

Memorandum



CITY OF DALLAS

DATE June 10, 2016

TO The Honorable Mayor and Members of the City Council

SUBJECT Review and Findings for Animal Attack on May 2, 2016

A review of the sequence of events and findings for the May 2 animal attack on Antoinette Brown is attached for your review.

A dozen gaps and opportunities (noted in bolded text) have been identified and are implemented or will be implemented through the partnership that has embedded a Dallas Police Department team into Dallas Animal Services to help improve communication and the City's focus on loose dogs and animal-related attacks and injuries.

Additional staffing for on-duty animal service officers during deep nights may be considered during the FY16-17 budget development process.

We will continue to provide you with updates as well as briefings to Quality of Life & Environment Committee. Please let me know if you have questions.

A handwritten signature in black ink, appearing to read 'Joey Zapata'.

Joey Zapata
Assistant City Manager

c: A.C. Gonzalez, City Manager
Christopher Bowers, Interim City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

May 2, 2016 Dog Attack Sequence of Events

9-1-1/3-1-1 Animal-Related Call History Involving 3307 Spring Ave.

- **9-1-1:** From July 2013 to April 2016, 9-1-1 received 1 animal-related call involving 3307 Spring.
 - September 11, 2015: 9-1-1 hang up call received at 9:01 am from 3235 Spring Ave. Patrol officers arrived at 9:04 am. Dallas Police Department (DPD) Officers at the scene observed several pit bulls loose in the area. The call was signal was changed to an animal disturbance and Dallas Animal Services (DAS) was notified via 3-1-1 dispatch, responded, and took enforcement action (Service Request (SR) #15-00420770).
- **3-1-1:** From July 2013 to April 2016, 3-1-1 received 11 calls pertaining to animals. During this time period, DAS had the following interactions with the residents:
 - September 14, 2013: Residents surrendered 6 puppies.
 - January 19, 2014: Residents surrendered 2 dogs.
 - Between January 11, 2014 and April 11, 2014, a warning notice and 2 violation notices were issued on calls for “Loose Aggressive” animals.
 - May 17, 2014: Residents surrendered 2 dogs.
 - June 29, 2014: Residents surrendered 6 puppies.
 - August 22, 2014: A verbal warning was issued for “Loose Aggressive” animal.
 - May 13, 2015: Residents surrendered 2 dogs.
 - September 11, 2015: In response to a 9-1-1 call, DPD responded and requested assistance from DAS for an animal disturbance (15-00420770).
 - DAS issued five citations and took custody of 3 dogs through owner surrender.
 - **Opportunity: Increased priority of warrants served by Dallas Marshal’s Office (DMO) for animal violations.**
 - **Since May, DMO has arrested 40 individuals with 159 animal related warrants and continue to focus enforcement in priority areas. From January through April, 17 subjects had been arrested and 69 cases cleared.**
 - **Opportunity: “Flag/link” high-priority cases and/or areas to alert responding animal service officer (ASO), coordinate multidepartment response to public safety issues.**

May 2016 Events

Rutledge St./S Trunk Ave. May 2, 2016

4:42 a.m.

- 9-1-1 received a call (from 3326 Rutledge – Jackie Humphrey) about a female begging for someone to help her.
- DPD arrived at 4:50 a.m. and requested Dallas Fire-Rescue (DFR) response for injured person.
- DFR arrived 5:03 a.m. and made patient contact at 5:04 a.m.
- Departed with victim at 5:10 a.m. to Baylor Hospital with lights/sirens (priority 1 code 3) and arrived at 5:17 a.m.
- DPD officers compiled an injured person’s report and left the scene.
- No dogs were observed in the area by DPD.

May 2, 2016 Dog Attack Sequence of Events

- **Opportunity: DPD responds as a priority 1 to all animal attack in progress calls to 9-1-1. DAS assist now required on all calls referencing animal attacks with serious bodily injury and/or bites with animals still at large.**

4:58 a.m.

- Second 9-1-1 call (from Kenneth – 2nd and Reed)
 - Mentioned that dogs chased him.
 - Attempts to lead DPD and DFR to location. DPD and DFR were already on location.

1:30 p.m.

- DPD detectives went to the hospital and learned from the medical staff that victim was in critical condition

2:30 p.m.

- DPD detectives began canvassing area and collecting information. Detectives responded to 3307 Spring Avenue. No one came to the door, no sign of dogs at the location.

11:23 p.m.

- 3-1-1 received a call indicating the dogs that had committed an attack were in the owner's backyard. The call was entered as a "Loose Owned" request by the 3-1-1 agent, SR# 16-00195138, and went into the DAS response queue based on priority for Loosed Owned SR type.
- The case was dispatched to DAS the following day at 7:50 a.m. based on the call type priority.
- Opportunity: Caller referenced a recent attack and the case could have been escalated for ASO dispatch. As stated earlier, "Flag/link" high-priority cases and/or areas to alert responding ASO, coordinate multidepartment response to public safety issues.
- **Opportunity: Take home vehicles have been approved for on-call DAS officers to improve response.**
- **Opportunity: Add additional ASO to provide extended coverage for expedited response to priority calls during the deep night hours.**

May 3, 2016

9:03 a.m.

