

# DALLAS ANIMAL SERVICES

## Department Field Fact Sheet November 2020

SERVICE REQUESTS	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21*	November 2019	November 2020*	Current Month Variance	Current Month % Change
<b>Totals Calls Received</b>	<b>53,692</b>	<b>9,926</b>	<b>7,948</b>	<b>4,852</b>	<b>3,850</b>	<b>-1,002</b>	<b>-21%</b>
Proactive Requests	6,586	1,922	644	804	288	-516	-64%
External Requests	37,157	6,389	5,637	3,208	2,740	-468	-15%
Follow-up Calls	9,949	1,615	1,667	840	822	-18	-2%
<b>Calls Breakdown</b>	<b>Fiscal Year End 2019/20</b>	<b>Fiscal YTD 2019/20</b>	<b>Fiscal YTD 2020/21</b>	<b>November 2019</b>	<b>November 2020</b>	<b>Current Month Variance</b>	<b>Current Month % Change</b>
<b>Aggressive Activity</b>	<b>6,415</b>	<b>1,087</b>	<b>1,084</b>	<b>535</b>	<b>531</b>	<b>-4</b>	<b>-1%</b>
Dog Attack to Animal	431	67	61	37	29	-8	-22%
Aggressive -High	367	100	59	50	31	-19	-38%
Dog Attack to Human	19	1	2	0	1	1	N/A
Loose Aggressive	3,861	621	720	298	363	65	22%
Aggressive Pack Activity	1,737	298	242	150	107	-43	-29%
<b>Bite</b>	<b>1,846</b>	<b>335</b>	<b>198</b>	<b>179</b>	<b>101</b>	<b>-78</b>	<b>-44%</b>
Bite Animal Contained	1,172	214	118	118	53	-65	-55%
Bite Animal Not Contained	605	105	72	55	43	-12	-22%
Rabies Specimen Pickup	69	16	8	6	5	-1	-17%
<b>Confined Animal</b>	<b>4,388</b>	<b>712</b>	<b>691</b>	<b>344</b>	<b>329</b>	<b>-15</b>	<b>-4%</b>
Drains/Pipes/Culverts	31	2	1	1	0	-1	-100%
Drains/Pipes/Culverts-Danger	55	11	7	4	2	-2	-50%
Owner Surrender	686	162	26	93	15	-78	-84%
Rabies Vector Species	90	7	6	3	3	0	0%
In a Trap-Domestic Animal	704	108	116	38	30	-8	-21%
In a Trap-Danger	376	53	61	15	35	20	133%
Bed of a Truck	5	1	3	0	2	2	N/A
Bed of a Truck-Danger	1	0	1	0	0	0	N/A
Inside Vehicle	118	24	19	13	10	-3	-23%
Stray	2,322	344	451	177	232	55	31%
<b>Lack of Care</b>	<b>9,263</b>	<b>1,475</b>	<b>1,365</b>	<b>745</b>	<b>635</b>	<b>-110</b>	<b>-15%</b>
Critical Medical	1,886	292	297	127	132	5	4%
Sick or Injured	3,561	434	546	203	267	64	32%
Weather Condition	509	157	43	119	19	-100	-84%
Welfare Check	3,307	592	479	296	217	-79	-27%
<b>Loose</b>	<b>12,934</b>	<b>2,916</b>	<b>1,422</b>	<b>1,399</b>	<b>675</b>	<b>-724</b>	<b>-52%</b>
Loose Owned	4,522	1,113	416	506	187	-319	-63%
Safety Obstruction on Roadway	595	95	117	41	55	14	34%
Loose Stray	7,817	1,708	889	852	433	-419	-49%
<b>Nuisance</b>	<b>5,060</b>	<b>1,252</b>	<b>596</b>	<b>520</b>	<b>305</b>	<b>-215</b>	<b>-41%</b>
Conditions	258	39	37	20	18	-2	-10%
Noisy/Barking	1,613	338	262	180	138	-42	-23%
Microchip	4	2	0	1	0	-1	-100%
Pet Limit	216	28	30	12	15	3	25%
Pooper Scooper	515	68	74	31	28	-3	-10%
Rooster	710	58	112	20	58	38	190%
Spay/Neuter	1,323	635	9	216	8	-208	-96%
Tethering	397	81	72	37	40	3	8%
Vaccine	24	3	0	3	0	-3	-100%
<b>Police Assist</b>	<b>2,848</b>	<b>384</b>	<b>432</b>	<b>212</b>	<b>199</b>	<b>-13</b>	<b>-6%</b>
ASO Back up	569	21	N/A*	12	N/A*	N/A	N/A
DPD Emergency	1,654	243	264	148	112	-36	-24%
DPD Non-Urgent	207	11	115	4	63	59	1475%
DPD Urgent	323	87	27	40	16	-24	-60%
Fire Urgent	36	9	12	3	5	2	67%
Other Law Enforcement Emergency	28	5	9	1	3	2	200%
Other Law Enforcement Non-Urgent	13	3	4	2	0	-2	-100%
Other Law Enforcement Urgent	18	5	1	2	0	-2	-100%
<b>Outreach</b>	<b>52</b>	<b>N/A</b>	<b>16</b>	<b>N/A</b>	<b>10</b>	<b>N/A</b>	<b>N/A</b>
Disaster	36	N/A	0	N/A	0	N/A	N/A
Meals on Wheels	16	N/A	16	N/A	10	N/A	N/A
<b>Vendor Calls</b>	<b>937</b>	<b>150</b>	<b>477</b>	<b>78</b>	<b>243</b>	<b>165</b>	<b>212%</b>
Owner Surrender	N/A	N/A	137	N/A	82	N/A	N/A
Loose Cat	N/A	N/A	232	N/A	104	N/A	N/A
Wildlife	937	150	108	78	57	-21	-27%
<b>Violations</b>							
<b>Violations Breakdown</b>	<b>Fiscal Year End 2019/20*</b>	<b>Fiscal YTD 2019/20</b>	<b>Fiscal YTD 2020/21</b>	<b>November 2019</b>	<b>November 2020</b>	<b>Current Month Variance</b>	
<b>Violations Issued</b>	<b>12,386</b>	<b>2,767</b>	<b>2,430</b>	<b>1,351</b>	<b>1,235</b>	<b>-116</b>	
Violation Notices			1,464		649		
Criminal Citations	12,386	2,767	0	1,351	0		
Civil Citations			966		586		
<b>Bites - Actual</b>							
<b>Bites Breakdown</b>	<b>Year End 2019/20</b>	<b>Fiscal YTD 2020/21</b>	<b>Fiscal YTD 2020/21</b>	<b>November 2019</b>	<b>November 2020</b>	<b>Current Month Variance</b>	<b>Current Month % Change</b>
<b>Total Loose Bites</b>	<b>616</b>	<b>89</b>	<b>68</b>	<b>55</b>	<b>35</b>	<b>-20</b>	<b>-36%</b>
Loose	118	22	14	11	7	-4	-36%
Loose Owned	498	67	54	44	28	-16	-36%
Owner Confined	450	80	68	40	42	2	5%
Owner Victim	316	50	48	25	22	-3	-12%
<b>Total Bites</b>	<b>1,382</b>	<b>219</b>	<b>184</b>	<b>120</b>	<b>99</b>	<b>-21</b>	<b>-18%</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. Due to this change, reports were re-run in January and totals were updated.

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.