

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.

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
15-00420770

Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Attack in Progress - CCS

SR #: 15-00420770

Area: Mapsco Page Zone - 46-U

Priority: Emergency

Group: Animal Services Group

Status: Closed

Jurisdiction: City of Dallas

Status Date: Sep 11, 2015 11:26:00 AM

Input By: BECKWORTH, DEVOSHIA

Created Date: Sep 11, 2015 9:32:48 AM

Method Phone

Overdue on: Sep 14, 2015 9:32:48 AM

Received:

Location: 3307 SPRING AVE, DALLAS, TX 75215

Location

Details:

SR Comments: IN TIME 09:32 ***46J*** SIG 21 ATTACK IN PROGRESS 6 DOGS THAT LIVE AT THE LOCATION IS RUNNING LOOSE IN STREET

Flex Notes

Flex Note Question	Flex Note Answer
Is the animal owned?	Yes
What is the animal currently doing?	In the act of aggression (charging and attacking)
Did the incident occur within the last 1-2 hours?	No
DPD/DFD Request?	Yes
Postal Service Request?	No
School Crossing Guard Request?	No
Type of Animal?	Dog
Where was animal last observed?	FRONT
Do you know if the animal is owned?	Yes

Participants

Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen				HOME

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Sep 14, 2015 4:00:00 PM		

Details

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Sep 12, 2015 4:00:00 PM		

Details

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
INITIAL INSPECTION/ ASSESSMENT		Sep 12, 2015 4:00:00 PM		

Details

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
15-00420770
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE	B1557, DARBY DAWN THERESE	Sep 14, 2015 4:00:00 PM	Sep 11, 2015 11:26:00 AM	Resolved - Through Citizen Action
Details				
2 police officers were there when I arrived, all k9s were confined. Issued 5 tickets. They have til the end of the day to have the dogs at the shelter for an 11. They will keep one dog named Jr. Gave them a broc, two ids on file. (DD)				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	BECKWORTH, DEVOSHIA		Sep 11, 2015 9:37:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Sep 12, 2015 4:00:00 PM	Sep 11, 2015 9:37:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1557, DARBY DAWN THERESE	Sep 12, 2015 4:00:00 PM		
Details				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00340724

Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS
Area: Mapsco Page Zone - 46-U
Group: Animal Services Group
Jurisdiction: City of Dallas
Input By: RAINEY, CHELSEA
Method Phone
Received:
Location: 3307 SPRING AVE, DALLAS, TX 75215
Location Details:

SR #: 14-00340724
Priority: Emergency
Status: Closed
Status Date: Aug 22, 2014 6:27:01 PM
Created Date: Aug 22, 2014 8:59:06 AM
Overdue on: Aug 25, 2014 8:59:06 AM

SR Comments: INTIME 859 20/8 VIC 46U [REDACTED]. 2 black pit bull and 1 pit bull and 1 brown with spots pit bull and 1 light brown pit bull

Flex Notes	
Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (growling, snapping)
DPD/DFD Request?	No
Postal Service Request?	No
School Crossing Guard Request?	No
Type of Animal?	Dog
Is the animal sick or injured?	Aggressive,Chasing People
Describe how the animal is acting.	chasing
Describe the animal.	2 black pit bull and 1 pit bull and 1 brown with spots pit bull and 1 light brown pit bull
Where was animal last observed?	roaming area
Do you know if the animal is owned?	Yes
Would you like to be contacted?	Yes
If yes, by which method?	Telephone
If other, describe what type of animal.	4 dogs

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen	[REDACTED]			HOME [REDACTED]

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Contact Customer by Telephone when the Process is Completed				

Details				
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Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Aug 25, 2014 4:00:00 PM		

Details				
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Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00340724
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Aug 23, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE	JACKSON, JOHN .	Aug 25, 2014 4:00:00 PM	Aug 22, 2014 6:26:00 PM	Resolved - Information Provided
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1557, DARBY DAWN THERESE		Aug 22, 2014 9:15:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	JACKSON, JOHN .		Aug 22, 2014 9:14:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Aug 23, 2014 4:00:00 PM	Aug 22, 2014 9:14:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1557, DARBY DAWN THERESE	Aug 23, 2014 4:00:00 PM	Aug 22, 2014 6:26:00 PM	Left Message
Details				
GAVE VERBAL WARNING				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00132314
Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS	SR #: 14-00132314
Area: Mapsco Page Zone - 46-U	Priority: Emergency
Group: Animal Services Group	Status: Closed
Jurisdiction: City of Dallas	Status Date: Apr 19, 2014 9:58:00 PM
Input By: RAINEY, CHELSEA	Created Date: Apr 19, 2014 2:39:05 PM
Method Received: Phone	Overdue on: Apr 22, 2014 2:39:05 PM
Location: 3307 SPRING AVE, DALLAS, TX 75215	
Location Details:	
SR Comments: INTIME 1439 20/8 VIC 2 pit bull brown gender unknown dogs has collar 46U	

Flex Notes	
Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (growling, snapping)
DPD/DFD Request?	No
Postal Service Request?	No
School Crossing Guard Request?	No
Type of Animal?	Dog
Is the animal sick or injured?	Chasing People,Aggressive
Describe how the animal is acting.	chasing and trying to attack
Describe the animal.	2 pit bull brown gender unknown dogs has collar
Where was animal last observed?	roaming area
Would you like to be contacted?	No

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Apr 22, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Apr 20, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE	GLOVER, KAMRAN ANTOINE	Apr 22, 2014 4:00:00 PM	Apr 19, 2014 9:55:00 PM	Closed - Unable to Confirm/Locate Problem
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1549, ROGELIO ARELLANO		Apr 19, 2014 4:33:00 PM	ACKNOWLEDGE RECEIPT*
Details				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00132314
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	GLOVER, KAMRAN ANTOINE		Apr 19, 2014 3:00:00 PM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Apr 20, 2014 4:00:00 PM	Apr 19, 2014 2:39:00 PM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1549, ROGELIO ARELLANO	Apr 20, 2014 4:00:00 PM	Apr 19, 2014 9:55:00 PM	Checked Area, Saw No Dog
Details				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00120354
Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS

Area: Mapsco Page Zone - 46-U

Group: Animal Services Group

Jurisdiction: City of Dallas

Input By: POLLARD, SONJA

Method Phone

Received:

Location: 3307 SPRING AVE, DALLAS, TX 75215

Location

Details:

SR #: 14-00120354

Priority: Emergency

Status: Closed

Status Date: Apr 11, 2014 7:59:06 PM

Created Date: Apr 11, 2014 10:54:37 AM

Overdue on: Apr 14, 2014 10:54:37 AM

SR IN TIME 10:54 ***46U*** SIG 21 VIC LOOSE Citizen states the resident let there dog out from time to time. Citizen also states
Comments: the can be aggressive from time to time. LARGE PITBULLS BROWN/WHITE, 2 BLACK.

Flex Notes	
Flex Note Question	Flex Note Answer
Do you own or know the owner of this animal?	Yes
What is the animal currently doing?	In the act of aggression (growling, snapping)
Is the animal sick/injured/aggressive/chasing people?	No
Type of Animal?	Dog
Is the animal loose at this time?	Yes
Where was animal last observed?	NEAR THE ABOVE LOCATION
Description of Animal, i.e, size, color, breed, gender.	LARGE PITBULLS BROWN/WHITE, 2 BLACK.
Would you like to be contacted?	No

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1565, KING SENESTER RAY		Apr 11, 2014 10:58:00 AM	ACKNOWLEDGE RECEIPT*
Details				
This Activity could not be deleted because it was either completed or printed prior to changing the Service Request Type.				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	BECKWORTH, DEVOSHIA		Apr 11, 2014 10:57:00 AM	ACKNOWLEDGE RECEIPT*
Details				
This Activity could not be deleted because it was either completed or printed prior to changing the Service Request Type.				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Apr 14, 2014 4:00:00 PM	Apr 11, 2014 10:57:00 AM	ACKNOWLEDGE RECEIPT*
Details				
This Activity could not be deleted because it was either completed or printed prior to changing the Service Request Type.				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Apr 14, 2014 4:00:00 PM		

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00120354
Printed Date : May 12, 2016 5:01:07 PM

Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Apr 12, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE	B1549, ROGELIO ARELLANO	Apr 14, 2014 4:00:00 PM	Apr 11, 2014 7:59:00 PM	Resolved - Information Provided
Details				
SAW NO DOG LEFT YELLOW HANGAR				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Apr 12, 2014 4:00:00 PM	Apr 11, 2014 11:03:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO		Apr 12, 2014 4:00:00 PM		
Details				

Service Request Summary Report
 3307 Spring Ave July 1 2013 - April 30 2016
14-00020144

Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS

SR #: 14-00020144

Area: Mapsco Page Zone - 46-U

Priority: Emergency

Group: Animal Services Group

Status: Closed

Jurisdiction: City of Dallas

Status Date: Jan 19, 2014 9:44:00 AM

Input By: GAMROD, GLENDA G

Created Date: Jan 19, 2014 6:00:17 AM

Method: Phone

Overdue on: Jan 22, 2014 6:00:17 AM

Received:

Location: 3307 SPRING AVE, DALLAS, TX 75215

Location

Details:

SR Comments: IN TIME 6:00**46U**20/21/VIC***live at listed address 3 pits, 2 blk 1 brn & blk , get out every morning and chase people enroute to bus stop and school out this morning again

Flex Notes	
Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (growling, snapping)
DPD/DFD Request?	No
Type of Animal?	Dog
Describe how the animal is acting.	chase
Describe the animal.	see comments
Would you like to be contacted?	Yes
If yes, by which method?	Telephone

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen				HOME HOME

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Contact Customer by Telephone when the Process is Completed				

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Jan 23, 2014 4:00:00 PM		

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Jan 21, 2014 4:00:00 PM		

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		Jan 31, 2014 4:00:00 PM		

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00020144
Printed Date : May 12, 2016 5:01:07 PM

Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1213, RUBEN VALVERDE		Jan 19, 2014 9:24:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	JACKSON, JOHN .		Jan 19, 2014 9:32:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Jan 20, 2014 4:00:00 PM	Jan 19, 2014 6:06:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1213, RUBEN VALVERDE	Jan 20, 2014 4:00:00 PM	Jan 19, 2014 9:40:00 AM	Conflict Closed
Details				
UNFOUNDED. LEFT VIOLATION NOTICE				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Carry Over 1			Jan 19, 2014 9:31:00 AM	ACKNOWLEDGE RECEIPT*
Details				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00018414

Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS
Area: Mapsco Page Zone - 46-U
Group: Animal Services Group
Jurisdiction: City of Dallas
Input By: Harrington, Latricia
Method Received: Phone
Location: 3307 SPRING AVE, DALLAS, TX 75215
Location Details:

SR #: 14-00018414
Priority: Emergency
Status: Closed
Status Date: Jan 19, 2014 9:46:00 AM
Created Date: Jan 17, 2014 9:29:18 AM
Overdue on: Jan 20, 2014 9:29:18 AM

SR Comments: in time 09:29 ***46u*** sig 21/08 vic Citizen states that there is 2 loose black large dogs and 1 black and brown large dog, they chase when you walk down the street.

Flex Notes	
Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (growling, snapping)
Type of Animal?	Dog
Describe how the animal is acting.	chasing when you walk down street
Describe the animal.	2 black and 1 brown and black large dogs
Where was animal last observed?	in the street
Would you like to be contacted?	No

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Jan 21, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Jan 18, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE	B1213, RUBEN VALVERDE	Jan 29, 2014 4:00:00 PM	Jan 19, 2014 9:40:00 AM	Closed - Unable to Confirm/Locate Problem
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1140, HERMAN WILSON		Jan 17, 2014 9:36:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00018414
Printed Date : May 12, 2016 5:01:07 PM

Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	BECKWORTH, DEVOSHIA		Jan 17, 2014 9:36:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Jan 18, 2014 4:00:00 PM	Jan 17, 2014 9:36:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1140, HERMAN WILSON	Jan 18, 2014 4:00:00 PM	Jan 17, 2014 2:11:00 PM	
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1213, RUBEN VALVERDE	Jan 18, 2014 4:00:00 PM	Jan 19, 2014 9:40:00 AM	Left Message
Details				
UNFOUNDED. LEFT VIOLATION NOTICE				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1213, RUBEN VALVERDE		Jan 19, 2014 8:10:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	JACKSON, JOHN .		Jan 19, 2014 9:28:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Carry Over 1			Jan 19, 2014 9:28:00 AM	ACKNOWLEDGE RECEIPT*
Details				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00016560
Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose - CCS
Area: Mapsco Page Zone - 46-U
Group: Animal Services Group
Jurisdiction: City of Dallas
Input By: COPELAND, RUTH KAY
Method Received: Phone
Location: 3307 SPRING AVE, DALLAS, TX 75215

SR #: 14-00016560
Priority: Standard
Status: Closed
Status Date: Jan 18, 2014 8:33:28 AM
Created Date: Jan 16, 2014 7:05:19 AM
Overdue on: Feb 24, 2014 7:05:19 AM

Location Details:

SR Comments: Chronic problem at loc. Dogs owned at loc and are aggressive to pedestrians. ACO told ctzn next time citation will be issued.

