

DALLAS ANIMAL SERVICES

Department Field Fact Sheet January 2021

SERVICE REQUESTS	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	January 2020	January 2021	Current Month Variance	Current Month % Change
Totals Calls Received	53,692	20,493	16,231	4,774	4,381	-393	-8%
Proactive Requests	6,586	3,935	1,191	785	212	-573	-73%
External Requests	37,157	12,732	11,576	3,220	3,256	36	1%
Follow-up Calls	9,949	3,826	3,464	769	913	144	19%
Calls Breakdown	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	January 2020	January 2021	Current Month Variance	Current Month % Change
Aggressive Activity	6,415	2,246	2,272	544	666	122	22%
Dog Attack to Animal	431	149	118	36	29	-7	-19%
Aggressive -High	367	193	116	48	38	-10	-21%
Dog Attack to Human	19	12	3	10	0	-10	-100%
Loose Aggressive	3,861	1,264	1,464	294	413	119	40%
Aggressive Pack Activity	1,737	628	571	156	186	30	19%
Bite	1,846	695	386	180	88	-92	-51%
Bite Animal Contained	1,172	444	238	120	61	-59	-49%
Bite Animal Not Contained	605	219	134	50	25	-25	-50%
Rabies Specimen Pickup	69	32	14	10	2	-8	-80%
Confined Animal	4,388	1,340	1,368	336	399	63	19%
Drains/Pipes/Culverts	31	10	3	7	1	-6	-86%
Drains/Pipes/Culverts-Danger	55	16	14	2	6	4	200%
Owner Surrender	686	341	51	95	12	-83	-87%
Rabies Vector Species	90	11	13	2	4	2	100%
In a Trap-Domestic Animal	704	212	200	57	54	-3	-5%
In a Trap-Danger	376	111	99	29	25	-4	-14%
Bed of a Truck	5	3	5	1	1	0	0%
Bed of a Truck-Danger	1	0	1	0	0	0	N/A
Inside Vehicle	118	41	41	8	13	5	63%
Stray	2,322	595	941	135	283	148	110%
Lack of Care	9,263	2,877	2,900	709	825	116	16%
Critical Medical	1,886	560	536	140	128	-12	-9%
Sick or Injured	3,561	928	1,087	233	308	75	32%
Weather Condition	509	240	194	40	69	29	73%
Welfare Check	3,307	1,149	1,083	296	320	24	8%
Loose	12,934	5,878	2,857	1,586	750	-836	-53%
Loose Owned	4,522	2,202	808	613	219	-394	-64%
Safety Obstruction on Roadway	595	206	186	57	34	-23	-40%
Loose Stray	7,817	3,470	1,863	916	497	-419	-46%
Nuisance	5,060	2,518	1,222	369	312	-57	-15%
Conditions	258	65	53	16	8	-8	-50%
Noisy/Barking	1,613	696	565	159	150	-9	-6%
Microchip	4	3	0	1	0	-1	-100%
Pet Limit	216	68	42	22	4	-18	-82%
Pooper Scooper	515	133	146	36	35	-1	-3%
Rooster	710	148	256	56	75	19	34%
Spay/Neuter	1,323	1,255	17	42	4	-38	-90%
Tethering	397	141	140	35	35	0	0%
Vaccine	24	9	3	2	1	-1	-50%
Police Assist	2,848	813	843	204	214	10	5%
ASO Back up	569	44	N/A*	14	N/A*	N/A	N/A
DPD Emergency	1,654	555	481	143	115	-28	-20%
DPD Non-Urgent	207	22	252	8	65	57	713%
DPD Urgent	323	151	68	30	26	-4	-13%
Fire Urgent	36	14	23	2	5	3	150%
Other Law Enforcement Emergency	28	10	12	2	3	1	50%
Other Law Enforcement Non-Urgent	13	5	6	1	0	-1	-100%
Other Law Enforcement Urgent	18	12	1	4	0	-4	-100%
Outreach	52	N/A	28	N/A	6	N/A	N/A
Disaster	36	N/A	0	N/A	0	N/A	N/A
Meals on Wheels	16	N/A	28	N/A	6	N/A	N/A
Vendor Calls	937	300	891	77	208	131	170%
Owner Surrender	N/A	N/A	306	N/A	88	N/A	N/A
Loose Cat	N/A	N/A	383	N/A	79	N/A	N/A
Wildlife	937	300	202	77	41	-36	-47%
Violations							
Violations Breakdown	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	January 2020	January 2021	Current Month Variance	
Violations Issued	12,386	5,629	4,647	1,537	1,192	-345	
Violation Notices			3,241		981		
Criminal Citations	12,386	5,629	0	1,537	0		
Civil Citations			1,406		211		
Bites - Actual							
Bites Breakdown	Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	January 2020	January 2021	Current Month Variance	Current Month % Change
Total Loose Bites	616	187	133	35	32	-3	-9%
Loose	118	45	26	9	4	-5	-56%
Loose Owned	498	142	107	26	28	2	8%
Owner Confined	450	154	133	45	24	-21	-47%
Owner Victim	316	110	87	31	26	-5	-16%
Total Bites	1,382	451	353	111	82	-29	-26%

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.