- DAS worked SR# 16-00195138 for the "Loose Owned" call, patrolled the area and saw no loose dogs.

8:37 p.m.

- Resident called 9-1-1 to report loose dogs on Rutledge St. Three black and brown dogs.
- 9-1-1 operator called 3-1-1 and call agent created an "Animal-Urgent Assist" SR# 16-00197775 on 3319 Rutledge St.

9:51 p.m.

- Two DAS officers arrived to assist DPD per SR# 16-00197775. DPD had already been on scene and left after no loose dogs were found. DAS officers left approximately one hour later after no dogs were seen.

May 2, 2016 Dog Attack Sequence of Events

- **Opportunity: Add DAS to Computer-Aided Dispatch and radio system used by 9-1-1 for DPD and DFR. Ensure exchange or hand-off of contact information.**

May 4, 2016

3:44 a.m.

- Citizen calls 9-1-1 and operator contacts 3-1-1 dispatch at 3:47 am. Animal "Attack in Progress" (SR# 16-00197920) at Rutledge St. and S. Trunk (Rev. Spencer, being attacked by 3 pit bulls, running after him, did not bite). DPD was dispatched and arrived 4:04 am and indicated complainant said animals charged but did not bite, same dogs that have attacked people in the area, no dog sighting.
- 3-1-1 Dispatch contacts on-call ASO at 3:50 a.m. but the ASO missed the call. At 4:45 a.m. the ASO returns the call to 3-1-1 Dispatch. 3-1-1 told ASO no need to respond because DPD saw no dogs.
- **Gap: DAS policy requires escalation to supervisor when on-call ASO does not respond within 15 minutes.**
- **Opportunity: As stated above, add overnight DAS coverage for improved response.**
- **Opportunity: Assign resource to monitor calls and ensure priority calls are categorized appropriately.**

8:12 am

- 3-1-1 Dispatch date/time in Chameleon for SR# 16-00197920. Because DPD hadn't seen any dogs overnight and the ASO didn't need to respond overnight, the 3-1-1 dispatcher didn't put the call into DAS' dispatch queue until normal business hours.

9:15 am

- DAS arrives on-scene, checked the area, saw no loose or attacking dogs at this time. Closed case, unable to locate, at 9:20 am.

3:57 p.m.

- 3-1-1 caller says there was a bite on Monday and the dogs from 3307 Spring Avenue are in the backyard of the property again, and suspects that owners are hiding the animals inside the home. 3-1-1 cannot locate bite record for the location, so a new bite service request is created, SR# 16-00200003.
- **Opportunity: Analytics needed for priority response in areas with high incidence of animal attacks and injuries.**

4:24 p.m.

- Animal Service Officer responds to bite service request.
- Animal Service Officer creates "bite report" and left voice mail for caller to report bite victim information. Following protocol, the ASO will follow-up the next day.
- **Gap: Bite response between DPD and DAS needs to be coordinated, based on specific circumstances such as bite/injury severity and animal ownership.**
- **Gap: Bite reporting process between departments and agencies needs review to improve victim/data collection and reporting for bite/injury severity and animal ownership.**

May 2, 2016 Dog Attack Sequence of Events

May 5, 2016

5:23 p.m.

- DPD calls and notifies Assistant City Manager Joey Zapata, who in turn e-mails Dallas Animal Services management about animal incident at Rutledge St. and S. Trunk.

7:12 p.m.

- Code Compliance Director Kris Sweckard receives DPD injured person and incident reports as well as 9-1-1 call sheet. Forwards information to Joey Zapata and Dallas Animal Services staff.
- **Opportunity: Add severe animal attacks to executive notification process.**
- **Gap: Review and revise interdepartmental animal attack operational protocol based on severity of injury and animal ownership.**

10:07 p.m.

- As follow-up to the bite call on the prior day, DAS returns to 3307 Spring Ave and left a quarantine notice to surrender animals as a result of citizens' tips. Resident not home.
- DAS begins contacting neighbors and hospitals to find possible victim(s) and any additional information to identify dogs and victim.

May 6, 2016

- About 1 p.m., DAS meets DPD at 3307 Spring Ave. and note 8 dogs on the property. Six dogs were impounded; one was left with resident that did not match the description of the attacking dogs and one escaped. DAS issues nine citations.
- At 10 p.m., DPD met with both original callers to 9-1-1. Second caller did not observe the attack but did see the dogs running towards Spring Avenue after the attack.

May 7, 2016

- DAS officers contacted the resident for the dog that was still at-large. Resident was given a citation for failure to quarantine. DAS officers went door-to-door and patrolled neighborhood, and again on Sunday, May 8.

May 9, 2016

- DAS vehicle on patrol in the area captured the seventh dog at 3307 Spring Avenue.
- DAS serves a Serious Bodily injury warrant to the residents of 3307 Spring Avenue.

May 15, 2016

- Serious bodily injury hearing is canceled when resident at 3307 Spring Avenue surrendered ownership of the animals in custody of DAS to the City.
- Through May 31, sustained DAS patrols of the neighborhood impounded 17 additional dogs and issued 26 citations in the Rutledge Street area.