Flex Notes	
Flex Note Question	Flex Note Answer
Type of Animal?	Dog
Where was animal last observed?	front of loc
Description of Animal, i.e, size, color, breed, gender.	1 blk w long tail, 1 blk with short tail, 1 brwn w blk spots
Would you like to be contacted?	Yes
WHEN would you like to be contacted?	In Person - At the beginning of the process
If yes, by which method?	In Person

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen				HOME

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ASSIGN TO		Jan 23, 2014 4:00:00 PM		

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Feb 24, 2014 4:00:00 PM		

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Feb 6, 2014 4:00:00 PM		

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Manager's Coming Due SR		Feb 6, 2014 4:00:00 PM		

Details

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00016560
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Asst. Director Coming Due SR		Feb 18, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
INITIAL INSPECTION/ ASSESSMENT		Feb 6, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		Feb 24, 2014 4:00:00 PM	Jan 18, 2014 8:33:00 AM	Resolved - Information Provided
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Division Manager Coming Due		Feb 11, 2014 4:00:00 PM		
Details				

Service Request Summary Report
 3307 Spring Ave July 1 2013 - April 30 2016
14-00011747

Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS

Area: Mapsco Page Zone - 46-U

Group: Animal Services Group

Jurisdiction: City of Dallas

Input By: DANIEL, DEBRA L

Method Phone

Received:

Location: 3307 SPRING AVE, DALLAS, TX 75215

Location

Details:

SR #: 14-00011747

Priority: Emergency

Status: Closed

Status Date: Jan 13, 2014 8:44:30 AM

Created Date: Jan 13, 2014 8:42:13 AM

Overdue on: Jan 16, 2014 8:42:13 AM

SR Comments: Complaining that persons at location allow aggressive dogs out and do nothing to keep dogs from chasing and trying to bite people. Says the dogs just tried to bite a lady walking down the street - wants owners cited because the dogs are a nuisance and always chase and try to bite people.

Flex Notes	
Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (growling, snapping)
DPD/DFD Request?	No
Postal Service Request?	No
School Crossing Guard Request?	No
Type of Animal?	Dog
Describe how the animal is acting.	dogs chase people - just chased a lady that had to jump up on a car to keep from being bitten
Describe the animal.	3 dogs - 2 black and 1 brown female pit bull - all dogs are aggressive
Where was animal last observed?	in the street
Would you like to be contacted?	Yes
If yes, by which method?	Telephone
<i>What is the animal currently doing?</i>	<i>In the act of aggression (growling, snapping)</i>
<i>DPD/DFD Request?</i>	<i>No</i>
<i>Postal Service Request?</i>	<i>No</i>
<i>School Crossing Guard Request?</i>	<i>No</i>
<i>Type of Animal?</i>	<i>Dog</i>
<i>Is the animal sick or injured?</i>	<i>Aggressive</i>
<i>Describe how the animal is acting.</i>	<i>chasing and tried to bite caller and caller brothers</i>
<i>Describe the animal.</i>	<i>large..2- blk one with short tail and one with long tail..mixed breeds.1 - pitt bull..brown.</i>
<i>Where was animal last observed?</i>	<i>3235 spring. dog lives at 3307 spring</i>
<i>Would you like to be contacted?</i>	<i>Yes</i>
<i>If yes, by which method?</i>	<i>Telephone</i>

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen	[REDACTED]	[REDACTED]		HOME [REDACTED]
Citizen	[REDACTED]	[REDACTED]		HOME [REDACTED] HOME [REDACTED]

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00011747
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Contact Customer by Telephone when the Process is Completed				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Jan 16, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Jan 14, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		Jan 25, 2014 4:00:00 PM	Jan 13, 2014 8:44:00 AM	Resolved - Information Provided
Details				
DUP TO 11710				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	JACKSON, JOHN .		Jan 13, 2014 8:44:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Jan 14, 2014 4:00:00 PM	Jan 13, 2014 8:44:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO		Jan 14, 2014 4:00:00 PM		

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00011747
Printed Date : May 12, 2016 5:01:07 PM

Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Contact Customer by Telephone when the Process is Completed			Jan 13, 2014 9:05:00 AM	Contacted customer by phone
<i>Contact Customer by Telephone when the Process is Completed</i>			<i>Jan 13, 2014 9:05:00 AM</i>	<i>Contacted customer by phone</i>
Details				
in person				
<i>in person</i>				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Jan 16, 2014 4:00:00 PM		
<i>SLA DUE DATE</i>		<i>Jan 16, 2014 4:00:00 PM</i>		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Jan 14, 2014 4:00:00 PM		
<i>ERT DUE DATE</i>		<i>Jan 14, 2014 4:00:00 PM</i>		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE	B1565, KING SENESTER RAY	Jan 25, 2014 4:00:00 PM	Jan 13, 2014 9:00:00 AM	Resolved - Problem Corrected by City
<i>CLOSE CASE</i>	<i>B1565, KING SENESTER RAY</i>	<i>Jan 25, 2014 4:00:00 PM</i>	<i>Jan 13, 2014 9:00:00 AM</i>	<i>Resolved - Problem Corrected by City</i>
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1565, KING SENESTER RAY		Jan 13, 2014 8:30:00 AM	ACKNOWLEDGE RECEIPT*
<i>Dispatch Time</i>	<i>B1565, KING SENESTER RAY</i>		<i>Jan 13, 2014 8:30:00 AM</i>	<i>ACKNOWLEDGE RECEIPT*</i>
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
<i>Relief Dispatcher today is</i>				
Details				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00011747
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	JACKSON, JOHN .		Jan 13, 2014 8:30:00 AM	ACKNOWLEDGE RECEIPT*
<i>Dispatcher today is</i>	<i>JACKSON, JOHN .</i>		<i>Jan 13, 2014 8:30:00 AM</i>	<i>ACKNOWLEDGE RECEIPT*</i>
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Jan 14, 2014 4:00:00 PM	Jan 13, 2014 8:29:00 AM	ACKNOWLEDGE RECEIPT*
<i>311-Dispatch</i>	<i>DISPATCHER, ANIMAL</i>	<i>Jan 14, 2014 4:00:00 PM</i>	<i>Jan 13, 2014 8:29:00 AM</i>	<i>ACKNOWLEDGE RECEIPT*</i>
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1565, KING SENESTER RAY	Jan 14, 2014 4:00:00 PM	Jan 13, 2014 9:06:00 AM	Checked Area, Saw No Dog
<i>Dispatch ACO</i>	<i>B1565, KING SENESTER RAY</i>	<i>Jan 14, 2014 4:00:00 PM</i>	<i>Jan 13, 2014 9:06:00 AM</i>	<i>Checked Area, Saw No Dog</i>
Details				
NOH/ Poss no one came to the door...				
<i>NOH/ Poss no one came to the door...</i>				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00011710

Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS

SR #: 14-00011710

Area: Mapsco Page Zone - 46-U

Priority: Emergency

Group: Animal Services Group

Status: Closed

Jurisdiction: City of Dallas

Status Date: Jan 13, 2014 9:37:00 AM

Input By: ADAMS, RHONDA

Created Date: Jan 13, 2014 8:28:56 AM

Method Phone

Overdue on: Jan 16, 2014 8:28:56 AM

Received:

Location: 3307 SPRING AVE, DALLAS, TX 75215

Location Details: owned dogs

SR Comments: INTIME 828 20/21 VIC 46U 3 dogs.. live at address above. owne dogs.. large..2- blk one with short tail and one with long tail..mixed breeds.1 - pitt bull..brown..dogs charging and tried to bite callers brother.

Flex Notes	
Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (growling, snapping)
DPD/DFD Request?	No
Postal Service Request?	No
School Crossing Guard Request?	No
Type of Animal?	Dog
Is the animal sick or injured?	Aggressive
Describe how the animal is acting.	chasing and tried to bite caller and caller brothers
Describe the animal.	large..2- blk one with short tail and one with long tail..mixed breeds.1 - pitt bull..brown.
Where was animal last observed?	3235 spring. dog lives at 3307 spring
Would you like to be contacted?	Yes
If yes, by which method?	Telephone

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen				HOME HOME

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Contact Customer by Telephone when the Process is Completed			Jan 13, 2014 9:05:00 AM	Contacted customer by phone
Contact Customer by Telephone when the Process is Completed			Jan 13, 2014 9:05:00 AM	Contacted customer by phone

Details	
in person	
in person	

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00011710
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Jan 16, 2014 4:00:00 PM		
<i>SLA DUE DATE</i>		<i>Jan 16, 2014 4:00:00 PM</i>		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Jan 14, 2014 4:00:00 PM		
<i>ERT DUE DATE</i>		<i>Jan 14, 2014 4:00:00 PM</i>		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE	B1565, KING SENESTER RAY	Jan 25, 2014 4:00:00 PM	Jan 13, 2014 9:00:00 AM	Resolved - Problem Corrected by City
<i>CLOSE CASE</i>	<i>B1565, KING SENESTER RAY</i>	<i>Jan 25, 2014 4:00:00 PM</i>	<i>Jan 13, 2014 9:00:00 AM</i>	<i>Resolved - Problem Corrected by City</i>
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1565, KING SENESTER RAY		Jan 13, 2014 8:30:00 AM	ACKNOWLEDGE RECEIPT*
<i>Dispatch Time</i>	<i>B1565, KING SENESTER RAY</i>		<i>Jan 13, 2014 8:30:00 AM</i>	<i>ACKNOWLEDGE RECEIPT*</i>
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
<i>Relief Dispatcher today is</i>				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	JACKSON, JOHN .		Jan 13, 2014 8:30:00 AM	ACKNOWLEDGE RECEIPT*
<i>Dispatcher today is</i>	<i>JACKSON, JOHN .</i>		<i>Jan 13, 2014 8:30:00 AM</i>	<i>ACKNOWLEDGE RECEIPT*</i>
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Jan 14, 2014 4:00:00 PM	Jan 13, 2014 8:29:00 AM	ACKNOWLEDGE RECEIPT*
<i>311-Dispatch</i>	<i>DISPATCHER, ANIMAL</i>	<i>Jan 14, 2014 4:00:00 PM</i>	<i>Jan 13, 2014 8:29:00 AM</i>	<i>ACKNOWLEDGE</i>

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00011710
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
				RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1565, KING SENESTER RAY	Jan 14, 2014 4:00:00 PM	Jan 13, 2014 9:06:00 AM	Checked Area, Saw No Dog
Dispatch ACO	B1565, KING SENESTER RAY	Jan 14, 2014 4:00:00 PM	Jan 13, 2014 9:06:00 AM	Checked Area, Saw No Dog
Details				
NOH/ Poss no one came to the door...				
NOH/ Poss no one came to the door...				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00010817

Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS
Area: Mapsco Page Zone - 46-U
Group: Animal Services Group
Jurisdiction: City of Dallas
Input By: RAINEY, CHELSEA
Method Received: Phone
Location: 3307 SPRING AVE, DALLAS, TX 75215

SR #: 14-00010817
Priority: Emergency
Status: Closed
Status Date: Jan 12, 2014 9:25:18 AM
Created Date: Jan 11, 2014 9:01:12 AM
Overdue on: Jan 14, 2014 9:01:12 AM

Location Details:

SR Comments: INTIME 901 SIG 20/8 VIC **46 U** aggressive pit bull roaming area citizen states owner of animal live s at listed address

Flex Notes	
Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (growling, snapping)
DPD/DFD Request?	No
Postal Service Request?	No
School Crossing Guard Request?	No
Type of Animal?	Dog
Is the animal sick or injured?	Aggressive
(If yes to previous two questions, change priority to Emergency)	n/a
Describe how the animal is acting.	charging and trying to attack
Describe the animal.	pit bull brown
Where was animal last observed?	roaming front yard of the property
Would you like to be contacted?	Yes
If yes, by which method?	Telephone

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen				HOME

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Contact Customer by Telephone when the Process is Completed			Jan 12, 2014 9:23:00 AM	Contacted customer by phone

Details				
in person				

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Jan 14, 2014 4:00:00 PM		

Details				
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Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Jan 12, 2014 4:00:00 PM		

Details				
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Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00010817
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		Jan 23, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	EUBANKS, MISTY LYNN		Jan 11, 2014 9:05:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	CLARK, MALACHI		Jan 11, 2014 9:05:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Jan 12, 2014 4:00:00 PM	Jan 11, 2014 9:03:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1565, KING SENESTER RAY	Jan 12, 2014 4:00:00 PM	Jan 12, 2014 9:24:00 AM	Left Yellow Hangar1
Details				
talked to 21 LVN for tethered,limits 7 dogs, V&R...				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1565, KING SENESTER RAY		Jan 12, 2014 7:55:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	JACKSON, JOHN .		Jan 12, 2014 8:28:00 AM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Carry Over 1			Jan 12, 2014 8:28:00 AM	ACKNOWLEDGE

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
14-00010817
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
				RECEIPT*
Details				

Service Request Summary Report
 3307 Spring Ave July 1 2013 - April 30 2016
13-00563392
 Printed Date : May 12, 2016 5:01:07 PM

