

# CITY OF HYATTSVILLE

Animal Control Annual Report  
March 4th 2024



# ACL Annual Report FY23 - Responsibilities

- Animal Control Liaison (ACL): Jazmin Shorts  
Email: [Animalsupport@hyattsville.org](mailto:Animalsupport@hyattsville.org)  
Phone number: 301-985-5000
- ACL is responsible for collaborating with various city departments, including but not limited to Code compliance, HPD, and PG County agencies responsible for animal control incidents that occur within the City's municipal boundaries. ACL will have general knowledge of applicable laws, regulations, and county procedures and serve as the City's POC to assist residents with obtaining information and follow-up when additional support is needed from the responsible agencies.
- ACL's primary role is to assist residents when additional support is needed from PGCASD, HPD, and Code Departments. The *ACL is not the first responder to active animal control issues and sick/injured wildlife.*

## SUPPORT FOR ANIMAL CONTROL IN THE CITY OF HYATTSVILLE



### What to do when you need help:

The Prince George's County Animal Services Division is responsible for animal control in the City of Hyattsville. Report loose animals or animal welfare concerns to (301) 780-7200.

Please call 911 for animal-related emergencies.





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### Important contacts:

- Emergency assistance with an animal incident: Call 911
- Loose or nuisance animals, or animal welfare concerns: Prince George's County Animal Services, (301) 780-7200
- Wildlife concerns, including animals struck in a roadway: Maryland Dept. of Natural Resources, 1-877-463-6498

[hyattsville.org/animalcontrol](https://hyattsville.org/animalcontrol)



For assistance with follow-up after an animal control incident, contact Hyattsville's animal control liaison:  
Phone: (301) 985-5000  
Email: [animalsupport@hyattsville.org](mailto:animalsupport@hyattsville.org)  
\*\* The animal control liaison does not respond to active incidents. Please use the contacts listed above\*\*



