

Animal Control & Protection Agency

Priority Types and Response Times

Priority 1 – Response Time of 2 Hours

- Injured and ill animals of any species
- Actively dangerous dogs
- Animals confined in hot cars
- Animals posing a safety hazard in major roadways
- Requests for assistance from Hawai'i Police Department for owner arrests, deceased owners, hospitalized owners, reports of cruelty with an immediate threat to an animal's life

Priority 2 – Response Time of 24 Hours

- Healthy and friendly contained stray dogs
- Reports of loose stray dogs with a known owner or caretaker
- Investigations of pet and equine animal cruelty or neglect with no immediate threat to an animal's life

Priority 3 – Response Time of 48 Hours

- Deceased dogs and cats on private or public property and roads
- Requests for dog or cat humane traps
- Reports of loose stray dogs with an unknown owner or caretaker and no known current location
- Requests by an owner to surrender a healthy and friendly pet
- Reports of cats being fed on County property
- Reports of barking dogs

Dispatch Phone Numbers

ACPA: 808-327-3558

HPD: 808-935-3311

Kona Shelter: 74-598 Hale Makai'i Place,
Kailua-Kona, HI 96740

Orchidland Shelter: 16-1900 35th Avenue,
Kea'au, HI 96749

