

MAYDAY NETWORK + ACO PORTAL

Statewide Reporting • Animal Control Operations • 911 Dispatch

petmayday.org

HOW A REPORT MOVES THROUGH THE SYSTEM

STEP 1 Resident Files a Report

A resident goes to petmayday.org on their phone. They describe the animal, upload a photo if they have one, and mark the location. Takes about two minutes. No account or app needed.

STEP 2 MAYDAY Matches Across Counties

The system checks the new report against every active report in the county and neighboring counties. If there's a potential match on description, location, and timing, both parties get notified immediately.

STEP 3 ACO Sees It on Their Dashboard

Your Animal Control Officer is logged into the ACO Portal. New reports in their jurisdiction appear in real time on a map. They can read the details, assess priority, and decide on field response.

STEP 4 911 Dispatch Can Look It Up

When a resident calls about a stray or injured animal, the dispatcher searches the MAYDAY database instantly. "That dog was reported missing yesterday — here's the owner's contact." No more phone tag.

STEP 5 ACO Logs the Outcome

Every field response gets a timestamped, digitally signed log: what the ACO found, location, and outcome (reunited, transported, citation, unable to locate). Creates the compliance record your Commission requires.

STEP 6 Animal Enters ShelterOS (if needed)

If transported to the shelter, the case transfers from MAYDAY into ShelterOS automatically. Intake is pre-populated — the photo, location, and any owner information are already there. No double entry.

STEP 7 Commission Gets the Data

Monthly and quarterly reports are generated automatically: case volume, recovery rates, response times, geographic hotspots, and year-over-year trends. Evidence for budget and staffing decisions.

ROLE-BASED ACCESS

Role	Can See	Can Do
Resident	Their own reports and public listings	File reports, upload photos, respond to match alerts
911 Dispatch	All active county cases	Search reports, relay info to callers, create cases from incoming calls
ACO	All reports + maps + neighboring county data	Update cases, log field calls, close cases with documented outcomes
Shelter Staff	MAYDAY cases entering the shelter	Continue case in ShelterOS from intake through adoption or other outcome
Commission	Aggregate monthly/quarterly reports	Review data, export for meetings, track trends over time