Type: Substandard Structure - CCS
Area: Code Compliance Sub Districts - SOUTHEASTA
Group: Code Compliance District Group
Jurisdiction: City of Dallas
Input By: USER, CWI
Method Received: Web
Location: 3307 SPRING AVE, DALLAS, TX 75215
Location Details:
SR Comments:

SR #: 13-00563392
Priority: Standard
Status: Closed
Status Date: Nov 14, 2013 3:52:09 PM
Created Date: Nov 8, 2013 2:47:48 PM
Overdue on: Nov 8, 2014 2:47:48 PM

Flex Notes				
Flex Note Question		Flex Note Answer		
What type of property/building is it?		Residential		
What type of structure?		Main Structure / house		
What is the structure problem?		Structure needs painting		
Do you have any additional comments?		ON SPRING AVENUE REPAIR/REPAINT ALL DECAYED DETERIORATED HOUSES/TRIMWORK-FASCIAS-SIDING-GARAGES-SHEDS AT 3307, 3311, 3314, 3315, 3323 HOUSE/GARAGE, 3403 AND 3404.		
Would you like to be contacted?		Yes		
If yes, by which method?		Email		
WHEN would you like to be contacted?		Email - At the beginning of the process		

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen	Anonymous, Anonymous			

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ASSIGN TO	BENNETT, STEPHEN	Nov 10, 2013 4:00:00 PM	Nov 13, 2013 8:58:15 AM	ACKNOWLEDGE RECEIPT*

Details				
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Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Nov 10, 2014 4:00:00 PM		

Details				
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Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Nov 18, 2013 4:00:00 PM		

Details				
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Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Manager's Coming Due SR		Oct 27, 2014 4:00:00 PM		

Details				
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Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
13-00563392
Printed Date : May 12, 2016 5:01:07 PM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Asst. Director Coming Due SR		Nov 3, 2014 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
INITIAL INSPECTION/ ASSESSMENT	Adams, James B	Nov 18, 2013 4:00:00 PM	Nov 14, 2013 3:49:00 PM	No Violation Found.
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE	Adams, James B	Nov 10, 2014 4:00:00 PM	Nov 14, 2013 3:52:00 PM	Resolved - Through Citizen Action
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Contact Customer by E-Mail at the Beginning of the Process	Adams, James B		Nov 14, 2013 3:49:00 PM	Create E-Mail
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Take Photographs	Adams, James B		Nov 14, 2013 3:49:00 PM	Attached
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SEND CUSTOMER E-MAIL at the Beginning	CITIZEN E-MAIL UPDATE			
Details				
Service Request Attachments				
Image				

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
13-00563392
Printed Date : May 12, 2016 5:01:07 PM

Image



Title:
Description:

Service Request Summary Report
 3307 Spring Ave July 1 2013 - April 30 2016
13-00416463

Printed Date : May 12, 2016 5:01:07 PM

Type: Animal - Loose Aggressive - CCS

Area: Mapsco Page Zone - 46-V

Group: Animal Services

SR #: 13-00416463

Priority: Emergency

Status: Closed

Jurisdiction: City of Dallas

Status Date: Jul 25, 2013 10:03:41 PM

Input By: GLOVER, KAMRAN ANTOINE

Created Date: Jul 25, 2013 8:51:25 PM

Method: Phone

Overdue on: Jul 28, 2013 8:51:25 PM

Received:

Location: 3307 SPRING AVE DALLAS TX 75215

Location

Details:

SR INTIME 20:51 SIG 20/21 VIC**46V**WHITE PITTBULL TRIED TO ATTACK CITIZEN AND KILLED CITIZEN KITTEN., TORE

Comments: HER PANTS LEGS, DOG LIVES AT ADDRESS ABOVE. [REDACTED]

Flex Notes	
Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (growling, snapping)
DPD/DFD Request?	No
Postal Service Request?	No
School Crossing Guard Request?	No
Type of Animal?	Dog
Is the animal sick or injured?	NO
Describe how the animal is acting.	TRIED TO ATTACK CITIZEN AND GROWLING AT CITIZEN
Describe the animal.	WHITE PITTBULL
Where was animal last observed?	STREET
Would you like to be contacted?	Yes
If yes, by which method?	Telephone

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen	[REDACTED]	[REDACTED]		HOME [REDACTED] MOB [REDACTED]

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	Jul 26, 2013 8:55:32 PM	Jul 25, 2013 9:15:00 PM	ACKNOWLEDGE RECEIPT*

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		Aug 5, 2013 8:55:32 PM		

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO	B1577, RAMSEY ANASTASIA	Jul 26, 2013 8:55:32 PM	Jul 25, 2013 10:03:00 PM	Left Yellow Hangar1

Service Request Summary Report
3307 Spring Ave July 1 2013 - April 30 2016
13-00416463
Printed Date : May 12, 2016 5:01:07 PM

Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is	THOMPSON, SUSAN Y		Jul 25, 2013 9:15:00 PM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time	B1577, RAMSEY ANASTASIA		Jul 25, 2013 9:15:00 PM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		Jul 26, 2013 8:55:32 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		Jul 28, 2013 8:55:32 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Contact Customer by Telephone when the Process is Completed				
Details				

C21-527051

CITY OF DALLAS CITATION

V15-013383



* C 2 1 5 2 7 0 5 1 0 0 0 1 *

Reason for Contact 3
Yes No
☐ Race Known Prior to Stop?
☐ Searched
☐ Consensual Search
TRAFFIC ☐ NON-TRAFFIC ☒

LAST NAME		cardoso		Tapia		LOCATION OF OFFENSE		3357 Spring Ave	
FIRST NAME		maria Elena		MID. INT.		CROSS STREET		Electric St.	
ADDRESS		same as		Jr. SR. ETC.		CITY		Dallas	
CITY		ST		ZIP		ALLEGED SPEED		MPH	
EMPLOYER OR OCCUPATION		BUS. PH.		DATE OF OFFENSE		01 SPEEDING		02 NO VALID TEXAS DRIVER'S LICENSE	
BUSINESS ADDRESS		CITY		ST		ZIP		03 DISREGARD TRAFFIC CONTROL DEVICE	
DRIVER'S LICENSE#		04 FINANCIAL RESPONSIBILITY VIOLATION		05 SAFETY BELT		06 SAFETY SEAT		07 RAN STOP SIGN	
LIC. YEAR		LIC. STATE		CAR YEAR		MAKE		MODEL	
TYPE		COLOR		COR. VEH.		ATTENTION - READ THIS AND SIGN BELOW I PROMISE TO APPEAR AS DIRECTED OR PAY THE FINE WITHIN 21 DAYS. I UNDERSTAND THIS IS NOT A PLEA OF GUILTY AND THAT FINE AND FEE AMOUNTS ARE SUBJECT TO CHANGE WITHOUT NOTICE		NUMBER OF VIOLATIONS	
I ATTEST THAT DEFENDANT HAS RECEIVED DUPLICATE CITATION		B A D		G E		ACCIDENT INVOLVED		x Maria Cardoso	

CITY OF DALLAS CITATION

021-52705
CITY OF DALLAS CITATION
15-013384
LAST



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Reason for Contact 3

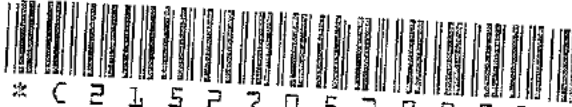
Yes	No	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Race Known Prior to Stop?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Searched
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Consensual Search
TRAFFIC <input type="checkbox"/>		NON-TRAFFIC <input type="checkbox"/>

[illegible]

C21-527053

CITY OF DALLAS CITATION

021-527053
CITY OF DALLAS CITATION
110-013385



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Reason for Contact 3
 Yes No
☐ ☒ Race Known Prior to Stop?
☐ ☒ Searched
☐ ☒ Consensual Search
 TRAFFIC ☐ NON-TRAFFIC ☒

[illegible]

C21-527052

CITY OF DALLAS CITATION

CITY OF DALLAS CITATION
V15-013386



PLATE 1	PLATE 2	PLATE 3	PLATE 4	PLATE 5	PLATE 6	PLATE 7	PLATE 8	PLATE 9	PLATE 10	PLATE 11	PLATE 12	PLATE 13	PLATE 14	PLATE 15	PLATE 16	PLATE 17	PLATE 18	PLATE 19	PLATE 20	PLATE 21	PLATE 22	PLATE 23	PLATE 24	PLATE 25	PLATE 26	PLATE 27	PLATE 28	PLATE 29	PLATE 30	PLATE 31	PLATE 32	PLATE 33	PLATE 34	PLATE 35	PLATE 36	PLATE 37	PLATE 38	PLATE 39	PLATE 40	PLATE 41	PLATE 42	PLATE 43	PLATE 44	PLATE 45	PLATE 46	PLATE 47	PLATE 48	PLATE 49	PLATE 50	PLATE 51	PLATE 52	PLATE 53	PLATE 54	PLATE 55	PLATE 56	PLATE 57	PLATE 58	PLATE 59	PLATE 60	PLATE 61	PLATE 62	PLATE 63	PLATE 64	PLATE 65	PLATE 66	PLATE 67	PLATE 68	PLATE 69	PLATE 70	PLATE 71	PLATE 72	PLATE 73	PLATE 74	PLATE 75	PLATE 76	PLATE 77	PLATE 78	PLATE 79	PLATE 80	PLATE 81	PLATE 82	PLATE 83	PLATE 84	PLATE 85	PLATE 86	PLATE 87	PLATE 88	PLATE 89	PLATE 90	PLATE 91	PLATE 92	PLATE 93	PLATE 94	PLATE 95	PLATE 96	PLATE 97	PLATE 98	PLATE 99	PLATE 100
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Reason for Contact 3

Yes	No	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Race Known Prior to Stop?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Searched
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Consensual Search
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TRAFFIC <input checked="" type="checkbox"/> NON-TRAFFIC <input checked="" type="checkbox"/>

LAST NAME Cardoso Tapia										LOCATION OF OFFENSE 3307 Spring Ave									
FIRST NAME Maria Elena										CROSS STREET Electra St.									
ADDRESS Same										OCCUPATION Librarian									
CITY _____ ST. _____ ZIP _____										DATE OF OFFENSE 9/1/15									
EMPLOYER OR OCCUPATION _____										01 SPEEDING <input type="checkbox"/> SCHOOL ZONE <input type="checkbox"/> TIME OF OFFENSE 1:35 PM									
BUSINESS ADDR _____										02 NO VALID TEXAS DRIVER'S LICENSE <input type="checkbox"/> 03 DISPERSED TRAFFIC CONTROL DEVICE <input type="checkbox"/>									
CITY _____ ST. _____ ZIP _____										04 EXCESSIVE SPEED <input type="checkbox"/> 05 SAFETY BELT <input type="checkbox"/> 06 SAFETY SEAT <input type="checkbox"/>									
07 RAN STOP SIGN <input type="checkbox"/> 08 INSPECTION VIOLATION <input type="checkbox"/> 09 REGISTRATION VIOLATION <input type="checkbox"/> 10 IMPROPER TURN <input type="checkbox"/> 11 RAN RED LIGHT <input type="checkbox"/> 12 DEFECTIVE LIGHTS <input type="checkbox"/>										13 OTHER <input checked="" type="checkbox"/> FAMILY VIOLENCE <input type="checkbox"/>									
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142 OTHER <input type="checkbox"/>										143 OTHER <input type="checkbox"/>									

Incident Report

Case Number 104044-2016	CAD Incident # 16-0833169
Report Type Incident Report	Page 1 of 2
Date / Time Occurred 5/2/2016 04:30 to 5/2/2016 04:40	Date / Time Reported 5/2/2016 04:42

Arrested Suspects	Additional Suspects	Unknown Suspects	Victims 1	Other Persons 1	Vehicles	Items	Evidence Count	Leads Count	Related Case #
<input type="checkbox"/> Hate Crime	<input type="checkbox"/> Arson Related	Arson Code		Damage Value					

Location Given By Dispatcher RUTLEDGE ST & S TRUNK AVE		Unit Number A315
Clearance Disposition	Clearance by Exception	Exceptional Clearance Date
Situation Found	Case Status	

House No. 3300	Prefix	Street Name RUTLEDGE ST	Unit No.
City DALLAS	State TEXAS	Zip 75215	County Dallas
		Beat 346	

Reporting Officer 1 SMYTHE.COLIN	Reporting Officer 1 10708	Reporting Officer 2	Reporting Officer 2 Employee Number
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OFFENSE			
<input checked="" type="checkbox"/> Primary Offense	Offense Code INJURED PERSON- PUBLIC PROPERTY (OTHER THEN FIREARM) (NO OFFENSE)		
IC Number NA-99999999-W1	Attempted/Completed		Counts 1
Premise Type HIGHWAY, STREET, ALLEY ETC	# Premise Entered	Family Violence NO	
Criminal Activity 1	Criminal Activity 2	Offender Using NOT APPLICABLE	
Gang Related NO	Drug Related NO	Drug Type	
Drug Endangered Child	Hate Crime NONE		
MO Panel	Entry Method	Entry Point 1	
Entry Area N/A	N/A	N/A	
Entry Point 2	Exit Point 1 N/A	Exit Point 2	
Target Area N/A	Property Target 1 OTHER	Property Target 2	
Victim Target N/A	Victim Activity NONE	Time of Day LATE NIGHT- 00:00 - 07:59	
Action 1 on Victim N/A	Action 2 on Victim	Action 3 on Victim	
Action 1 to Premises N/A	Action 2 to Premises	Action 3 to Premises	
Other Action 1 N/A	Other Action 2	Other Action 3	
Solicited Offered 1 N/A	Solicited Offered 2	Weapon OTHER	
Arson	Precipitating Circumstance	Instrument Used NONE	
Comments COMP SUFFERED SERIOUS INJURY DUE TO DOG ATTACK			

