

# DALLAS ANIMAL SERVICES

## Department Field Fact Sheet July 2021

SERVICE REQUESTS	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	July 2020	July 2021	Current Month Variance	Current Month % Change
<b>Totals Calls Received</b>	<b>53,692</b>	<b>45,592</b>	<b>48,264</b>	<b>4,133</b>	<b>5,128</b>	<b>995</b>	<b>24%</b>
Proactive Requests	6,586	5,812	3,614	298	364	66	22%
External Requests	37,157	31,679	33,421	3,061	3,497	436	14%
Follow-up Calls	9,949	8,101	11,229	774	1,267	493	64%
Calls Breakdown	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	July 2020	July 2021	Current Month Variance	Current Month % Change
<b>Aggressive Activity</b>	<b>6,415</b>	<b>5,404</b>	<b>5,840</b>	<b>509</b>	<b>512</b>	<b>3</b>	<b>1%</b>
Dog Attack to Animal	431	359	296	31	20	-11	-35%
Aggressive -High	367	318	343	12	31	19	158%
Dog Attack to Human	19	15	7	1	1	0	0%
Loose Aggressive	3,861	3,252	3,741	325	318	-7	-2%
Aggressive Pack Activity	1,737	1,460	1,453	140	142	2	1%
<b>Bite</b>	<b>1,846</b>	<b>1,604</b>	<b>1,211</b>	<b>126</b>	<b>133</b>	<b>7</b>	<b>6%</b>
Bite Animal Contained	1,172	1,030	760	80	78	-2	-3%
Bite Animal Not Contained	605	512	414	42	47	5	12%
Rabies Specimen Pickup	69	62	37	4	8	4	100%
<b>Confined Animal</b>	<b>4,388</b>	<b>3,667</b>	<b>3,727</b>	<b>438</b>	<b>393</b>	<b>-45</b>	<b>-10%</b>
Drains/Pipes/Culverts	31	25	17	5	1	-4	-80%
Drains/Pipes/Culverts-Danger	55	46	48	12	4	-8	-67%
Owner Surrender	686	649	148	17	30	13	76%
Rabies Vector Species	90	68	68	18	14	-4	-22%
In a Trap-Domestic Animal	704	563	478	69	41	-28	-41%
In a Trap-Danger	376	338	242	43	28	-15	-35%
Bed of a Truck	5	4	12	1	2	1	100%
Bed of a Truck-Danger	1	0	7	0	2	2	N/A
Inside Vehicle	118	99	119	5	12	7	140%
Stray	2,322	1,875	2,588	268	259	-9	-3%
<b>Lack of Care</b>	<b>9,263</b>	<b>7,657</b>	<b>9,480</b>	<b>963</b>	<b>1,033</b>	<b>70</b>	<b>7%</b>
Critical Medical	1,886	1,601	1,598	211	174	-37	-18%
Sick or Injured	3,561	2,907	3,498	378	434	56	15%
Weather Condition	509	420	1,173	63	85	22	35%
Welfare Check	3,307	2,729	3,211	311	340	29	9%
<b>Loose</b>	<b>12,934</b>	<b>11,557</b>	<b>7,569</b>	<b>724</b>	<b>812</b>	<b>88</b>	<b>12%</b>
Loose Owned	4,522	4,135	2,159	178	181	3	2%
Safety Obstruction on Roadway	595	497	491	52	45	-7	-13%
Loose Stray	7,817	6,925	4,919	494	586	92	19%
<b>Nuisance</b>	<b>5,060</b>	<b>4,474</b>	<b>3,218</b>	<b>276</b>	<b>219</b>	<b>-57</b>	<b>-21%</b>
Conditions	258	223	224	26	28	2	8%
Noisy/Barking	1,613	1,417	1,265	72	62	-10	-14%
Microchip	4	4	2	0	2	2	N/A
Pet Limit	216	183	172	16	15	-1	-6%
Pooper Scooper	515	399	398	56	34	-22	-39%
Rooster	710	568	714	73	43	-30	-41%
Spay/Neuter	1,323	1,312	52	4	9	5	125%
Tethering	397	346	376	27	23	-4	-15%
Vaccine	24	22	15	2	3	1	50%
<b>Police Assist</b>	<b>2,848</b>	<b>2,303</b>	<b>2,489</b>	<b>251</b>	<b>279</b>	<b>28</b>	<b>11%</b>
ASO Back up	569	406	N/A*	46	N/A*	N/A	N/A
DPD Emergency	1,654	1,442	1,719	114	198	84	74%
DPD Non-Urgent	207	88	344	49	3	-46	-94%
DPD Urgent	323	286	285	21	59	38	181%
Fire Urgent	36	30	52	6	6	0	0%
Other Law Enforcement Emergency	28	25	29	10	3	-7	-70%
Other Law Enforcement Non-Urgent	13	10	27	4	4	0	0%
Other Law Enforcement Urgent	18	16	33	1	6	5	500%
<b>Outreach</b>	<b>52</b>	<b>N/A</b>	<b>204</b>	<b>N/A</b>	<b>34</b>	<b>N/A</b>	<b>N/A</b>
Career Day	N/A	N/A	10	N/A	0	N/A	N/A
Comm Cats	N/A	N/A	102	N/A	23	N/A	N/A
Disaster	36	N/A	0	N/A	0	N/A	N/A
Meals on Wheels	16	N/A	92	N/A	11	N/A	N/A
<b>Volunteer</b>	<b>N/A</b>	<b>N/A</b>	<b>41</b>	<b>N/A</b>	<b>2</b>	<b>N/A</b>	<b>N/A</b>
Food Pantry	N/A	N/A	8	N/A	2	N/A	N/A
Lost Pets	N/A	N/A	32	N/A	0	N/A	N/A
Code Compliance Collaborations	N/A	N/A	1	N/A	0	N/A	N/A
<b>Vendor Calls</b>	<b>937</b>	<b>825</b>	<b>3,256</b>	<b>72</b>	<b>444</b>	<b>372</b>	<b>517%</b>
Owner Surrender	N/A	N/A	1,148	N/A	149	N/A	N/A
Loose Cat	N/A	N/A	1,344	N/A	171	N/A	N/A
Wildlife	937	825	764	72	124	52	72%
Violations							
Violations Breakdown	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	July 2020	July 2021	Current Month Variance	
<b>Violations Issued</b>	<b>12,386</b>	<b>10,182</b>	<b>15,535</b>	<b>1,145</b>	<b>2,032</b>	<b>887</b>	
Violation Notices			13,173		1,875		
Criminal Citations	12,386	10,182	0	1,145	0		
Civil Citations			2,362		157		
Bites - Actual							
Bites Breakdown	Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	July 2020	July 2021	Current Month Variance	Current Month % Change
<b>Total Loose Bites</b>	<b>616</b>	<b>507</b>	<b>479</b>	<b>46</b>	<b>46</b>	<b>0</b>	<b>0%</b>
Loose	118	101	89	8	8	0	0%
Loose Owned	498	406	390	38	38	0	0%
Owner Confined	450	387	364	38	36	-2	-5%
Owner Victim	316	258	241	17	32	15	88%
<b>Total Bites</b>	<b>1,382</b>	<b>1,152</b>	<b>1,084</b>	<b>101</b>	<b>114</b>	<b>13</b>	<b>13%</b>

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

\*From December 2020, DAS started considering ASO Back up calls as follow-up calls and added these calls count towards follow-up calls.

In FY-20, DAS issued Violation, Criminal and Civil Citations together. Starting from FY-21 we are tracking them separately.

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.