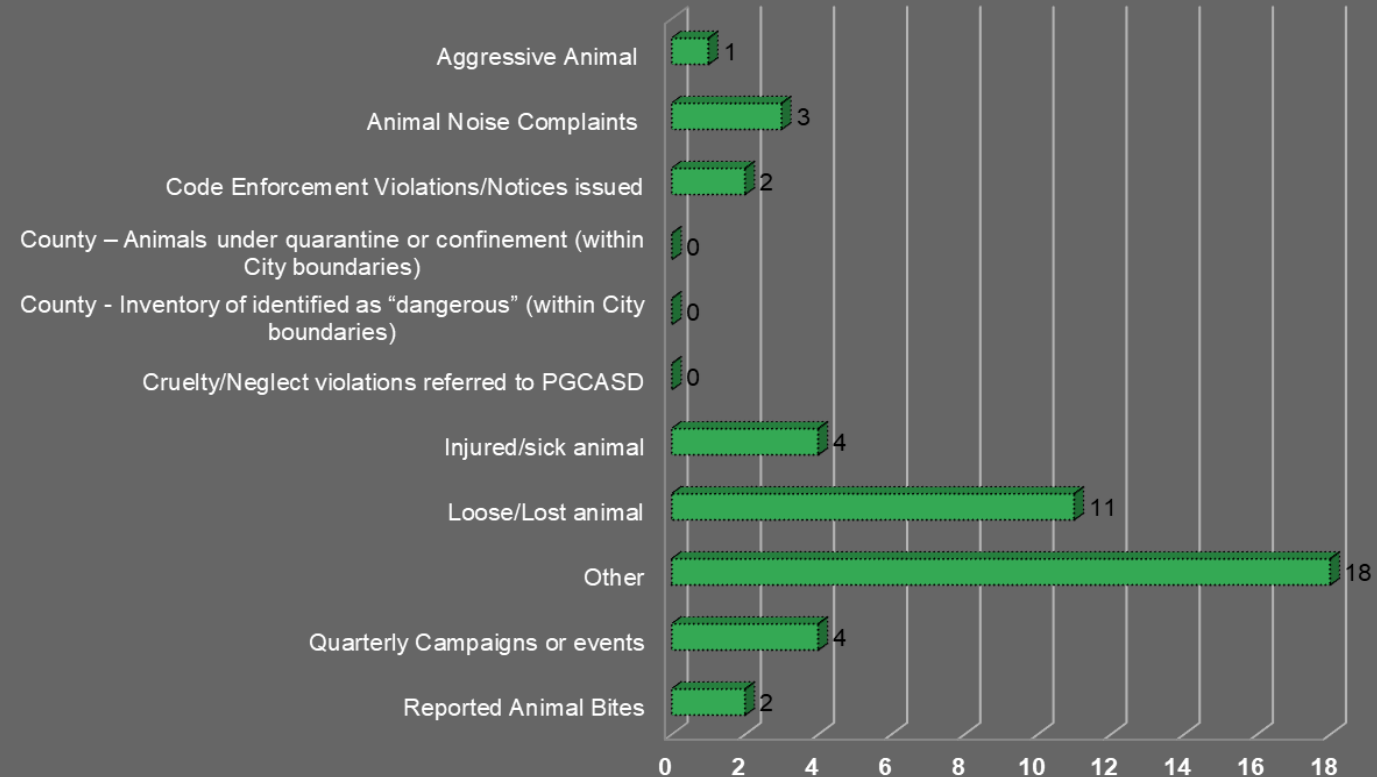


# Animal Control Annual Report FY23 - Data

April – June 2023 there were 39 animal-related incidents.

- **Code Enforcement Violation/Notices Issues** – One notice was sent for a request for fumigation. The second notice of violation was sent for an aggressive animal.
- **Inventory of identified** as “dangerous” by the county and any animals under quarantine or confinement orders by the county within the municipal boundaries of the city. **County Notification to the City-** Currently, the PGCASD does not maintain records for “dangerous” animals and only maintains records for animals under quarantine within their facility. PG County Health Department does not maintain records for “dangerous” animals or animals under quarantine.
- **Other** - Animal carcass removal, property destruction by animal, pest-related complaints, & unfounded animal issues.

## Annual Quarterly Data Collection FY23



# HVL Animal Control – Data Tracking System

- ACL maintains data for all animal-related complaints/issues that are received via phone, email, daily CAD reports from PD, and or referrals.
- ACL records data through a report log that captures the following information:
  - Date & time of animal related complaint/issue
  - Resident name
  - Resident phone number
  - Location of animal
  - Explanation of animal issue
  - Description of animal
  - If resident contacted PGCASD
  - Case notes

*\*All personal information is confidential\**



# ACL Annual Report FY23 – Highlights

## May

- DNR conducted a 2-day site visit at Driskell Park for a report of a rabid fox & raccoon. Survey found no evidence of an active fox or raccoon

## June

- DNR returned for a bear sighting. "Smokey" the Bear was tracked from the City to NE DC where it was successfully caught and returned to remote area in Maryland.

## Campaigns & Outreach

- Campaign for "Support for Animal Control in the City of Hyattsville" was distributed at City Anniversary Festival, Jim Henson Celebration, & Fresh Produce Distribution.
- June 23, 2023 ACL was a co-host on Age-Friendly Work Group Zoom meeting & did displayed a short welcome presentation with ACL roles and responsibilities.



Remember Smokey, the bear?



# Standard Response Protocol

**52-16 Code Conformity, Standardization, and Training** The City shall develop a standard response protocol to inform appropriate responses by the City. Said protocol will include requirements to provide reports to the County, issue written warnings or citations, log and track data for annual reporting, and post information concerning incidents in the police log.

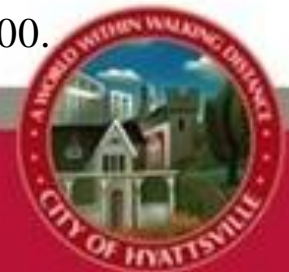


## Residents Protocol

- **Step 1:** In case of an emergency with an animal incident, please call 911.
- **Step 2:** Report loose animals, sick, vicious, or nuisance animals, or concerns about animal cruelty or neglect to (301) 780-7200. option 1. Please have the following information ready when you call:
  - Name, address, phone number (information will be kept confidential)
  - Address where last seen.
  - Animals physical condition
  - Color of animal
  - Type of animal

**Wildlife concerns** are to be reported to DNR Monday –Friday 8am-4:30pm at 877-463-6497. For emergencies outside of business hours contact Natural Resources Police 24-hour dispatch at 410-260-8888.

- **Step 3:** Once the report to PGCASD is completed and additional support is needed, please email or call ACL at [Animalsupport@hyattsville.org](mailto:Animalsupport@hyattsville.org) or 301-985-5000.





