

# Memorandum



CITY OF DALLAS

DATE October 18, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **DAS FY19 Dashboard**

On October 1, 2019, Dallas Animal Services (DAS) celebrated its two-year anniversary of becoming its own stand-alone department and concluded another successful and results-driven fiscal year. DAS has worked hard to improve public safety by increasing dog field intake from 16,985 in FY18, to 20,341 in FY19, while simultaneously improving its live release rate for dogs and cats from 79.7% in FY18, to 86.4% in FY19. A 2019 budget enhancement for the establishment of a special “Aggressive Dog” team helped decrease loose/loose-owned dog bites 10% from the previous year (620 in FY18 to 558 in FY19). Bites of this type are down 26% from FY16 (752 in FY16).

DAS has focused on the City Manager’s directive of “See Something, Do Something” by initiating 21,243 “Proactive Service Requests” (calls initiated from DAS Officers) in FY19. This approach increased total Service Requests to 61,906 but resulted in a 15% decrease of “External Resident Initiated Service Requests” since FY16. City Council’s adoption of data driving ordinances regarding animal hold periods, along with DAS’ commitment and processes to reunite lost pets with their owner has resulted in a 36% “Dog Return to Owner Rate,” which is an increase of 281% since FY16.

Also in FY19 Dallas hosted [the National Best Friends Conference](#), received [Better Cities for Pets](#) Certification, was highlighted in a [New York Times story](#) on the rapidly dropping euthanasia rates, and served as the [NBC5 Hub for Clear the Shelters](#). On top of being invited to sit on numerous national animal welfare committees, DAS’ efforts will be honored on November 14, 2019 during the [Petco Foundation “Lifesaving Impact Awards”](#) after winning the competitive [Petco Innovation Showdown](#) this April.

In FY20, DAS will continue to focus on public safety, customer service, and responsible live release. With additional “In-House Dispatchers” to reduce response times for priority calls, services will be provided 24 hour 7 days a week to the community. With intake over 39,000 dogs and cats last fiscal year, DAS is developing life-saving programs to include a search for a second location for a pet adoption center with the goal of ending euthanasia as a considered option when there is a lack of space.

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Should you have any questions or concerns, please contact myself or Ed Jamison, Director of Dallas Animal Services.



**Nadia Chandler Hardy**  
**Assistant City Manager and Chief Resilience Officer**  
[Attachment]

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney (Interim)  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager  
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager  
Michael Mendoza, Chief of Economic Development and Neighborhood Services  
M. Elizabeth Reich, Chief Financial Officer  
Laila Aleqresh, Chief Innovation Officer  
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors

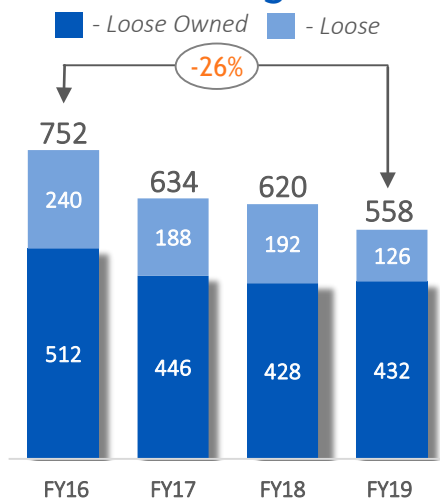
# FY19 - Dallas Animal Services Performance Dashboard



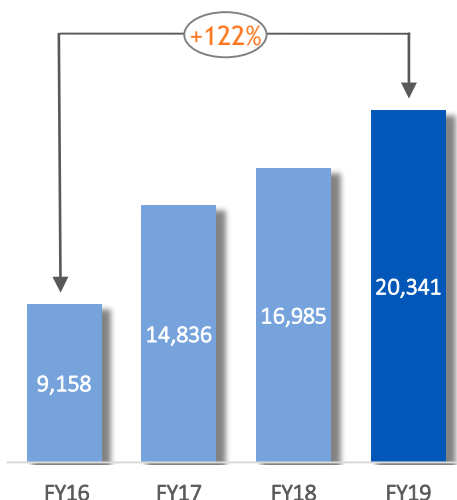
DAS' FY19 Dashboard - As of 10/9/19

\*Live Release Rate calculation includes Died in Care and Missing numbers.

