

# DALLAS ANIMAL SERVICES

## Department Field Fact Sheet September 2021

SERVICE REQUESTS	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	September 2020	September 2021	Current Month Variance	Current Month % Change
<b>Totals Calls Received</b>	<b>53,692</b>	<b>53,692</b>	<b>58,065</b>	<b>4,431</b>	<b>4,793</b>	<b>362</b>	<b>8%</b>
Proactive Requests	6,586	6,586	4,411	349	422	73	21%
External Requests	37,157	37,157	40,410	3,022	3,383	361	12%
Follow-up Calls	9,949	9,949	13,244	1,060	988	-72	-7%
<b>Calls Breakdown</b>	<b>Fiscal Year End 2019/20</b>	<b>Fiscal YTD 2019/20</b>	<b>Fiscal YTD 2020/21</b>	<b>September 2020</b>	<b>September 2021</b>	<b>Current Month Variance</b>	<b>Current Month % Change</b>
<b>Aggressive Activity</b>	<b>6,415</b>	<b>6,415</b>	<b>7,071</b>	<b>564</b>	<b>658</b>	<b>94</b>	<b>17%</b>
Dog Attack to Animal	431	431	358	35	33	-2	-6%
Aggressive -High	367	367	460	30	64	34	113%
Dog Attack to Human	19	19	8	1	2	1	100%
Loose Aggressive	3,861	3,861	4,456	347	382	35	10%
Aggressive Pack Activity	1,737	1,737	1,789	151	177	26	17%
<b>Bite</b>	<b>1,846</b>	<b>1,846</b>	<b>1,396</b>	<b>137</b>	<b>102</b>	<b>-35</b>	<b>-26%</b>
Bite Animal Contained	1,172	1,172	875	87	65	-22	-25%
Bite Animal Not Contained	605	605	475	48	30	-18	-38%
Rabies Specimen Pickup	69	69	46	2	7	5	250%
<b>Confined Animal</b>	<b>4,388</b>	<b>4,388</b>	<b>4,499</b>	<b>364</b>	<b>351</b>	<b>-13</b>	<b>-4%</b>
Drains/Pipes/Culverts	31	31	22	3	0	-3	-100%
Drains/Pipes/Culverts-Danger	55	55	57	5	4	-1	-20%
Owner Surrender	686	686	201	14	27	13	93%
Rabies Vector Species	90	90	90	10	9	-1	-10%
In a Trap-Domestic Animal	704	704	562	92	39	-53	-58%
In a Trap-Danger	376	376	292	23	23	0	0%
Bed of a Truck	5	5	13	1	0	-1	-100%
Bed of a Truck-Danger	1	1	7	0	0	0	N/A
Inside Vehicle	118	118	137	11	8	-3	-27%
Stray	2,322	2,322	3,118	205	241	36	18%
<b>Lack of Care</b>	<b>9,263</b>	<b>9,263</b>	<b>11,372</b>	<b>841</b>	<b>857</b>	<b>16</b>	<b>2%</b>
Critical Medical	1,886	1,886	1,958	146	158	12	8%
Sick or Injured	3,561	3,561	4,235	373	348	-25	-7%
Weather Condition	509	509	1,303	21	44	23	110%
Welfare Check	3,307	3,307	3,876	301	307	6	2%
<b>Loose</b>	<b>12,934</b>	<b>12,934</b>	<b>9,235</b>	<b>792</b>	<b>828</b>	<b>36</b>	<b>5%</b>
Loose Owned	4,522	4,522	2,626	239	240	1	0%
Safety Obstruction on Roadway	595	595	570	54	44	-10	-19%
Loose Stray	7,817	7,817	6,039	499	544	45	9%
<b>Nuisance</b>	<b>5,060</b>	<b>5,060</b>	<b>3,729</b>	<b>320</b>	<b>245</b>	<b>-75</b>	<b>-23%</b>
Conditions	258	258	260	20	17	-3	-15%
Noisy/Barking	1,613	1,613	1,437	114	93	-21	-18%