# Standard Response Protocol

**52-17 Data Collection and Reporting** On a quarterly basis, the City's Animal Control Liaison will make this information available to the public via the City's communication channels

## ACL Protocol

- **Step 1 Intake:** Contact resident/receive communication from resident to obtain a detailed explanation of the animal issue/incident, a description of the animal, the location of the incident, and if PGCASD or Police were contacted. All information is recorded in ACL's Animal Control Incident Log for record-keeping purposes for reporting. Any necessary follow-up with HPD, Code Compliance
- **Step 2 Referral:** Issues/incidents that meet conditions for a violation notice or citation - Code Compliance will be contacted and provided with the address of the incident or potential violation. Code Compliance will validate the incident including a copy of a police report, verify any previous incidents or violations at the address, and send the appropriate notice.
- **Step 3 follow-up:** **3a.** ACL will contact the resident to determine if the issue/incident is ongoing. If ongoing the incident should be reported to the HPD. If the issue/incident persists, Code Compliance may issue 2<sup>nd</sup> notice of violation or citation.
- 3b.** The Resident will be encouraged to continue to contact PGCASD to create a history log of the complaints to initiate a formal complaint & request a hearing with the Prince George's County Animal Control Commission.

### ➤ **Step 4 Case Closure:**

- 4a.** Once the issue/incident has been resolved, ACL will conduct a final follow-up with Code Compliance, PGCASD, and/or Police to ensure all departments have the necessary data for record keeping.
- 4b.** The ACL will record all data used for quarterly and annual reports as required.



# Standard Response Protocol

## Communications Protocol

If an animal inflicts injury on a person or a domesticated animal, a public safety alert will be shared within 24 hours after the occurrence. This communication will include the block where the incident took place and the block where the animal resides, if available.



- **Step 1:** If the Hyattsville Police Department or Code Compliance Teams are dispatched to an animal incident meeting the conditions above, they should relay the following information to the Police Department's Public Information Officer ([hpdpio@hyattsville.org](mailto:hpdpio@hyattsville.org)) as soon as possible, and no later than 24 hours after the incident takes place:
  - Block where incident occurred.
  - Block where the offending animal resides, if known
  - Description of offending animal
  - Nature of injury
  - Status of offending animal (i.e. was impounded, is at large, is under custody of owner, etc.)
- **Step 2:** If the Hyattsville Police Department or Code Compliance Teams are not the responding agencies for the incident, the ACL is responsible for sharing the information above with the Police Department's Public Information Officer once they are made aware of the incident.
- **Step 3:** Once the information has been shared, the Police Department's Communications Team will compile the details for an emergency alert (Nixle) and social media (Hyattsville Police Department Facebook and Twitter). The alert should be shared as soon as possible, and no later than 24 hours after the incident took place.
- **Step 4:** If additional follow-up is required, the Police Department's Communications Team will share via emergency alert (Nixle) and social media (Hyattsville Police Department Facebook and Twitter) when the information becomes available.





# Standard Response Protocol

## Code Compliance Protocol

- **Step 1 Investigation and Validation:** Validate and investigate alleged complaint once the ACL has documented the case and reported the issue to Prince Georges County Animal Control. The Code Inspector will follow up with the ACL regarding their findings. A confirmed property owner, violation, and address of pet ownership must be available in order for a Code Compliance Inspector to take action.
- **Step 2 Violation Notice / Citation:** Once validated address and property owner has been identified, issue a violation notice and or subsequent municipal infraction citation depending on the proof and severity of the issue.
- **Step 3 Case Closure:** Once a resolution to the case has been obtained, the case will be closed. Inspectors will follow the protocol set forth within the City Charter and Code.



# Standard Response Protocol

## Police Department Protocol

HPD will forward all animal-related incidents to a police log which is automatically forwarded to the ACL every 24 hours.

**52-7 Care and Treatment of Animals** – It shall be a violation of this chapter for the owner of any domestic or kept animal to fail to provide said animal with sufficient good and wholesome food and water, clean and sanitary surroundings and shelter and protections from the weather, veterinary care when needed to prevent suffering or transmission of communicable disease, humane care and treatment. and it shall be a violation to abandon an animal, to beat, ill-treat, torment, overload, overwork or otherwise abuse any animal or cause permit any animal to fight or become engaged in combat between animals or between animals and humans.