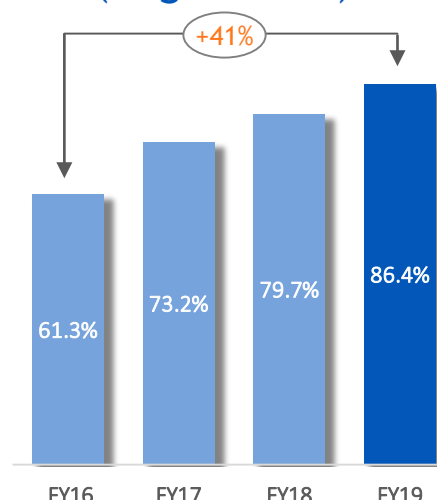
## Loose and Loose Owned Dog Bites



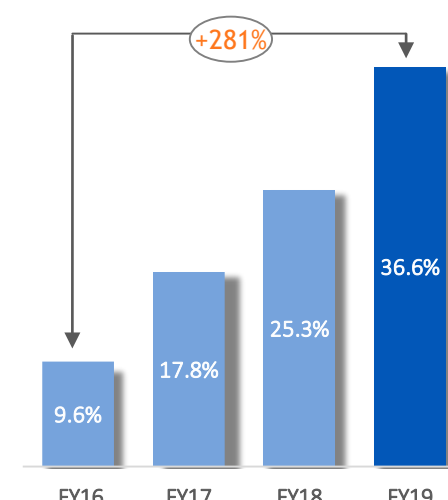
## Field Dog Intake



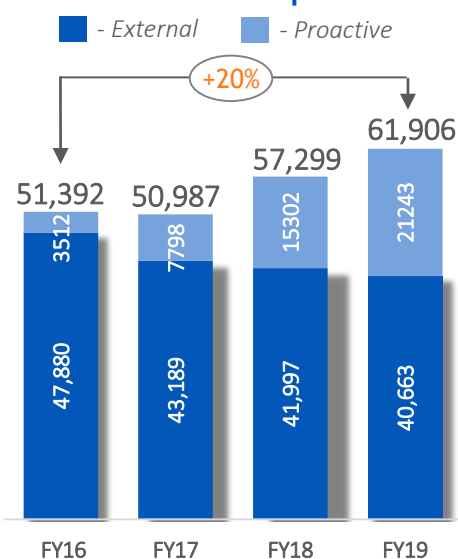
## Live Release Rate (Dogs & Cats)\*



## Dog Return to Owner Success Rate



## External & Proactive Service Requests



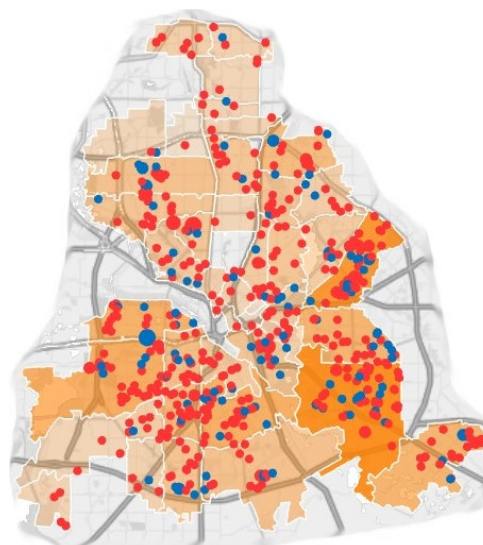
## Dogs Deemed Aggressive in FY19

**32**

## Dogs Deemed Dangerous in FY19

**56**

## Loose & Loose Owned Dog Bite Heat Map



**Key:**  
Darker colors = Zip codes with a greater number of reported bites

Dots show loose dog bite locations

Red Dots = OWNED Dogs

Blue Dots = UNOWNED Dogs

## Loose & Loose Owned Dog Bites by District

Council District	Loose Dog Bite Count:	% of Total
Council District 1	42	8%
Council District 2	36	7%
Council District 3	32	6%
Council District 4	60	11%
Council District 5	56	10%
Council District 6	57	10%
Council District 7	60	11%
Council District 8	63	11%
Council District 9	35	6%
Council District 10	28	5%
Council District 11	17	3%
Council District 12	12	2%
Council District 13	35	6%
Council District 14	19	3%