OTHER PERSON	Person Type REPORTING						
Last Name HUMPHREY	First Name JACKIE		Middle Name		Suffix		
Nickname	Race BLACK	Sex FEMALE	SSN	Date of Birth	Age 66	Age Range to	
Height	Weight	Driver's License #	DL State	Place of Birth			
Preferred	Home Phone	Cell Phone	Email Address				
Other Person Home Address							
House No. 3326	Prefix	Street Name RUTLEDGE ST	Unit No.				
City DALLAS	State TEXAS	Zip 75215					
Employment Information							

Incident Report

Case Number 104044-2016		CAD Incident # 16-0833169
Report Type Incident Report		Page 2 of 2
Date / Time Occurred 5/2/2016 04:30 to 5/2/2016 04:40		Date / Time Reported 5/2/2016 04:42

<input type="checkbox"/> Student	Employer / School		Occupation	
House No.	Prefix	Street Name	Unit No.	
City	State	Zip	Work Phone	Hours of Employment to
Details				
Work Phone	Hours of Employment to	Hair Color	Hair Length	<input type="checkbox"/> Glasses
Eye Color	Build	Facial Hair	Voice	Complexion
Ethnicity	Citizenship			

VICTIM <input type="checkbox"/> Business							
Last Name BROWN		First Name ANTOINETTE		Middle Name	Suffix		
Nickname	Race BLACK	Sex FEMALE	SSN	Date of Birth	Age 52	Age Range to	
Height 5'11"	Weight 125	Driver's License #	DL State	Place of Birth			
Preferred	Home Phone	Cell Phone	Email Address				

Victim Home Address			
House No. 3413	Prefix	Street Name 51ST ST	Unit No.
City DALLAS	State TEXAS	Zip 75216	

<input type="checkbox"/> Student	Employer / School		Occupation	
House No.	Prefix	Street Name	Unit No.	
City	State	Zip	Work Phone	Hours of Employment to

Details			
Hair Color	Eye Color	Build	Resident
Citizenship	Ethnicity NON-HISPANIC	Injury YES	Injury Description SERIOUS BODILY INJURY/DOG BITES

Victim Condition CRITICAL	<input checked="" type="checkbox"/> Victim Hospitalized	Hospital Facility BAYLOR	Hospital Description
Under Influence Alcohol? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Unknown		Under Influence Drugs? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Unknown	
Family Violence NO		Family Violence Victim Transported <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Violation of Protective Order <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Cohabitant <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Associated Offenses	
Offense INJURED PERSON- PUBLIC PROPERTY (OTHER THEN FIREARM) (NO OFFENSE)	<input checked="" type="checkbox"/> Associated With Victim

Narrative Information

ON 5-2-16 AT ABOUT 4:30AM AT 3300 RUTLEDGE. THE COMP WAS ATTACKED BY APPROXIMATELY 4 TO 5 DOGS INCLUDING 2 PIT BULLS. THE DOGS CAUSED SERIOUS BODILY INJURY TO THE COMP'S RIGHT ARM, TEARING AWAY THE BACK OF HER UPPER ARM TO THE BONE, AND TO HER RIGHT LEG, WHICH WAS MISSING A LARGE CHUNK OF HER UPPER THIGH/BUTTOCKS AREA. THE COMP ALSO SUFFERED MODERATE PUNCTURES AND LACERATIONS OVER HER ENTIRE BODY DUE TO THE DOGS ATTACKING. UNKNOWN AS TO WHY THE DOGS STOPPED. NO DOGS WERE PRESENT WHEN R/OS ARRIVED. THE COMP WAS TRANSPORTED TO BAYLOR HOSPITAL BY RESCUE 44. THE COMP HAD BEEN TAKEN TO THE OPERATING ROOM INTO SURGERY AT THE TIME OF THIS REPORT.

Incident Detail Report

Data Source: Data Warehouse

Incident Status: Closed

Incident number: 16-0833169

Incident Date: 5/2/2016 04:42:32

Last Updated: 5/6/2016 10:06:04

Incident Information

Incident Type:	2Man	Alarm Level:	
Priority:	2 - Urgent	Problem:	40/01 - Other
Determinant:		Agency:	Police
Base Response#:	05022016-0085802	Jurisdiction:	Dallas Police
Confirmation#:	05022016-0422505	Division:	Southeast
Taken By:	Choi, Sonya	Battalion:	340
Response Area:	346	Response Plan:	CH3 - 2MAN
Disposition:	R - Report	Command Ch:	
Cancel Reason:		Primary TAC:	
Incident Status:	Closed	Secondary TAC:	
Certification:	P-Patrol	Delay Reason (if any):	
Longitude:	96752621	Latitude:	32766512

Incident Location

Location Name:		County:	DALLAS
Address:	Rutledge St / S Trunk Ave	Location Type:	
Apartment:		Cross Street:	
Building:		Map Reference:	46-U
City, State, Zip:	Dallas TX 75215		

Supplemental Information - Person

PERSON 1

Name:	humphey jackie	Race:	Black
Gender:	Female	OLS:	TX

PERSON 2

Name:	humphrey jackie	Race:	Black
Gender:	Female	OLS:	TX

PERSON 3

OLN:	06959367	OLS:	TX
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PERSON 4

Name:	BROWN ANTOINETTE	Race:	Black
Gender:	Female	OLS:	TX
DOB:	[REDACTED]		

PERSON 5

OLN:	[REDACTED]	OLS:	TX
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Call Receipt

Caller Name:	HUMPHREY,JACKIE-CONT
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Method Received:

Caller Type:

Call Back Phone:

Caller Location:

Time Stamps

Description	Date	Time	User	Elapsed Times	Description	Time
Phone Pickup	5/2/2016	04:42:30				
1st Key Stroke	5/2/2016	04:42:32			Received to In Queue	00:00:31
In Waiting Queue	5/2/2016	04:43:03			Call Taking	00:02:08
Call Taking Complete	5/2/2016	04:44:40	Choi, Sonya		In Queue to 1st Assign	00:00:21
1st Unit Assigned	5/2/2016	04:43:24			Call Received to 1st Assign	00:00:54
1st Unit Enroute	5/2/2016	04:43:30			Assigned to 1st Enroute	00:00:06
1st Unit Arrived	5/2/2016	04:50:16			Enroute to 1st Arrived	00:06:46
Closed	5/2/2016	07:39:28	VisiNet/MobileInterface		Incident Duration	02:56:58

Resources Assigned

Unit	Flag	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
A315	Y	04:43:24	R - Report	04:43:31		04:50:16			07:39:28	7.0	7.0	
A336	N	04:43:24	C - Cover	04:43:30		04:51:37			06:53:09	7.0	7.0	
			Only									
A399	N	05:05:33	C - Cover			05:05:37			06:09:17			
			Only									
A344	N	05:05:33	NP - No			05:05:35			06:09:08		7.0	

Police Action

Personnel Assigned

Unit	Name
A315	Smythe, Colin M (10708)
A336	Giles, Brian (5995)
A399	Johnson, Frank L (10683); Sanchez, Andres V (10662)
A344	Kessenich, Daniel D (10933)

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports Information

Transport Legs

No Transports Information

Comments

Date	Time	User	Type	Conf.	Comments
5/2/2016	04:43:04	SC	Response		[1] FEMALE BEGGING FOR SOMEONE TO HELP HER.
5/2/2016	04:43:27	SC	Response		[2] UNK DESCRIPTION OF FEMALE. COMP HEARD THE FEMALE BEGGING FOR HELP
5/2/2016	04:43:41	SC	Response		[3] UNK IF EMS IS NEEDED
5/2/2016	04:44:40	SC	Response		[4] CONT COMP OVER THE PHONE. COMP WOULD LIKE TO KNOW IF OFFICERS FIND THE FEMALE
5/2/2016	04:52:29	RST	Response		[5] Multi-Agency Fire Incident #: 2016094798
5/2/2016	04:52:29	RST	Response		[6] A315-INJ PERSON 3300 RUTLEDGE
5/2/2016	04:53:30	037045	Response		[7] [Page] Problem changed from "A - Ambulance Request to IP - Injured Person by Fire [Shared]
5/2/2016	04:55:11	RST	Response		[8] [Notification] [Police]-PER A336 COMP WAS ATTACK BY DOG [Shared]
5/2/2016	04:56:44	RST	Response		[9] Multi-Agency Service Desk Incident #: 0045308-16
5/2/2016	04:56:45	RST	Response		[10] NOTIFY DFR OF LINE 8
5/2/2016	04:57:43	SDG	Response		[11] DFR NOTIFIED. [Shared]
5/2/2016	04:57:48	010860	Response		[12] [Page] Problem changed from IP - Injured Person to AB - Animal Bite by Fire [Shared]
5/2/2016	04:57:51	SDG	Response		[13] [Service Desk] has closed their incident [0045308-16]
5/2/2016	04:58:38	SYS	Response		[14] [Appended, 05 00 26] [1] [1] Multiple Response Areas found Response Area Choices: 312, 346[Shared] [Shared]
5/2/2016	04:59:25	TNW	Response		[25] [Appended, 05 05 22] [2] Multi-Agency Fire Incident #: 2016094801
5/2/2016	04:59:31	TNW	Response		[15] [Appended, 05 00 26] [3] IN THE FIELD [Shared]
5/2/2016	04:59:52	TNW	Response		[16] [Appended, 05 00 26] [4] 4-5 DOGS ATTACKED A FEMALE WHO IS IN THE FIELD [Shared]
5/2/2016	04:59:54	SAS	Response		[17] [Appended, 05 00 26] [5] ANNOUNCED [Shared]
5/2/2016	05:00:10	TNW	Response		[18] [Appended, 05 00 26] [6] COMP STATES THAT THE DOGS ARE ATTACKING HER RIGHT NOW [Shared]
5/2/2016	05:00:17	TNW	Response		[19] [Appended, 05 00 26] [7] FEMALE SCREAMING FOR HELP [Shared]
5/2/2016	05:00:39	TNW	Response		[20] COMP IS AT THE CARWASH WILL SHOW THEM WHERE SHE IS [Shared]
5/2/2016	05:01:07	TNW	Response		[21] COMP STATES THAT THE FIELD IS NOT AT 2ND AND REED [Shared]
5/2/2016	05:01:50	TNW	Response		[22] FIRE IS AT LOCATION [Shared]
5/2/2016	05:02:04	TNW	Response		[23] WILL BE RELATED TO INCIDENT AT RUTLEDGE AND TRUNK [Shared]
5/2/2016	05:02:08	TNW	Response		[24] NFI [Shared]
5/2/2016	05:05:58	SAS	Response	Y	[26] ANOTHER CALLER... KENNETH... (214) 514-3716... 2ND AVE / REED LN --- [Shared]
5/2/2016	05:13:06	VNMINT	Response		[27] Secondary Location for A336: BAYLOR MEDICAL CENTER, 3500 GASTON AVE, Dallas, TX 75246. [Shared]
5/2/2016	05:13:23	VNMINT	Response		[28] Secondary Location for A315: BAYLOR MEDICAL CENTER, 3500 GASTON AVE, Dallas, TX 75246. [Shared]
5/2/2016	05:14:21	M1	Response		[29] Requested Case Number(s): 104044-2016 [Shared]
5/2/2016	05:41:20	AVS	Response	Y	[30] RP-----NAME: HUMPHREY, JACKIE, MAF DESCRIPTION: BLACK/FEMALE BLACK/BROWN SEX OFF: N COMM IMPED: N ORGAN DONOR: N VISA EXP: PHYSICAL ADD: 3326 RUTLEDGE ST CI/CO/ST/ZIP: DALLAS, DALLAS, TEXAS, 75215-0000, UNITED STATES MAILING ADD: PO BOX 150564 CI/ST/ZIP: DALLAS, TEXAS, 75215-0000, UNITED STATES REC STATUS: ELIGIBLE ADMIN STATUS:

CARD STATUS:
HME THR ASMT: EXP
CARD TYPE DL # CLASS TYPE DL EXPIR
DATE
RESTRICTIONS A WITH CORRECTIVE LENSES
ENDORSEMENTS

[Shared]

[31] COMP

AIS#

BROWN, ANTOINETTE

B/F

5'11 125LBS

3413 51ST ST DALLAS, TX 75241 [Shared]

[32] ENGINE 44 [Shared]

[33] Secondary Location for A315: SOUTHEAST SUB STATION,

725 N JIM MILLER RD, Dallas, TX 75217. [Shared]

[34] Secondary Location for A336: SOUTHEAST SUB STATION,

725 N JIM MILLER RD, Dallas, TX 75217. [Shared]

[35] [Fire] has closed their incident []

