The primary function and intent of Animal Services is to provide protection for the health, safety, and welfare of people and animals within the City. An Animal Services Officer is responsible for responding to emergency and non-emergency situations concerning animals within the city and enforcing related state and local statutes. Every effort is made to humanely apprehend animals that have become a nuisance or a threat to any citizen. Impounded animals are taken to the Ferris Animal Shelter. Microchipping and registration is required if your animal is impounded.

All calls for Animal Services are handled through the dispatch center by dialing 911 or (972) 225-2225. Emergency calls are handled 24-hours a day, and non-emergency calls are handled during the on-duty hours of the Animal Services Officer.

**When should I call Animal Services?**

- When you suspect an animal is being neglected. Neglect, or a failure to provide basic needs for an animal, makes up the vast majority of cruelty cases that animal service officers respond to. Neglect often includes hoarding, lack of shelter or veterinary care, tethering and abandonment, and other forms of abuse.

- If an animal bites or scratches someone and the skin is broken, you need to call Animal Services immediately. Medical attention/assistance is strongly recommended. An Animal Services Officer must complete a bite report and quarantine the animal as required by state law.

- If you found a lost pet or you are missing your pet.

- If owned animals are depositing excreta on public property, or on private property of another person.

- If an animal is at-large or not properly confined. Animals must stay within the boundaries of the owner’s property either by fencing that the animal cannot go over or under, or penetrate with any part of its body. Owners should keep animals on a leash or tether that is strong enough to hold the animal, and does not allow the animal to trespass any part of its body onto public or private property, walkway, or easement. If you see these rules not being followed, please call Animal Services.

- When animals in public places are on leashes longer than 6 feet, not inside a primary carrier, or are left unattended for any length of time.
When a body of a deceased animal is within city limits.

When there is frequent barking, howling, or other noises from an animal after 10:00 p.m. and before 6:00 a.m. Owning a rooster in the city limits is prohibited.