perceived to be a risk to people or vehicles.
Monday to Friday 8.30am to 7.30 pm	<p>Procedure 1.1 8.30 am to 7.30 pm</p> <ol style="list-style-type: none"> Officer will be tasked job via SMS and email. Within 30 minutes, a search is undertaken within the vicinity of last reported site to try and find and seize the dog. 	<p>Procedure 2.1 8.30 am to 7.30 pm</p> <ol style="list-style-type: none"> Staff will check data for matching to any lost dog reports and if dog is registered and identified and owner found, staff will facilitate collection by the owner. If unidentified, officer will be tasked job via SMS and email. Officer will collect the dog within 30 minutes - or at arranged time. If dog is registered and identified and owner found, officer will facilitate collection by the owner. If owner unable to be located the dog will be impounded. 	<p>Procedure 3.1 8.30 am to 7.30 pm</p> <ol style="list-style-type: none"> Officer will be called and tasked job via SMS and email. Within 30 minutes a search is undertaken within the vicinity of last reported site to try and find and seize the dog. If restrained, Officer will collect the dog within 30 minutes - or at arranged time.
Monday to Friday 7.30pm to 10.30pm	<p>Procedure 1.2 7.30 pm to 10.30 pm</p> <ol style="list-style-type: none"> Officer will be tasked the job via SMS. Officer will call back the caller and determine any additional information. Officer will not attend site unless dog is 	<p>Procedure 2.2 7.30 pm to 10.30 pm</p> <ol style="list-style-type: none"> Officer will be tasked the job via SMS. Officer will call back the caller and determine any additional information. Officer will attend and pick up the dog 	<p>Procedure 3.2 7.30 pm to 10.30 pm</p> <ol style="list-style-type: none"> Officer will be tasked the job via SMS. Officer will call back the caller and determine any additional information. Officer will attend last reported site

	<p>reported as aggressive or dangerous.</p> <ol style="list-style-type: none"> 4. Officer will note job, and check data for matching to any lost dog reports. 5. Officer will action the next morning and check data for matching to any lost dog reports 	<p>within 60 minutes or at an arranged time.</p> <ol style="list-style-type: none"> 4. If caller wishes to hold the dog, the officer arranges collection the next morning. 5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner. 	<p>within 60 minutes and search for dog.</p> <ol style="list-style-type: none"> 4. Search will continue within the vicinity of last reported site to try and find and seize the dog. 5. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.
<p>Monday to Friday</p> <p>10.30pm to 8.30am</p>	<p>Procedure 1.3 10.30 pm to 8.30 am</p> <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will not attend site unless dog is reported as aggressive or dangerous. 3. Officer will action the next morning and check data for matching to any lost dog reports 	<p>Procedure 2.3 10.30 pm to 8.30 am</p> <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS and if the dog can't be held, called by afterhours operator. 2. Officer will call back the caller and determine any additional information. 3. Officer will attend and pick up the dog within 60 minutes or at an arranged time. 4. If caller wishes to hold the dog, the officer attends the next morning. 5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner. 	<p>Procedure 3.3 10.30 pm to 8.30 am</p> <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS and called by the afterhours operator. 2. Officer will call back the caller and determine any additional information. 3. Officer will attend last reported site within 60 minutes and search for dog. 4. Search is undertaken within the vicinity of last reported site to try and find and seize the dog. 5. Officer will also check data for matching to any lost dog reports. 6. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.

Note: All times are estimated maximums but are subject to variations due to weather, traffic and other tasks in progress.