Address Changes

No Address Changes

Priority Changes

No Priority Changes

Alarm Level Changes

No Alarm Level Changes

Activity Log

Date	Time	Radio	Activity	Location	Log Entry	User
5/2/2016	04:42:50		Incident Priority Change		Incident priority changed from <none> to 2 - Urgent	SC
5/2/2016	04:43:03		Incident in Waiting Queue			
5/2/2016	04:43:04		ANI/ALI Statistics		INT Insert: May 02 2016 04:42:29 / INT SendNP: May 02 2016 04:42:29 / WS RecvNP: May 02 2016 04:42:30 / WS Process May 02 2016 04:43:04	SC
5/2/2016	04:43:08		Incident in Waiting Queue			
5/2/2016	04:43:10		Timer Clear			
5/2/2016	04:43:10		Read Incident		Incident 034 was Marked as Read.	RST
5/2/2016	04:43:10		Read Comment		Comment for Incident 034 was Marked as Read.	RST
5/2/2016	04:43:10		UserAction		User clicked Exit/Save	LR
5/2/2016	04:43:24	A315	Assgn	Rutledge St / S Trunk Ave	Response Number (05022016-0085802)	RST
5/2/2016	04:43:24	A336	Assgn	Rutledge St / S Trunk Ave	Response Number (05022016-0085803)	RST
5/2/2016	04:43:30	A336	Enr	Rutledge St / S Trunk Ave	Responding From = ROSE GARDEN AVE/LAKE JUNE RD	VNMINT
5/2/2016	04:43:31	A315	Enr	Rutledge St / S Trunk Ave	Responding From = N JIM MILLER RD/UNNAMED STREET	VNMINT
5/2/2016	04:43:43		UserAction		User clicked Exit/Save	RST
5/2/2016	04:44:40		UserAction		User clicked Exit/Save	SC
5/2/2016	04:50:16	A315	At Scene	Rutledge St / S Trunk Ave		VNMINT
5/2/2016	04:51:37	A336	At Scene	Rutledge St / S Trunk Ave		VNMINT
5/2/2016	04:52:08		Read Comment		Comment for Incident 034 was Marked as Read.	RST
5/2/2016	04:52:29		MultiAgencyResponse		Generated Inc: Fire Inc#2016094798	RST
5/2/2016	04:52:31		UserAction		User clicked Exit/Save	LR
5/2/2016	04:53:00		Read Comment		Comment for Incident 034 was Marked as Read.	RST
5/2/2016	04:53:08		UserAction		User clicked Exit/Save	RST
5/2/2016	04:53:30		Read Comment		Comment for Incident 034 was Marked as Read.	RST
5/2/2016	04:55:11		Notify Comment		(Response Viewer)	
5/2/2016	04:56:44		MultiAgencyResponse		Generated Inc: Service Desk Inc#0045308-16	RST
5/2/2016	04:56:47		UserAction		User clicked Exit/Save	RST
5/2/2016	04:57:50		Read Comment		Comment for Incident 034 was Marked as Read.	RST
5/2/2016	05:00:18		Read Comment		Comment for Incident 034 was Marked as Read.	SAS

5/2/2016	05 01:33		UserAction		User clicked Exit/Save	SAS
5/2/2016	05 01:33		UserAction		User clicked Exit/Save	SC
5/2/2016	05 02:34		Read Comment		Comment for Incident 034 was Marked as Read.	SAS
5/2/2016	05 03:10		UserAction		User clicked Exit/Save	SAS
5/2/2016	05 05:22		Append Incident		Dispatcher Appended [16-0833199] to this incident	SAS
5/2/2016	05 05:33	A399	Assgn	Rutledge St / S Trunk Ave	Response Number (05022016-0085813)	SAS
5/2/2016	05 05:33	A344	Assgn	Rutledge St / S Trunk Ave	Response Number (05022016-0085814)	SAS
5/2/2016	05 05:35	A344	At Scene	Rutledge St / S Trunk Ave		SAS
5/2/2016	05 05:37	A399	At Scene	Rutledge St / S Trunk Ave		SAS
5/2/2016	05 05:49		Read Comment		Comment for Incident 034 was Marked as Read.	SAS
5/2/2016	05 05:58		UserAction		User clicked Exit/Save	SAS
5/2/2016	05 13:06	A336	Enr 2nd Loc	BAYLOR MEDICAL CENTER	Incident ID = 25212034, 3500 Gaston Ave 32790747, 96780631,	VNMINT
5/2/2016	05 13:25	A315	Enr 2nd Loc	BAYLOR MEDICAL CENTER	Incident ID = 25212034, 3500 Gaston Ave 32790747, 96780631,	VNMINT
5/2/2016	05 32:48		Read Comment		Comment for Incident 034 was Marked as Read.	RST
5/2/2016	05 32:55		UserAction		User clicked Exit/Save	RST
5/2/2016	05 39:59		Supplemental Information	Rutledge St / S Trunk Ave	Supplemental Person record 438284 - was added for jackie humphrey	A
5/2/2016	05 40:20		Supplemental Information	Rutledge St / S Trunk Ave	Supplemental Person record 438285 - was added for jackie humphrey	A
5/2/2016	05 40:47		Supplemental Information	Rutledge St / S Trunk Ave	Supplemental Person record 438287 - was added for	A
5/2/2016	05 43:05		Read Comment		Comment for Incident 034 was Marked as Read.	RST
5/2/2016	05 43:13		UserAction		User clicked Exit/Save	RST
5/2/2016	05 51:31		UserAction		User clicked Exit/Save	SC
5/2/2016	05 55:43		Supplemental Information	Rutledge St / S Trunk Ave	Supplemental Person record 438292 - was added for ANTOINETTE BROWN	A
5/2/2016	06 09:08	A344	Clear	Rutledge St / S Trunk Ave		VNMINT
5/2/2016	06 09:17	A399	Clear	Rutledge St / S Trunk Ave		VNMINT
5/2/2016	06 12:30		Supplemental Information	Rutledge St / S Trunk Ave	Supplemental Person record 438299 - was added for	A
5/2/2016	06 20:10		Read Comment		Comment for Incident 034 was Marked as Read.	RST
5/2/2016	06 20:22		UserAction		User clicked Exit/Save	RST
5/2/2016	06 36:35	A315	Enr 2nd Loc	BAYLOR MEDICAL CENTER	Incident ID = 25212034, 3500 Gaston Ave 32790747, 96780631,	VNMINT
5/2/2016	06 38:53	A336	Enr 2nd Loc	BAYLOR MEDICAL CENTER	Incident ID = 25212034, 3500 Gaston Ave 32790747, 96780631,	VNMINT
5/2/2016	06 53:09	A336	Clear	3500 Gaston Ave [BAYLOR MEDICAL CENTER]		VNMINT
5/2/2016	06 58:25	A315	At Scene 2nd Loc	BAYLOR MEDICAL CENTER	Incident ID = 25212034, 3500 Gaston Ave 32790747, 96780631,	VNMINT
5/2/2016	07 39:28	A315	Clear	3500 Gaston Ave [BAYLOR MEDICAL CENTER]		VNMINT
5/2/2016	07 39:28		Response Closed	Rutledge St / S Trunk Ave	Response Disposition: R - Report	VNMINT

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
5/2/2016	04:42:30	Call_Back_Phone		(214) 428-0238	(Response Viewer)	Response_Master_Incident	CAD911CT338	SC
5/2/2016	04:42:30	Address	(Blank)	3326 RUTLEDGE ST	New Entry	Response_Master_Incident	CAD911CT338	SC
5/2/2016	04:42:32	Jurisdiction		911	(Response Viewer)	Response_Master_Incident	CAD911CT338	SC
5/2/2016	04:42:32	Division		911	(Response Viewer)	Response_Master_Incident	CAD911CT338	SC
5/2/2016	04:42:32	Battalion		911	(Response Viewer)	Response_Master_Incident	CAD911CT338	SC
5/2/2016	04:42:32	Response_Area		346	(Response Viewer)	Response_Master_Incident	CAD911CT338	SC
5/2/2016	04:42:32	ResponsePlanType0		0	(Response Viewer)	Response_Master_Incident	CAD911CT338	SC

5/2/201604:42:49Jurisdiction		Dallas Police	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49Division		Southeast	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49Battalion		340	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49Response_Area		346	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49ResponsePlanType0		0	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49Jurisdiction		Dallas Police	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49Division		Southeast	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49Battalion		340	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49Response_Area		346	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:49ResponsePlanType0		0	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:50Problem		40/01 - Other	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:50Response_Plan		CH3 - 2MAN	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:50DispatchLevel		Default	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:50ResponsePlanType0		1	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:50Priority_Description		2 - Urgent	Response_Master_IncidentCAD911CT338 SC
5/2/201604:42:50Priority_Number	0	2	Response_Master_IncidentCAD911CT338 SC
5/2/201604:42:50Incident_Type		2Man	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:50Certification_Level		P-Patrol	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:42:50Caller_Name		HUMPHREY,JACKIE	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:43:00Address	(Blank)	RUTL/TRUNK	New Entry Response_Master_IncidentCAD911CT338 SC
5/2/201604:43:01Jurisdiction		Dallas Police	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:43:01Division		Southeast	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:43:01Battalion		340	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:43:01Response_Area		346	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:43:01Response_Plan		CH3 - 2MAN	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:43:01ResponsePlanType0		1	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:43:03Pickup_Map_Info		46-U	Response_Transports CAD911CT338 SC
5/2/201604:43:03Map_Info		46-U	Response_Master_IncidentCAD911CT338 SC
5/2/201604:43:03Caller_Building		2145	Polygon Response_Master_IncidentCAD911CT338 SC
5/2/201604:43:10Read Call	False	True	(Response Response_Master_IncidentCADDPDPCH0RST Viewer) 3
5/2/201604:43:10Read Comment	False	True	(Response Response_Master_IncidentCADDPDPCH0RST Viewer) 3
5/2/201604:44:08Caller_Name	HUMPHREY,JACKIE	HUMPHREY,JACKIE-CONT	(Response Response_Master_IncidentCAD911CT338 SC Viewer)
5/2/201604:52:08Read Comment	False	True	(Response Response_Master_IncidentCADDPDPCH0RST Viewer) 3
5/2/201604:53:00Read Comment	False	True	(Response Response_Master_IncidentCADDPDPCH0RST Viewer) 3
5/2/201604:53:30Read Comment	False	True	(Comment Response_Master_IncidentCADDPDPCH0RST Notification Window) 3
5/2/201604:57:50Read Comment	False	True	(Comment Response_Master_IncidentCADDPDPCH0RST Notification Window) 3
5/2/201605:00:18Read Comment	False	True	(Response Response_Master_IncidentCADDPDPCH0SAS Viewer) 3
5/2/201605:02:34Read Comment	False	True	(Response Response_Master_IncidentCADDPDPCH0SAS Viewer) 3
5/2/201605:05:49Read Comment	False	True	(Response Response_Master_IncidentCADDPDPCH0SAS Viewer) 3
5/2/201605:32:48Read Comment	False	True	(Response Response_Master_IncidentCADDPDPCH0RST

5/2/2016 05:43:05	Read Comment	False	True	Viewer)	3
				(Response Response_Master_Incident	CADDPDPCH0RST
5/2/2016 06:20:10	Read Comment	False	True	Viewer)	3
				(Response Response_Master_Incident	CADDPDPCH0RST
				Viewer)	3

Custom Time Stamps
No Custom Time Stamps

Custom Data Fields
No Custom Data Fields

Attachments
No Attachment

May 2, 2016 11:23 p.m., Service Request 195138

Call came into desk 69 on May 2nd at 11:23pm and lasted 5 minutes and 49 seconds. The female caller says she was told to call if she sees those dogs that attacked that woman and they are back. She says they are out now running around loose.

311: Thank you for calling 311, my name is Joseph. How may I help you?

Caller: Yes, I was calling to (unintelligible) ya'll that those dogs came back that attacked that woman, over here on (unintelligible) last night, and they are out, they just left my back door so they are out.

311: Alright, and what is your address ma'am?

Caller: [REDACTED] (unintelligible) St.

311: can you spell that for me please?

Caller: [REDACTED]

311: They are just out running loose right now? They aren't attacking or chasing anybody?

Caller: No they are not but I was just told to call ya'll if they happen to get out because this woman, uh, I don't know if she made it or not, but they talked to me today and they said if they got out and if they was out [sic] to call ya'll, so that is what I am doing. Detective Heggins or Higgins, he the one that told me to call [sic]

311: Ma'am, can you give me a description of the dogs? Are they large, small...

Caller: They are large dogs

311: Pit bulls? Rottweilers? German Shepard?

Caller: (In background) they could be a Rottweiler mix, because they are large and dark brown and one is dark black.

Caller: did you hear my son?

311: Yes, I'm sorry, how many dogs did you say, 2 or 3?

Caller: It's about 3, sometimes more than that. I think it was 3 last night that attacked that woman.

Caller: (In background, unintelligible)

311: Ma'am, do you happen to know if those dogs are owned by anybody in the neighborhood or if they are stray dogs?

