

DALLAS ANIMAL SERVICES

Department Field Fact Sheet May 2020

SERVICE REQUESTS	Fiscal Year End 2018/19	Fiscal YTD 2018/19	Fiscal YTD 2019/20	May 2019	May 2020	Current Month Variance	Current Month % Change
Totals Calls Received	78,764	52,806	37,298	7,216	4,325	-2,891	-40%
Proactive Requests	21,243	14,664	5,365	1,592	120	-1,472	-92%
External Requests	40,663	27,729	25,383	4,101	3,446	-655	-16%
Follow-up Calls	16,858	10,413	6,550	1,523	759	-764	-50%
Breakdown	Fiscal Year End 2018/19	Fiscal YTD 2018/19	Fiscal YTD 2019/20	May 2019	May 2020	Current Month Variance	Current Month % Change
Aggressive Activity	7,490	5,357	4,376	659	539	-120	-18%
Dog Attack to Animal	235	112	302	36	42	6	17%
Aggressive -High	735	539	292	59	16	-43	-73%
Dog Attack to Human	30	26	13	1	0	-1	-100%
Loose Aggressive	4,700	3,542	2,607	413	349	-64	-15%
Aggressive Pack Activity	1,790	1,138	1,162	150	132	-18	-12%
Bite	2,067*	1323*	1,331	191	157	-34	-18%
Bite Animal Contained	1,313	846	863	123	101	-22	-18%
Bite Animal Not Contained	669*	424*	413	60	52	-8	-13%
Rabies Specimen Pickup	85	53	55	8	4	-4	-50%
Confined Animal	4,441	2,933	2,819	489	424	-65	-13%
Drains/Pipes/Culverts	21	12	19	6	4	-2	-33%
Drains/Pipes/Culverts-Danger	72	43	29	6	4	-2	-33%
Owner Surrender	1,351	905	603	165	24	-141	-85%
Rabies Vector Species	40	23	42	0	4	4	N/A
In a Trap-Domestic Animal	732	511	418	97	62	-35	-36%
In a Trap-Danger	319	208	251	37	65	28	76%
Bed of a Truck	6	2	3	1	0	-1	-100%
Bed of a Truck-Danger	4	1	0	0	0	0	N/A
Inside Vehicle	161	112	82	15	16	1	7%
Stray	1,735	1,116	1,372	162	245	83	51%
Lack of Care	10,008*	6,490*	5,807	998	880	-118	-12%
Critical Medical	2,366*	1,493*	1,198	250	227	-23	-9%
Sick or Injured	3,683	2,495	2,149	393	396	3	1%
Weather Condition	795	500	315	28	13	-15	-54%
Welfare Check	3,164	2,002	2,145	327	244	-83	-25%
Loose	19,875	14,026	10,092	1,821	820	-1001	-55%
Loose Owned	7,054	4,932	3,723	663	223	-440	-66%
Safety Obstruction on Roadway	3,039	2,393	399	246	62	-184	-75%
Loose Stray	9,782	6,701	5,970	912	535	-377	-41%
Nuisance	14,900	10,255	3,872	1,228	386	-842	-69%
Conditions	295	171	157	40	45	5	13%
Noisy/Barking	1,583	1,211	1,250	148	132	-16	-11%
Microchip	7	6	4	0	0	0	N/A
Pet Limit	301	187	137	45	23	-22	-49%
Pooper Scooper	355	217	288	47	57	10	21%
Rooster	535	370	430	49	81	32	65%
Spay/Neuter	10,614	7,038	1,299	838	7	-831	-99%
Tethering	418	273	288	58	37	-21	-36%
Vaccine	792	782	19	3	4	1	33%
Police Assist	2,057	1,298	1,800	182	241	59	32%
ASO Back up	103	45	266	16	70	54	338%
DPD Non-Urgent	124	78	34	4	5	1	25%
DPD Emergency	1,104	739	1,195	100	153	53	53%
DPD Urgent	624	384	253	57	7	-50	-88%
Fire Urgent	50	25	22	1	4	3	300%
Other Law Enforcement Emergency	16	6	12	2	1	-1	-50%
Other Law Enforcement Urgent	18	11	12	1	0	-1	-100%
Other Law Enforcement Non-Urgent	18	10	6	1	1	0	0%
Wildlife Vendor	1,068	711	651	125	119	-6	-5%
Violations							
Violations Issued	22,105	15,746	8,564	1,744	183	-1,561	-90%
Bites - Actual							
	Year End 2018/19	Fiscal YTD 2018/19	Fiscal YTD 2019/20**	May 2019	May 2020**	Current Month Variance	Current Month % Change
Total Loose Bites	558	381	412	51	61	10	20%
Loose	126	96	85	10	9	-1	-10%
Loose Owned	432	285	327	41	52	11	27%
Owner Confined	469	300	317	48	49	1	2%
Owner Victim	241	155	202	19	27	8	42%
Total Bites	1,268	836	931	118	137	19	16%

*2 miscellaneous calls were reported in FY-19 were updated as per FY-19 SR types and added to respective call breakdowns.

**DAS discovered reporting/reconciliation issues in August 2020 and corrected numbers retroactively through FY20

In mid-March 2020, DAS altered operations in response to the COVID-19 emergency.

This data is reflective of the Salesforce/Chameleon databases on the date of this report.

Reports dated after this report may reflect a slight variance in the numbers.