

# DALLAS ANIMAL SERVICES

## Department Field Fact Sheet May 2021

SERVICE REQUESTS	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	May 2020	May 2021	Current Month Variance	Current Month % Change
<b>Totals Calls Received</b>	<b>53,692</b>	<b>37,298</b>	<b>37,502</b>	<b>4,325</b>	<b>5,934</b>	<b>1609</b>	<b>37%</b>
Proactive Requests	6,586	5,365	2,877	120	355	235	196%
External Requests	37,157	25,383	25,954	3,446	4,213	767	22%
Follow-up Calls	9,949	6,550	8,671	759	1,366	607	80%
Calls Breakdown	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	May 2020	May 2021	Current Month Variance	Current Month % Change
<b>Aggressive Activity</b>	<b>6,415</b>	<b>4,376</b>	<b>4,758</b>	<b>539</b>	<b>687</b>	<b>148</b>	<b>27%</b>
Dog Attack to Animal	431	302	246	42	38	-4	-10%
Aggressive -High	367	292	265	16	45	29	181%
Dog Attack to Human	19	13	6	0	1	1	N/A
Loose Aggressive	3,861	2,607	3,062	349	441	92	26%
Aggressive Pack Activity	1,737	1,162	1,179	132	162	30	23%
<b>Bite</b>	<b>1,846</b>	<b>1,331</b>	<b>926</b>	<b>157</b>	<b>150</b>	<b>-7</b>	<b>-4%</b>
Bite Animal Contained	1,172	863	588	101	97	-4	-4%
Bite Animal Not Contained	605	413	314	52	49	-3	-6%
Rabies Specimen Pickup	69	55	24	4	4	0	0%
<b>Confined Animal</b>	<b>4,388</b>	<b>2,819</b>	<b>2,964</b>	<b>424</b>	<b>437</b>	<b>13</b>	<b>3%</b>
Drains/Pipes/Culverts	31	19	15	4	6	2	50%
Drains/Pipes/Culverts-Danger	55	29	32	4	9	5	125%
Owner Surrender	686	603	108	24	15	-9	-38%
Rabies Vector Species	90	42	51	4	13	9	225%
In a Trap-Domestic Animal	704	418	389	62	46	-16	-26%
In a Trap-Danger	376	251	193	65	34	-31	-48%
Bed of a Truck	5	3	10	0	2	2	N/A
Bed of a Truck-Danger	1	0	5	0	2	2	N/A
Inside Vehicle	118	82	92	16	7	-9	-56%
Stray	2,322	1,372	2,069	245	303	58	24%
<b>Lack of Care</b>	<b>9,263</b>	<b>5,807</b>	<b>7,162</b>	<b>880</b>	<b>1,136</b>	<b>256</b>	<b>29%</b>
Critical Medical	1,886	1,198	1,176	227	208	-19	-8%
Sick or Injured	3,561	2,149	2,549	396	494	98	25%
Weather Condition	509	315	1,017	13	20	7	54%
Welfare Check	3,307	2,145	2,420	244	414	170	70%
<b>Loose</b>	<b>12,934</b>	<b>10,092</b>	<b>5,937</b>	<b>820</b>	<b>916</b>	<b>96</b>	<b>12%</b>
Loose Owned	4,522	3,723	1,756	223	244	21	9%
Safety Obstruction on Roadway	595	399	395	62	70	8	13%
Loose Stray	7,817	5,970	3,786	535	602	67	13%
<b>Nuisance</b>	<b>5,060</b>	<b>3,872</b>	<b>2,699</b>	<b>386</b>	<b>398</b>	<b>12</b>	<b>3%</b>
Conditions	258	157	157	45	47	2	4%
Noisy/Barking	1,613	1,250	1,130	132	111	-21	-16%
Microchip	4	4	0	0	0	0	N/A
Pet Limit	216	137	131	23	37	14	61%
Pooper Scooper	515	288	333	57	47	-10	-18%
Rooster	710	430	602	81	92	11	14%
Spay/Neuter	1,323	1,299	38	7	7	0	0%
Tethering	397	288	298	37	52	15	41%
Vaccine	24	19	10	4	5	1	25%
<b>Police Assist</b>	<b>2,848</b>	<b>1,800</b>	<b>1,941</b>	<b>241</b>	<b>319</b>	<b>78</b>	<b>32%</b>
ASO Back up	569	266	N/A*	70	N/A*	N/A	N/A
DPD Emergency	1,654	1,195	1,306	153	247	94	61%
DPD Non-Urgent	207	34	341	5	15	10	200%
DPD Urgent	323	253	193	7	33	26	371%
Fire Urgent	36	22	43	4	10	6	150%
Other Law Enforcement Emergency	28	12	24	1	5	4	400%
Other Law Enforcement Non-Urgent	13	6	14	1	2	1	100%
Other Law Enforcement Urgent	18	12	20	0	7	7	N/A
<b>Outreach</b>	<b>52</b>	<b>N/A</b>	<b>145</b>	<b>N/A</b>	<b>6</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	66	N/A	0	N/A	N/A
Disaster	36	N/A	0	N/A	0	N/A	N/A
Meals on Wheels	16	N/A	69	N/A	6	N/A	N/A
<b>Volunteer</b>	<b>N/A</b>	<b>N/A</b>	<b>39</b>	<b>N/A</b>	<b>4</b>	<b>N/A</b>	<b>N/A</b>
Food Pantry	N/A	N/A	6	N/A	4	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>651</b>	<b>2,260</b>	<b>119</b>	<b>515</b>	<b>396</b>	<b>333%</b>
Owner Surrender	N/A	N/A	843	N/A	187	N/A	N/A
Loose Cat	N/A	N/A	935	N/A	231	N/A	N/A
Wildlife	937	651	482	119	97	-22	-18%
Violations							
Violations Breakdown	Fiscal Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	May 2020	May 2021	Current Month Variance	
<b>Violations Issued</b>	<b>12,386</b>	<b>8,564</b>	<b>11,493</b>	<b>183</b>	<b>1,931</b>	<b>1,748</b>	
Violation Notices			9,455		1,772		
Criminal Citations	12,386	8,564	0	183	0		
Civil Citations			2,038		159		
Bites - Actual							
Bites Breakdown	Year End 2019/20	Fiscal YTD 2019/20	Fiscal YTD 2020/21	May 2020	May 2021	Current Month Variance	Current Month % Change
<b>Total Loose Bites</b>	<b>616</b>	<b>412</b>	<b>372</b>	<b>61</b>	<b>59</b>	<b>-2</b>	<b>-3%</b>
Loose	118	85	70	9	7	-2	-22%
Loose Owned	498	327	302	52	52	0	0%
Owner Confined	450	317	285	49	41	-8	-16%
Owner Victim	316	202	183	27	27	0	0%
<b>Total Bites</b>	<b>1,382</b>	<b>931</b>	<b>840</b>	<b>137</b>	<b>127</b>	<b>-10</b>	<b>-7%</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.