Caller: They are owned by this Hispanic guy and at night time, for some reason, I don't know if the man work at nighttime or what; but for some reason at nighttime, them [sic] dogs get out, and they be just roaming the neighborhood just messing with people.

311: You don't happen to know his address would you?

Caller: We (unintelligible) where he stay at to the detective today, but um, they went down there, they got the address, they didn't tell us, we didn't go down there and get it.

311: Ma'am, can I get your first and last name please?

Caller: [REDACTED]

311: [REDACTED], what is a good contact number for you?

Caller: [REDACTED]

311: And Ms. Humphrey, so you have something handy to write down your confirmation number with?

Caller: Yes I do...I'm ready

311: Uh, let's see here, your confirmation number is 16-00195138

Caller: ok

311: And uh, on this particular request, animal services they do prioritize them as they come in. They do try and get these closed out within 72hrs. Ms. Humphrey, is there anything else I can help you with this evening?

Caller: No, so if it is going to be that long, it might be another time before they can catch the dogs.

311: Well, ma'am, unfortunately because the dogs are not in the process of attacking somebody, um or chasing people at this time, uh they are just considered a loose owned animal, a different kind of request. And uh, they do have up to 72hrs to try get this cleared out. If you were to somehow manage to get the address of the person who these dogs belong to, you can always call 311 back with and use the service request number that I gave you, and they can update it with that person's address that way they can go directly to that person, instead of just trying to look the area around for the dogs.

Caller: (unintelligible) I'm going to call 911, since they told me to contact ya'll and ya'll would come on out here (unintelligible) this dog almost killed the woman, probably did. Almost killed the woman last night right here outside my house.


311: Well ma'am, unfortunately 911, the police department is different from Animal Services, you can call 911, they may have done something for you, they [sic] probably would have just transferred you over to 311

Caller: Ok then, thank you

311: Thank you for calling the City of Dallas 311, have a good evening.

Service Request Summary Report
16-00195138

Printed Date : May 25, 2016 8:54:46 AM

Type: Animal - Loose Owned - CCS Area: Mapsco Page Zone - 46-U Group: Animal Services Group Jurisdiction: City of Dallas Input By: Escobedo, Joseph Method Received: Phone Location: 3326 RUTLEDGE ST, DALLAS, TX 75215 Location Details: SR Comments: 3 LG, ROTTWEILER MIXED DOG WHO ATTACKED A CITIZEN LAST NIGHT, WERE JUST IN THE CALLERS BACKYARD. SHE WAS TOLD BY A DPD DETECTIVE TO CALL 311. Map of Location: 	SR #: 16-00195138 Priority: Emergency Status: Closed Status Date: May 3, 2016 9:13:22 AM Created Date: May 2, 2016 11:27:59 PM Overdue on: May 5, 2016 11:27:59 PM
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Flex Notes

Flex Note Question	Flex Note Answer
Is the animal owned?	Yes
Type of Animal?	Dog
Is the animal loose at this time?	Yes
Where was animal last observed?	IN THE CALLERS BACK YARD
Description of Animal, i.e, size, color, breed, gender.	3 LG, ROTTWEILER MIXED DOG, BLK/BRN

Participants

Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen				

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		May 5, 2016 4:00:00 PM		

Details

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		May 3, 2016 4:00:00 PM		

Details

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
Determin if Animal is				

Service Request Summary Report

16-00195138

Printed Date : May 25, 2016 8:54:46 AM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Owned				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		May 5, 2016 4:00:00 PM	May 3, 2016 9:09:18 AM	Closed - Unable to Confirm/Locate Problem
Details				
Act#:A16-010351, Results:1 UNABLE TO LOCATE				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	May 3, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Clear Site		May 3, 2016 4:00:00 PM		
Details				

Service Request Summary Report
16-00195138

Printed Date : May 25, 2016 8:54:46 AM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO		May 3, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Arrive Site				
Details				

May 3, 2016, 8:37 p.m., Service Request 197775

Call came into desk 56 on May 3rd at 8:37pm and lasted 1 minute and 36 seconds. The 9-1-1 operator says that there are 3 black /brown dogs at the vacant property across the street from this address and that there is a call for DPD to respond to the property and are / will be requesting ACO assistance.

311: Animal Dispatch, this is Wilson

911: This is Diana over at 911, I have an animal disturbance to report.

311: ok

911: The address is 3319 Rutledge St

311: Rutledge?

911: Yes

311: Ok, what is the situation?

911: Apparently there are three aggressive dogs, all a mix of black and brown color that are going up to people, trying to bite them. The caller advised that they actually bit someone yesterday. But at the moment they are just going up to people.

311: Ok. 3 of them, ok.

911: Yes, there's three of them, she said that they are at a vacant property that's across from that address.

311: mm hmm

911: and the caller did not want to be contacted or leave a name

311: Is PD going to be dispatched?

911: Yes, I do have the call in but no one has been assigned as of yet.

311: Ok, fantastic, I'll put it in.

911: Thank you,

311: You're welcome, bye

Service Request Summary Report

16-00197775

Printed Date : May 25, 2016 8:56:46 AM

Type: Animal - Urgent Assist - CCS
Area: Mapsco Page Zone - 46-U
Group: Animal Services Group
Jurisdiction: City of Dallas
Input By: Appiah-Mensah, Wilson
Method Received: Phone
Location: 3319 RUTLEDGE ST, DALLAS, TX 75215

SR #: 16-00197775
Priority: Emergency
Status: Closed
Status Date: May 4, 2016 7:36:27 AM
Created Date: May 3, 2016 8:38:45 PM
Overdue on: May 4, 2016 8:38:45 PM

Location Details:

SR Comments: 3 aggressive dogs at the location, bit someone yesterday. the dogs are at a vacant property across the street.

Map of Location:



Flex Notes	
Flex Note Question	Flex Note Answer
What agency needs assistance?	police
What is the situation?	3 aggressive dogs at the location, bit someone yesterday
Is it critical for the animal to be picked up within the next 2 hours?	Yes
Type of animal:	dog
Number of Animals:	3
Is the animal owned?	No

Service Request Summary Report

16-00197775

Printed Date : May 25, 2016 8:56:46 AM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		May 4, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		May 4, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
INITIAL INSPECTION/ ASSESSMENT		May 4, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		May 4, 2016 4:00:00 PM	May 3, 2016 11:37:23 PM	Resolved - Information Provided
Details				
Act#:A16-010496, Results:1 MADE CONTACT 1 UNABLE TO LOCATE				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL			

Service Request Summary Report
16-00197775

Printed Date : May 25, 2016 8:56:46 AM

Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Clear Site				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Arrive Site	B1695, Yolanda L		May 3, 2016 9:51:00 PM	ACKNOWLEDGE RECEIPT*
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Arrive Site	B1699, Jeff Stillinger		May 3, 2016 9:51:00 PM	ACKNOWLEDGE RECEIPT*
Details				

May 4, 2016 3:46 a.m.

The first call / recording came in from 911 operator Lockhart. May 4th, 3:46 am to desk #55 and lasted 39 seconds. Operator Lockhart says they are on an open line call with a guy whom says he is being attacked by 3 pit bulls.

311: Thank you for calling Dallas 311, this is Glenda, how may I help you?

911: Hey Glenda, this is Lockhart, I'm on an open line with a gentleman stating that he was being attacked by 3 pit bulls, um I think he is fighting them away or whatever now.

311: What's the address?

911: It's at the corner of Rutledge and Trunk St. Trunk Avenue

311: You sending police?

911: Yeah, police are already on the way.

311: Do you have his phone number and name?

911: No, he doesn't have a good phone, he's on the phone, hello? But it's a disconnected phone he's calling from

311: Oh, ok, alright thank you

911: Alright, thanks

311: Bye

911: Hello?

May 4, 2016 3:50 a.m.

This call / recording is our Animal Services dispatcher making a call and leaving a message for the on call Animal Services Officer. It was made on May 4th at 3:50 am and lasted 51 seconds.

311: This is Glenda, there is an attack in progress 911 has an open line with the person yelling that someone is being attacked by a pit bull and two police officers are already in the way to Rutledge and Trunk, Its uh 3:50.

May 4, 2016 4:06 a.m.

This call / recording is from the DPD officer on the scene at Rutledge and Spring who is calling into the Animal Services dispatcher to update her on the call. It was made on May 4th at 4:06 am and lasted 4 minutes and 22 seconds. On this call it is mentioned that the Animal Services on call person is yet to respond to the page as of some 15 minutes after the page was sent out.

311: Dispatch, Glenda

DPD: Yes, this is Officer Sanchez of the Dallas Police Department, and I was calling because there is an animal disturbance here at uh, I'm at uh, 3300 of Rutledge St. and Trunk in South Dallas, so the guy didn't get attacked, I mean he did get attacked, he wasn't bit, but it's the same dogs, I don't know if um ya'll were advised, maybe about two days ago, like the exact same place and the exact same dogs.

311: and they were there, yeah they were there earlier this um, before I came in last night, they were there too.

DPD: Well, these dogs, I don't know if you heard about this but, about two nights ago, the night that it was raining, they attacked a lady and literally they almost killed her. And the bicep was missing, chunks, and I'm going uh, I've seen a lot of dog bites, but these...I've never seen anything like this. She looked like she was attacked by a shark. There's chunks of meat that were off. I mean like her left leg, we had her, she had to be transported to Baylor hospital and she was in a state of shock. I...(unintelligible) I don't even know if she made it. This, this is the type that's that bad.

311: Are the dogs confined in some way?

DPD: No we got here, we saw dogs, but, but, it's like an abandoned house and this like happened in the exact same location. So these dogs must live around here or they must be strays. I'm not sure, we asked the neighbors, and they told us they might be staying at the house behind (unintelligible) we went there and talked to the owner and they were like , no, no, there's no dogs that live here (unintelligible) they have a beware of dogs sign but she says that is just to scare away burglars and they don't have evidence of even owning dogs, we went and checked so it wasn't from them. And they, and they told us that they did have a dog but those same pit bulls killed his dog.

311: Mm, ok

DPD: So it's two pit bulls, and these, I mean, and then they there about last week about two blocks down, there's a guy, I responded to a guy that was actually bit and I did an injured persons report, uh he was actually bit, but his bite was just, I mean I could see the two, uh bite marks, but it was nothing life threatening or anything uh so these dogs I mean, I don't know what can be done about them, something needs to be done about these dogs.

311: Yeah, it sounds like they need to set traps or something, um...

DPD: Yeah, these are very, very dangerous dogs.

311: Right, so we don't have anybody in Animal control overnight and I had to call him in and I left voicemail and he hasn't returned my call.

DPD: um ok

311: but, he by himself probably couldn't do anything anyway, they're gonna [sic] probably have to set traps, would you want me to put your name and phone number on this call?

DPD: yeah, yeah, you could do that.

311: Ok, what's your name?

DPD: My name is Officer Sanchez

311: and Officer Sanchez its 469.767.5355?

DPD: Yeah, that's my special cell phone.

311: Is that ok if they call you on that?

DPD: yeah, yeah, yeah, they can call me on this number.

311: Ok, I'm going to put this information there and tell them, when they come in at 7, sounds like they are going to have to set traps out there

DPD: Yeah, I think they live at this location so I'll be (unintelligible) like the one from two nights ago was like literally it was right here, and then you say there was one this morning and now here and the guy, (unintelligible) and I tell the guy here because he lives in the (unintelligible) house. I was telling him he was very lucky because uh those dogs uh he said that they were like attacking him but he had a stick, and he was just kinda [sic] like keeping them away and they kept on attacking so he had to run inside and um. So we when we got here we saw the two dogs. They are two pit bulls.

311: What color were they by the way?

DPD: (did you see the color?) ne of them was brown, like brownish, reddish color, the other one was right behind him but it's the same dogs because its two pit bulls that are doing this.

311: Ok, I will put all this on there and I guess if they have any questions, they will call you.

DPD: ok

311: Alright, thank you.

DPD: No problem, thank you ma'am

311: Bye bye

DPD: Bye

May 4, 2016 4:45 a.m.

The 4th and 5th recordings are the ACO officer returning the PAGE request. This call was made on May 4th at 4:45am and lasted approx. 2 minutes and 57 seconds. There are two recordings for this call because the caller was put on hold momentarily (first recording is the call prior to the hold, second recording is after the hold).

311: Animal Services Dispatch...Hello?

Caller: I'm sorry, who is this?

311: This is Animal Dispatch, this is James.

Caller: Oh, hey James, this is the On call guy, um, they called me, do you know if they are still waiting for me out there?

311: Um, Glenda...hang on. Glenda actually took it. What um, what was the location, I can check because she is on a 311 call.

Caller: Um, to tell you the truth, I am not exactly sure, I think it was on Rugged or (unintelligible) you'll see, it was a DPD call

311: Ok, hang on for a minute, let me check.

Caller: ok

311: ok

311: Uh, Rogelio, I don't think there's anything you can do, the police did arrive there, they did see the dogs, uh they had this call, they had a 6 over with this AIP when I came in at 9.

ACO: at 9?

311: Yeah, I mean this is the second time.