Microchip	4	4	2	0	0	0	N/A
Pet Limit	216	216	212	19	18	-1	-5%
Pooper Scooper	515	515	473	57	41	-16	-28%
Rooster	710	710	825	74	43	-31	-42%
Spay/Neuter	1,323	1,323	66	5	9	4	80%
Tethering	397	397	436	30	23	-7	-23%
Vaccine	24	24	18	1	1	0	0%
<b>Police Assist</b>	<b>2,848</b>	<b>2,848</b>	<b>3,008</b>	<b>269</b>	<b>255</b>	<b>-14</b>	<b>-5%</b>
ASO Back up	569	569	N/A*	59	N/A*	N/A	N/A
DPD Emergency	1,654	1,654	2,096	114	204	90	79%
DPD Non-Urgent	207	207	349	72	4	-68	-94%
DPD Urgent	323	323	387	18	31	13	72%
Fire Urgent	36	36	60	2	4	2	100%
Other Law Enforcement Emergency	28	28	36	2	2	0	0%
Other Law Enforcement Non-Urgent	13	13	41	2	7	5	250%
Other Law Enforcement Urgent	18	18	39	0	3	3	N/A
<b>Outreach</b>	<b>52</b>	<b>52</b>	<b>307</b>	<b>22</b>	<b>47</b>	<b>25</b>	<b>114%</b>
Career Day	N/A	N/A	10	N/A	0	N/A	N/A
Comm Cats	N/A	N/A	189	N/A	43	N/A	N/A
Disaster	36	36	0	14	0	-14	-100%
Meals on Wheels	16	16	108	8	4	-4	-50%
<b>Volunteer</b>	<b>N/A</b>	<b>N/A</b>	<b>59</b>	<b>N/A</b>	<b>14</b>	<b>N/A</b>	<b>N/A</b>
Food Pantry	N/A	N/A	24	N/A	12	N/A	N/A
Lost Pets	N/A	N/A	35**	N/A	2**	N/A	N/A
<b>Vendor Calls</b>	<b>937</b>	<b>937</b>	<b>4,145</b>	<b>62</b>	<b>448</b>	<b>386</b>	<b>623%</b>
Owner Surrender	N/A	N/A	1,443	N/A	136	N/A	N/A
Loose Cat	N/A	N/A	1,744	N/A	216	N/A	N/A
Wildlife	937	937	958	62	96	34	55%
<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>September 2020</b>	<b>September 2021</b>	<b>Current Month Variance</b>	
<b>Violations Issued</b>	<b>12,386</b>	<b>12,386</b>	<b>19,836</b>	<b>1,093</b>	<b>2,211</b>	<b>1,118</b>	
Violation Notices			17,161		2,074		
Criminal Citations	12,386	12,386	1	1,093	0		
Civil Citations			2,674		137		
<b>Bites - Actual</b>							
<b>Bites Breakdown</b>	<b>Year End 2019/20</b>	<b>Fiscal YTD 2019/20</b>	<b>Fiscal YTD 2020/21</b>	<b>September 2020</b>	<b>September 2021</b>	<b>Current Month Variance</b>	<b>Current Month % Change</b>
<b>Total Loose Bites</b>	<b>616</b>	<b>616</b>	<b>568</b>	<b>58</b>	<b>45</b>	<b>-13</b>	<b>-22%</b>
Loose	118	118	103	8	7	-1	-13%
Loose Owned	498	498	465	50	38	-12	-24%
Owner Confined	450	450	428	33	38	5	15%
Owner Victim	316	316	281	37	20	-17	-46%
<b>Total Bites</b>	<b>1,382</b>	<b>1,382</b>	<b>1,277</b>	<b>128</b>	<b>103</b>	<b>-25</b>	<b>-20%</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.

\*\*In September 2021, DAS discovered an error in volunteer calls. Code Compliance Collaboration call type used for Lost Pets call. Updated this call to Lost Pets.

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.