- **Step 1:** Residents should contact police communications through the non-emergency line (301) 985-5060 or if it is an emergency (301) 985-5050.

- **Step 2:** Communications will dispatch the following information from the caller/complainant to available officers.
  - Complainant/Callers name, address, phone number
  - Location of the incident
  - Type of animal
  - Location where the animal was last seen.
- **Step 3:** Officers will respond to the location and meet with the complainant/caller and obtain all the information about the call for service to take the appropriate action.
- **Step 4:** Any case of verified cruelty or neglect charge as it pertains to 52-7, officers will:
  - Issue an Animal Complaint Violation Notice for a first-time violation or issue a fine for the first violation in the amount of \$250.00 on a municipal citation.
  - Issue a fine for the second and subsequent violations in the amount of \$ 500.00 on a municipal citation.



# Standard Response Protocol

**Public Nuisance Animal** – Any animal which engages in excessive barking, howling, or other noise. Creates unsanitary conditions on public property, animals that are unleashed in public spaces, gives offense to human senses, or substantially interferes with the rights of citizens, other than its owner, to the enjoyment of life or property.

**Step 1:** Residents should contact communications through the non-emergency line (301) 985-5060 or if it is an emergency (301) 985-5050.

**Step 2:** Communications will dispatch the following information from the caller/complainant to available officers.

- Complainant/Callers name, address, phone number
- Location of the incident
- Type of animal
- Location where the animal was last seen.



**Step 3:** Officers will respond to the location and meet with the complainant/caller and obtain all the information about the call for service to take the appropriate action.

**Step 4:** In instances of Public Nuisance Animal, officers will:

- Issue an Animal Complaint Violation Notice for a first-time violation or second violation and forward the notice to code compliance.
- For the violation officers can issue a Municipal Citation in the amount of \$100.00
- For the second and subsequent citations occurring on any day after the date of the first violation will be \$200.00





# Standard Response Protocol

**Public Threat** – Any situation in which any animal, without provocation, inflicts injury on humans or domesticated animals, threatens to inflict injury on humans or domesticated animals or any situation involving a “dangerous animal”, or a “potentially dangerous animal” as defined under County Code 3-101.

**Step 1:** Residents should contact communications through the non-emergency line (301) 985-5060 or if it is an emergency (301) 985-5050.

**Step 2:** Communications will dispatch the following information from the caller/complainant to available officers.

- Complainant/Callers name, address, phone number
- Location of the incident
- Type of animal
- Location where the animal was last seen.



**Step 3:** Officers will respond to the location and meet with the complainant/caller and obtain all the information about the call for service to take the appropriate action.

**Step 4:** Officers will determine which category of public threat the violation falls within Public Threat Category 1 or 2:

**Public Threat Category 1 Violation** – No person tasked with responsibility or care of an animal shall allow an animal, without provocation, to engage in threatening and menacing behaviors, such as charging and snapping at humans or other domesticated animals. This does not include animals that are within fenced in yards or animals that are on a leash.

Responding officer(s) protocol:

- Complete an incident report.
- Issue an Animal Complaint Violation Notice for a first-time violation.
- For any subsequent violations officers may issue a fine for the first citation shall be \$250.00
- For the second and subsequent violations occurring on any day after the date after the date of the first citation will be \$500.00



# Standard Response Protocol

**Public Threat Category 2 Violation** – No person, tasked with responsibility or care of an animal, shall allow an animal, without provocation, to inflict injury on a human on private or public property or allow such an animal attack, bite or kill another domesticated animal.

If dispatched to or notified of an incident meeting the definition of Public Threat Category 2, the on-duty supervisor should ensure the following information is relayed to the Police Department's Public Information Officer ([hpdpio@hyattsville.org](mailto:hpdpio@hyattsville.org)) as soon as possible, block and street name of where incident took place, block and street name of where the offending animal resides, description of offending animal, status of the offending animal (i.e.. was impounded, is at large, is under custody of owner, etc.), and nature of the injury no later than 24 hours after the incident takes place.

## Responding officer(s) protocol:

- Ensure notification to PIO.
- Complete an incident report.
- Complete an Animal Bite Report when an animal bites a human.
- Issue a citation for first-time offense fine for the first citation shall be \$500.00 or Issue an Animal Complaint Violation Notice
- For the second and subsequent violations occurring on any day after the date after the date of the first citation will be \$1000.00



**Any Questions or comments?**