ACO: Oh, Ok

311: Yeah, the second time. Then um, several days ago this police officer then arrived and called me, said he did see the pit bulls and several days ago they chewed a lady up really bad and she had to be taken to the hospital he doesn't even know if she made it, uh he said that it's a vacant house, the same pit bulls, and this man just did barely get away from them, but I think someone probably needs to set traps, I left the call open and put that on there but you yourself, I mean I don't know what you could've done because they weren't confined anywhere.

ACO: oh, ok, um where is it at?

311: It's on Rutledge and um, let's see, I don't remember the other street. Hold on. Rutledge and Trunk St.

ACO: Rutledge and Trunk St.?

311: Yeah, Rutledge and Trunk.

ACO: Ok, ah, you said it was in the system right?

311: Yeah, I put it in the system and I typed notes on there about what the police officer said and he even said that someone could call him and he'll explain the situation if they need to but there is nothing you could of done so I didn't call you back.

ACO: Oh, ok, that's fine, I saw the message and I was like aww man, I didn't even hear the phone, um is it on the Rutledge or on the other street?

311: Um, I don't know exactly but that is how it was put in earlier too, I think Rutledge and Trunk.

ACO: Oh, ok, I will look it up, I'll actually see if we can go out there, more or less in the morning and get em [sic] and they...I was unaware of that situation that some lady got attacked and you know we've been called out several times, maybe we can get em [sic] in the morning. (unintelligible)

311: (unintelligible) could be, but it's in there and you can call Officer Sanchez and his phone number is on there.

ACO: Ok, I'll do that, alright thank you,

311: Bye

Service Request Summary Report

16-00197920

Printed Date : May 25, 2016 8:59:03 AM

Type: Animal - Attack in Progress - CCS

SR #: 16-00197920

Area: Mapsco Page Zone - 46-U

Priority: Emergency

Group: Animal Services Group

Status: Closed

Jurisdiction: City of Dallas

Status Date: May 4, 2016 9:22:07 AM

Input By: GAMROD, GLENDA G

Created Date: May 4, 2016 3:49:23 AM

Method Police/Fire Dispatch

Overdue on: May 7, 2016 3:49:23 AM

Received:

Location: RUTLEDGE ST & S TRUNK AVE, DALLAS, 75215, DALLAS, TX

Location

Details:

SR 911 on open line with caller saying 3 pits attacking him. per 911 police already en route no call back number
Comments: or name.. 4:08 am officer sanchez arrived saw the pitbulls, and stated these same pits chewed up a woman
really bad on another day . Traps needed vacant house. call officer sanchez 469-767-5355

Map of
Location:



Flex Notes

Flex Note Question	Flex Note Answer
What is the animal currently doing?	In the act of aggression (charging and attacking)
Did the incident occur within the last 1-2 hours?	Yes
Is the animal still present?	Yes
DPD/DFD Request?	Yes

Participants

Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen	Sanchez, Dpd Officer			HOME 469-767-5355

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		May 7, 2016 4:00:00 PM		

Details

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		May 5, 2016 4:00:00 PM		

Details

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
INITIAL INSPECTION/		May 5, 2016 4:00:00 PM		

Service Request Summary Report

16-00197920

Printed Date : May 25, 2016 8:59:03 AM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ASSESSMENT				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		May 7, 2016 4:00:00 PM	May 4, 2016 9:20:53 AM	Closed - Unable to Confirm/Locate Problem
Details				
Act#:A16-010510, Results:DPD NO LONGER ON SITE 1 UNABLE TO LOCATE				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	May 5, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Clear Site		May 5, 2016 4:00:00 PM		
Details				

Service Request Summary Report
16-00197920

Printed Date : May 25, 2016 8:59:03 AM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO		May 5, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Arrive Site				
Details				

May 4, 2016 3:47 p.m., Service Request 200003

Call came into desk 67 on May 4th at 3:47pm and lasted 7 minutes and 18 seconds. The citizen says that there was a BITE that occurred 2 days ago and that the dogs are out and loose again. The call taker researched for a bite call regarding the location but could NOT find an entry, so they began a bite card for the location on Spring / Rutledge.

311: Thank you for calling City of Dallas 311, my name is Ian, how may I help you?

Caller: The pound patch me through, I was supposed to be talking to someone about giving an address where some dogs ate up a lady.

311: Ok, so you mean some dogs attacked a lady?

Caller: Yes, on (unintelligible) St. here in South Dallas

311: Ok, is it happening right now or just happened?

Caller: No, it happened Monday um between 2 in the morning and 4 in the morning.

311: Ok, so someone was bit by the dogs?

Caller: Yeah, they think she in the hospital and she [sic] still fighting for her life. I don't know, the pound lady told me she was dispatching me to one of her officers, so they can come and get the dog, so I don't know how she put me back to 311.

311: Well, what I can do is report the bite incident, but are you wanting to get the dogs collected?

Caller: Yeah

311: Ok

Caller: She told me that you were going to transfer me to someone that would be back

311: Um, are the dogs loose or do they belong to someone there?

Caller: Yeah, they belong to someone there, but they are in a fence, but they get out and attack people.

311: Ok

Caller: They attacked a lady Monday morning and they almost killed her. She's still in the hospital

311: Goodness, ok

Caller: So, um I don't know what they gone do, they need to get those dogs; sometimes they take them in the house, you know they obviously hiding them right now, but I seen [sic] them in the back yard here a few minutes ago, now I don't see them. Maybe they just put them in the house.

311: What I can do is report the bite and put in a request for, to send an animals officer to investigate the attack. And what they would do, they would then proceed from there.

Caller: I think they already have it um reported because um, she's in the hospital behind it. So I don't know...

311: Do you have the address of the owner of the dogs?

Caller: Yes, its 3307 Spring St. It was a big brown one and a big black one and those dogs are always getting out and trying to attack people. Like I said, my mother has called on them on numerous occasions, but for some reason, I don't know what they do to keep them dogs, but someone needs to get them dogs or they are going to kill somebody. This lady that's in the hospital, I don't even know if she is going to die or not because her neighbor told me that she is still fighting for her life.

311: Wow, ok

Caller: So yeah, I don't know.

311: So this is at 3307 spring Ave?

Caller: Yeah, I think its spring St. It's in South Dallas, right off of 2nd and Robert B. Cullum, right in that area right there. Spring St. is what I think it is.

311: Yeah, like one over from Pine?

Caller: Yeah, yeah, that one.

311: Ok I was looking up right. I don't show an animal Bite service card for us put in yet. If you have all that information I can go ahead and put it in now.

Caller: Ok, what information do you need?

311: do you know the name of the dog's owner?

Caller: I don't know anything about these people, that's what I'm saying, they dogs just get out and attack folks so they probably attacked her, then they got away. And then when somebody finally call the police, I don't know if the police reported it to the pound or not, but it happened Monday morning. I figure they should already have it annotated. But I don't know what's going on. I just know where the dogs are and those people need to come and get them. Sometimes I even see them out running across the street, running back to the house, not only when I go that way when I see them out there.

311: Right. You said this happened Monday Morning?

Caller: Yes between 2 and 4 in the morning.

311: And the person that was attacked, was that person over 18?

Caller: Yeah, Yeah it was a grown woman.

311: OK

Caller: (I don't know what hospital she in)

311: Do you know the breed of the dogs that attacked her?

Caller: I know one is a pit, but I don't know what that other one is. The other one kind of looks like a Rott but it could be something. It could be a Rott mix or something, I don't know.

311: Ok, are these like large dogs or medium dogs?

Caller: they're big dogs, they are big and mean.

311: Ok, and what is the color of the dogs?

Caller: One is black and the other is like dark brown, I wouldn't say chocolate, I would say like a dark (unintelligible)

311: so the dogs are coming from 3307 Spring Avenue?

Caller: Yeah

311: Do you know the name of the person attacked?

Caller: I was just informed about the incident today, from a guy that actually lives on the street where the attack happened on.

311: Ok

Caller: He was telling everybody in the neighborhood to kinda watch it because those dogs attacked a woman and almost killed her and shes in the hospital.

311: Right, and what is your name please?

Caller: My name is [REDACTED]

311: Ok and your last name?

Caller: [REDACTED]

311: Ok and what is your phone number please?

Caller: [REDACTED]

311: Ok

311: I apologize, what was that number again?

Caller: [REDACTED]

311: Thank you, it didn't save for some reason, sorry about that. Alright, um let's see, I'm going to try and get this card filled out so I am going to need your help here.

Caller: ok, my phone is beeping so it is going to shut off on me

311: Ok, I'm going to try and get this done as quick [sic] as I can here

3:29

Service Request Summary Report

16-00200003

Printed Date : May 25, 2016 8:57:53 AM

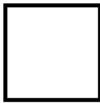
Type: Animal - Bite -CCS
Area: Mapsco Page Zone - 46-U
Group: Animal Services Group
Jurisdiction: City of Dallas
Input By: Hallett, Ian
Method Received: Phone
Location: 3307 SPRING AVE, DALLAS, TX 75215
Location Details:

SR #: 16-00200003
Priority: Emergency
Status: Closed
Status Date: May 12, 2016 10:12:59 AM
Created Date: May 4, 2016 3:57:32 PM
Overdue on: May 11, 2016 3:57:32 PM

SR Comments: citizen calling to report animal attack that occurred Monday morning 2-4 am . victim hospitalized and dogs in house .

citizen is a neighbor but doesn't know victim or owner names.

Map of Location:



Flex Notes

Flex Note Question	Flex Note Answer
Did the animal bite break the skin?	Yes
Is the bite victim 18 years of age or older?	Yes
Is the Biting Animal Still Alive?	Yes
Biting Animal Type * (Breed)	ONE PIT BULL 2ND UNCERTAIN
Biting Animal Size *	Large
Biting Animal Color *	black and dark tan
What is the sex of the person bitten? *	Female
Date bite occurred?	MAY 02, 2016
Time of day bite occurred? (specify AM/PM) *	02:00 AM - 04:00 AM
Is the animal owned?	Yes
Is the animal confined?	Yes
Where is the animal located?	3307 spring ave
What is the Police Report Number?	unk

Participants

Participant Type	Participant Name	Address	Email	Phones/Extension
Citizen				HOME

Activities

Activities	Assigned Staff	Due Date	Completed Date	Outcome
SLA DUE DATE		May 11, 2016 4:00:00 PM		

Service Request Summary Report

16-00200003

Printed Date : May 25, 2016 8:57:53 AM

Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
ERT DUE DATE		May 5, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
CLOSE CASE		May 11, 2016 4:00:00 PM	May 12, 2016 10:10:00 AM	Resolved - Problem Corrected by City
Details				
Act#:A16-010668, Results:ASSOCATED WITH SR#16-00200003 1 WROTE REPORT				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch Time				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Relief Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatcher today is				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
311-Dispatch	DISPATCHER, ANIMAL	May 5, 2016 4:00:00 PM		
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Clear Site		May 5, 2016 4:00:00 PM		
Details				

Service Request Summary Report

16-00200003

Printed Date : May 25, 2016 8:57:53 AM

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Dispatch ACO				
Details				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Arrive Site				
Details				

5/21

10668

ANIMAL QUARANTINE NOTICE

DATE NOTICE SERVED: 5, 5, 16

Officer: Chimney

Mapsco 4661

Badge # B1704

You, OWNER (Name of Owner or Harboree), are directed to immediately comply with rabies quarantine laws [Section 7-20 (d) of the City Code of Dallas and Article 4477-6(a) of Vernon's Texas Civil Statutes] in the manner prescribed within the appropriately checked box:

☒ - City Animal Shelter or Veterinary Clinic Quarantine

operated by a State licensed veterinarian by no later than ____/____/____, ____:____ a.m./p.m. (Date and Time). You may redeem your animal at the end of the quarantine period if no other holds are required. You must tell us the name and address of the clinic your animal will be quarantine at.

: You are required to immediately deliver or allow an Officer to deliver the animal described below for rabies quarantine at the City Animal Shelter OR a veterinary clinic located in the City of Dallas that is

If your animal is not currently vaccinated, do not have it vaccinated for rabies until completion of the quarantine period.

☐ - Approved Home Quarantine

such a manner that no person or animal may be bitten, scratched or exposed to it, and to keep it thus confined for a period of ____ days. Animal Services must be permitted to observe the animal during the quarantine period and the animal must remain quarantined until released in writing by Animal Services. (See "QUESTIONS AND ANSWERS ABOUT QUARANTINE" on reverse side.)

I HAVE READ THE ABOVE INFORMATION AND AGREE TO ABIDE BY THE TERMS AND LAWS OF ANIMAL RABIES QUARANTINE.

