

# DALLAS ANIMAL SERVICES

## Department Field Fact Sheet April 2021

SERVICE REQUESTS	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	April 2020	April 2021	Current Month Variance	Current Month % Change
<b>Totals Calls Received</b>	<b>53,692</b>	<b>32,973</b>	<b>31,568</b>	<b>3,885</b>	<b>5,490</b>	<b>1605</b>	<b>41%</b>
Proactive Requests	6,586	5,245	2,522	160	394	234	146%
External Requests	37,157	21,937	21,741	3,189	3,560	371	12%
Follow-up Calls	9,949	5,791	7,305	536	1,536	1,000	187%
<b>Calls Breakdown</b>	<b>Fiscal Year End 2019/20</b>	<b>Fiscal YTD 2019/20</b>	<b>Fiscal YTD 2020/21</b>	<b>April 2020</b>	<b>April 2021</b>	<b>Current Month Variance</b>	<b>Current Month % Change</b>
<b>Aggressive Activity</b>	<b>6,415</b>	<b>3,837</b>	<b>4,071</b>	<b>519</b>	<b>618</b>	<b>99</b>	<b>19%</b>
Dog Attack to Animal	431	260	208	31	26	-5	-16%
Aggressive -High	367	276	220	10	39	29	290%
Dog Attack to Human	19	13	5	0	0	0	N/A
Loose Aggressive	3,861	2,258	2,621	339	416	77	23%
Aggressive Pack Activity	1,737	1,030	1,017	139	137	-2	-1%
<b>Bite</b>	<b>1,846</b>	<b>1,174</b>	<b>776</b>	<b>142</b>	<b>140</b>	<b>-2</b>	<b>-1%</b>
Bite Animal Contained	1,172	762	491	96	91	-5	-5%
Bite Animal Not Contained	605	361	265	44	48	4	9%
Rabies Specimen Pickup	69	51	20	2	1	-1	-50%
<b>Confined Animal</b>	<b>4,388</b>	<b>2,395</b>	<b>2,527</b>	<b>468</b>	<b>415</b>	<b>-53</b>	<b>-11%</b>
Drains/Pipes/Culverts	31	15	9	1	2	1	100%
Drains/Pipes/Culverts-Danger	55	25	23	5	5	0	0%
Owner Surrender	686	579	93	92	16	-76	-83%
Rabies Vector Species	90	38	38	12	11	-1	-8%
In a Trap-Domestic Animal	704	356	343	51	37	-14	-27%
In a Trap-Danger	376	186	159	32	19	-13	-41%
Bed of a Truck	5	3	8	0	1	1	N/A
Bed of a Truck-Danger	1	0	3	0	0	0	N/A
Inside Vehicle	118	66	85	7	14	7	100%
Stray	2,322	1,127	1,766	268	310	42	16%
<b>Lack of Care</b>	<b>9,263</b>	<b>4,927</b>	<b>6,026</b>	<b>685</b>	<b>891</b>	<b>206</b>	<b>30%</b>
Critical Medical	1,886	971	968	156	157	1	1%
Sick or Injured	3,561	1,753	2,055	309	385	76	25%
Weather Condition	509	302	997	11	9	-2	-18%
Welfare Check	3,307	1,901	2,006	209	340	131	63%
<b>Loose</b>	<b>12,934</b>	<b>9,272</b>	<b>5,021</b>	<b>802</b>	<b>781</b>	<b>-21</b>	<b>-3%</b>
Loose Owned	4,522	3,500	1,512	274	274	0	0%
Safety Obstruction on Roadway	595	337	325	62	53	-9	-15%
Loose Stray	7,817	5,435	3,184	466	454	-12	-3%
<b>Nuisance</b>	<b>5,060</b>	<b>3,486</b>	<b>2,301</b>	<b>370</b>	<b>435</b>	<b>65</b>	<b>18%</b>
Conditions	258	112	110	22	24	2	9%
Noisy/Barking	1,613	1,118	1,019	166	158	-8	-5%
Microchip	4	4	0	0	0	0	N/A
Pet Limit	216	114	94	17	22	5	29%
Pooper Scooper	515	231	286	37	71	34	92%
Rooster	710	349	510	78	112	34	44%
Spay/Neuter	1,323	1,292	31	5	3	-2	-40%
Tethering	397	251	246	43	44	1	2%
Vaccine	24	15	5	2	1	-1	-50%
<b>Police Assist</b>	<b>2,848</b>	<b>1,559</b>	<b>1,622</b>	<b>262</b>	<b>274</b>	<b>12</b>	<b>5%</b>
ASO Back up	569	196	N/A*	95	N/A*	N/A	N/A
DPD Emergency	1,654	1,042	1,059	147	226	79	54%
DPD Non-Urgent	207	29	326	1	9	8	800%
DPD Urgent	323	246	160	19	21	2	11%
Fire Urgent	36	18	33	0	3	3	NA
Other Law Enforcement Emergency	28	11	19	0	2	2	NA
Other Law Enforcement Non-Urgent	13	5	12	0	4	4	NA
Other Law Enforcement Urgent	18	12	13	0	9	9	N/A
<b>Outreach</b>	<b>52</b>	<b>N/A</b>	<b>139</b>	<b>N/A</b>	<b>36</b>	<b>N/A</b>	<b>N/A</b>
Career Day	N/A	N/A	10	N/A	10	N/A	N/A
Comm Cats	N/A	N/A	66	N/A	16	N/A	N/A
Disaster	36	N/A	0	N/A	0	N/A	N/A
Meals on Wheels	16	N/A	63	N/A	10	N/A	N/A
<b>Volunteer</b>	<b>N/A</b>	<b>N/A</b>	<b>35</b>	<b>N/A</b>	<b>3</b>	<b>N/A</b>	<b>N/A</b>
Food Pantry	N/A	N/A	2	N/A	2	N/A	N/A
Lost Pets	N/A	N/A	32	N/A	1	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>532</b>	<b>1,745</b>	<b>101</b>	<b>361</b>	<b>260</b>	<b>257%</b>
Owner Surrender	N/A	N/A	656	N/A	119	N/A	N/A
Loose Cat	N/A	N/A	704	N/A	147	N/A	N/A
Wildlife	937	532	385	101	95	-6	-6%
<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>April 2020</b>	<b>April 2021</b>	<b>Current Month Variance</b>	
<b>Violations Issued</b>	<b>12,386</b>	<b>8,381</b>	<b>9,562</b>	<b>33</b>	<b>1,810</b>	<b>1,777</b>	
Violation Notices			7,683		1,634		
Criminal Citations	12,386	8,381	0	33	0		
Civil Citations			1,879		176		
<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>April 2020</b>	<b>April 2021**</b>	<b>Current Month Variance</b>	<b>Current Month % Change</b>
<b>Total Loose Bites</b>	<b>616</b>	<b>351</b>	<b>313</b>	<b>53</b>	<b>58</b>	<b>5</b>	<b>9%</b>
Loose	118	76	63	14	9	-5	-36%
Loose Owned	498	275	250	39	49	10	26%
Owner Confined	450	268	244	35	45	10	29%
Owner Victim	316	175	156	14	29	15	107%
<b>Total Bites</b>	<b>1,382</b>	<b>794</b>	<b>713</b>	<b>102</b>	<b>132</b>	<b>30</b>	<b>29%</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.

\*\*DAS Bite Investigations take 10 days from the time of the bite and final determinations can result in slight variance in monthly numbers.

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.