(Print Name) _____ (Signature) _____ (Date) 5/5/16

Owner Information:

3307 Spring Ave Dallas TX 75215
Address City/State/Zip Home Telephone Work Telephone

Sex Date of Birth Driver's License or Other Identification

Animal Information:

K9
Species Breed Sex Size Color/Markings Name Age

Vaccination # Date of Vaccination Registration # Citation #

Veterinary Clinic Address City/State/Zip Telephone

Previous Vaccination Date Tag Number Veterinary Clinic Telephone

IF RABIES VACCINATION IS LESS THAN 30 DAYS - PREVIOUS VACCINATION:

OFFICER'S COMMENTS: multiple of your K9's were involved in a bite. please contact Rabies Investigator 214-670-8313 ASAP

LOCATION OF NOTICE LEFT: 3307 Spring Ave Dallas TX 75215



ANIMAL QUARANTINE NOTICE

DATE NOTICE SERVED: 5, 6, 16

Officer: J. LOCKHART

Mapsco #64

Badge # B1695

You, MARIA CARDOSO (Name of Owner or Harboree), are directed to immediately comply with rabies quarantine laws [Section 7-20 (d) of the City Code of Dallas and Article 4477-6(a) of Vernon's Texas Civil Statutes] in the manner prescribed within the appropriately checked box:

☒ - City Animal Shelter or Veterinary Clinic Quarantine

operated by a State licensed veterinarian by no later than ____/____/____, ____:____ a.m./p.m. (Date and Time). You may redeem your animal at the end of the quarantine period if no other holds are required. You must tell us the name and address of the clinic your animal will be quarantined at.

: You are required to immediately deliver or allow an Officer to deliver the animal described below for rabies quarantine at the City Animal Shelter OR a veterinary clinic located in the City of Dallas that is

If your animal is not currently vaccinated, do not have it vaccinated for rabies until completion of the quarantine period.

☐ - Approved Home Quarantine

: You are required to quarantine the described animal at the address given below in such a manner that no person or animal may be bitten, scratched or exposed to it, and to keep it thus confined for a period of ____ days. Animal Services must be permitted to observe the animal during the quarantine period and the animal must remain quarantined until released in writing by Animal Services. (See "QUESTIONS AND ANSWERS ABOUT QUARANTINE" on reverse side.)

I HAVE READ THE ABOVE INFORMATION AND AGREE TO ABIDE BY THE TERMS AND LAWS OF ANIMAL RABIES QUARANTINE.

MARIA CARDOSO
(Print Name)

x MARIA CARDOSO
(Signature)

05-06-16
(Date)

Owner Information:

3307 SPRING AVE DALLAS, TX 75216
Address City/State/Zip Home Telephone Work Telephone
F 12-6-91 9688562
Sex Date of Birth Driver's License or Other Identification

Animal Information:

K9x6 MIX BREED, MEDIUM, MF
Species Breed Sex Size Color/Markings Name Age

Vaccination # Date of Vaccination Registration # Citation #

Veterinary Clinic Address City/State/Zip Telephone

Previous Vaccination Date Tag Number Veterinary Clinic Telephone

IF RABIES VACCINATION IS LESS THAN 30 DAYS - PREVIOUS VACCINATION: 214-670-

OFFICER'S COMMENTS: Any QUESTIONS CONTACT RABIES DESK 8313

LOCATION OF NOTICE LEFT: IN PERSON



9 780203 011110

[illegible]

* C 2 1 6 9 7 8 4 2 0 0 1 *

IF Carloa		LOCATION 3307 spring		ADDRESS OF BLDG (STREET)		CITY DALLAS		STATE TX		ZIP 75215	
T Marpa		MID. INT.		JR. SP. E		CITY DALLAS		STATE TX		ZIP 75215	
SS 3307 spring ave		RES PH. ()		BUS PH. ()		CITY DALLAS		STATE TX		ZIP 75215	
MYER CUPATION		BUS PH. ()		CITY DALLAS		STATE TX		ZIP 75215		ZIP 75215	
30S		CITY		ST		ZIP		ZIP		ZIP	
SS		CITY		ST		ZIP		ZIP		ZIP	
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30S		CITY		ST		ZIP		ZIP		ZIP	
SS		CITY									

* C 2 1 6 9 7 8 4 4 0 0 0 1 *

E Pardosa		T Mara		AND INT.		J.R. S.S.		LOCATION OF OFFENSE 3307 Spring Trunk		ADDRESS OF ALCOG. (STREET)		CITY Dallas		STATE TX		ZIP 75215	
SSS 3307 Spring Dallas		RES. PH. ()		BUS. PH. ()		101 SPEEDING		102 SCHOOL ZONE WORK ZONE		TIME OF OFFENSE 1313		DATE OF OFFENSE 5/6/16		103 INWARD TEXAS DRIVER'S LICENSE		104 INWARD TEXAS TRAFFIC CONTROL DEVICE	
OVER COURTAIN		CITY		ST		ZIP		105 SPEED LIMIT		106 SCHOOL ZONE VIOLATION		107 SAFETY BELT		108 SAFETY BELT		109 SAFETY BELT	
SSS		CITY		ST		ZIP		110 RAN STOP SIGN		111 INSPECTION VIOLATION		112 REGISTRATION VIOLATION		113 IMPROPER TURN		114 RAN RED LIGHT	
SSS		CITY		ST		ZIP		115 OTHER		116 FAMILY VIOLENCE		117 FAMILY VIOLENCE		118 FAMILY VIOLENCE		119 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		120 FAMILY VIOLENCE		121 FAMILY VIOLENCE		122 FAMILY VIOLENCE		123 FAMILY VIOLENCE		124 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		125 FAMILY VIOLENCE		126 FAMILY VIOLENCE		127 FAMILY VIOLENCE		128 FAMILY VIOLENCE		129 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		130 FAMILY VIOLENCE		131 FAMILY VIOLENCE		132 FAMILY VIOLENCE		133 FAMILY VIOLENCE		134 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		135 FAMILY VIOLENCE		136 FAMILY VIOLENCE		137 FAMILY VIOLENCE		138 FAMILY VIOLENCE		139 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		140 FAMILY VIOLENCE		141 FAMILY VIOLENCE		142 FAMILY VIOLENCE		143 FAMILY VIOLENCE		144 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		145 FAMILY VIOLENCE		146 FAMILY VIOLENCE		147 FAMILY VIOLENCE		148 FAMILY VIOLENCE		149 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		150 FAMILY VIOLENCE		151 FAMILY VIOLENCE		152 FAMILY VIOLENCE		153 FAMILY VIOLENCE		154 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		155 FAMILY VIOLENCE		156 FAMILY VIOLENCE		157 FAMILY VIOLENCE		158 FAMILY VIOLENCE		159 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		160 FAMILY VIOLENCE		161 FAMILY VIOLENCE		162 FAMILY VIOLENCE		163 FAMILY VIOLENCE		164 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		165 FAMILY VIOLENCE		166 FAMILY VIOLENCE		167 FAMILY VIOLENCE		168 FAMILY VIOLENCE		169 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		170 FAMILY VIOLENCE		171 FAMILY VIOLENCE		172 FAMILY VIOLENCE		173 FAMILY VIOLENCE		174 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		175 FAMILY VIOLENCE		176 FAMILY VIOLENCE		177 FAMILY VIOLENCE		178 FAMILY VIOLENCE		179 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		180 FAMILY VIOLENCE		181 FAMILY VIOLENCE		182 FAMILY VIOLENCE		183 FAMILY VIOLENCE		184 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		185 FAMILY VIOLENCE		186 FAMILY VIOLENCE		187 FAMILY VIOLENCE		188 FAMILY VIOLENCE		189 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		190 FAMILY VIOLENCE		191 FAMILY VIOLENCE		192 FAMILY VIOLENCE		193 FAMILY VIOLENCE		194 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		195 FAMILY VIOLENCE		196 FAMILY VIOLENCE		197 FAMILY VIOLENCE		198 FAMILY VIOLENCE		199 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		200 FAMILY VIOLENCE		201 FAMILY VIOLENCE		202 FAMILY VIOLENCE		203 FAMILY VIOLENCE		204 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		205 FAMILY VIOLENCE		206 FAMILY VIOLENCE		207 FAMILY VIOLENCE		208 FAMILY VIOLENCE		209 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		210 FAMILY VIOLENCE		211 FAMILY VIOLENCE		212 FAMILY VIOLENCE		213 FAMILY VIOLENCE		214 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		215 FAMILY VIOLENCE		216 FAMILY VIOLENCE		217 FAMILY VIOLENCE		218 FAMILY VIOLENCE		219 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		220 FAMILY VIOLENCE		221 FAMILY VIOLENCE		222 FAMILY VIOLENCE		223 FAMILY VIOLENCE		224 FAMILY VIOLENCE	
SSS		CITY		ST		ZIP		225 FAMILY VIOLENCE		226 FAMILY VIOLENCE		227 FAMILY VIOLENCE		228 FAMILY VIOLENCE		229 FAMILY VIOLENCE	
SSS																	

Soc. Sec. No. _____
(VOLUNTARY)

DESCRIBE PREMISES _____

SERV. No. A16-010668

EVIDENCE _____

VALUE \$ _____

TAG No. _____

WITNESS OR COMPLAINANT

1. _____

ADDRESS _____

PHONE _____

2. _____

ADDRESS _____

PHONE _____

NARRATION: _____

THUMBPRINT _____

Soc. Sec. No. _____
(VOLUNTARY)

DESCRIBE PREMISES _____

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EVIDENCE A16010668

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ADDRESS _____

PHONE _____

2. _____

ADDRESS _____

PHONE _____

NARRATION: _____

THUMBPRINT _____

C21-697845
CITY OF DALLAS CITATION



Reason for Contact
☐ No
☐ Race Known Prior to Stop?
☐ Searched
☐ Consensual Search
TRAFFIC ☐ NON-TRAFFIC ☐

C21-697845 CITY OF DALLAS CITATION		* C 2 1 6 9 7 8 4 5 0 0 0 1 *	
LOCATION OF OFFENSE 3307 Spring		3307 Spring	
MID. INT. E		TRUNK	
3307 Spring		DALLAS TX 75215	
DALLAS TX 75215		DALLAS TX 75215	
RES. PH. ()		RES. PH. ()	
BUS. PH. ()		BUS. PH. ()	
CITY ST ZIP		CITY ST ZIP	
13 OTHER		FAMILY VIOLENCE	
COM. VEH.		ATTENTION - READ THIS AND SIGN BELOW. I PROMISE TO APPEAR AS DIRECTED OR PAY THE FINE WITHIN 21 DAYS. I UNDERSTAND THIS IS NOT A PLEA OF GUILTY AND THAT FINE AND FEE AMOUNTS ARE SUBJECT TO CHANGE WITHOUT NOTICE.	
THAT DEFENDANT HAS RECEIVED DUPLICATE CITATION		NUMBER OF VIOLATIONS	
B1184		3	

C21-697846
CITY OF DALLAS CITATION



Reason for Contact
☐ Yes ☐ No
☐ Race Known Prior to Stop?
☐ Searched
☐ Consensual Search
TRAFFIC ☐ NON-TRAFFIC ☐

C21-697846 CITY OF DALLAS CITATION		* C 2 1 6 9 7 8 4 6 0 0 0 1 *	
LOCATION OF OFFENSE 3307 Spring		3307 Spring	
MID. INT. E		TRUNK	
3307 Spring		DALLAS TX 75215	
DALLAS TX 75215		DALLAS TX 75215	
RES. PH. ()		RES. PH. ()	
BUS. PH. ()		BUS. PH. ()	
CITY ST ZIP		CITY ST ZIP	
13 OTHER		FAMILY VIOLENCE	
COM. VEH.		ATTENTION - READ THIS AND SIGN BELOW. I PROMISE TO APPEAR AS DIRECTED OR PAY THE FINE WITHIN 21 DAYS. I UNDERSTAND THIS IS NOT A PLEA OF GUILTY AND THAT FINE AND FEE AMOUNTS ARE SUBJECT TO CHANGE WITHOUT NOTICE.	
THAT DEFENDANT HAS RECEIVED DUPLICATE CITATION		NUMBER OF VIOLATIONS	
B1184		1	

C21-697847
CITY OF DALLAS CITATION



Reason for Contact
☐ Yes ☐ No
☐ Race Known Prior to Stop?
☐ Searched
☐ Consensual Search
TRAFFIC ☐ NON-TRAFFIC ☐

C21-697847 CITY OF DALLAS CITATION		* C 2 1 6 9 7 8 4 7 0 0 0 1 *	
LOCATION OF OFFENSE 3307 Spring		3307 Spring	
MID. INT. E		TRUNK	
3307 Spring		DALLAS TX 75215	
DALLAS TX 75215		DALLAS TX 75215	
RES. PH. ()		RES. PH. ()	
BUS. PH. ()		BUS. PH. ()	
CITY ST ZIP		CITY ST ZIP	
13 OTHER		FAMILY VIOLENCE	
COM. VEH.		ATTENTION - READ THIS AND SIGN BELOW. I PROMISE TO APPEAR AS DIRECTED OR PAY THE FINE WITHIN 21 DAYS. I UNDERSTAND THIS IS NOT A PLEA OF GUILTY AND THAT FINE AND FEE AMOUNTS ARE SUBJECT TO CHANGE WITHOUT NOTICE.	
THAT DEFENDANT HAS RECEIVED DUPLICATE CITATION		NUMBER OF VIOLATIONS	
B1184		1	

Soc. Sec. No. _____
(VOLUNTARY)

DESCRIBE PREMISES _____

SERV. No. A16-010668

EVIDENCE _____

VALUE \$ _____

TAG No. _____

WITNESS OR COMPLAINANT

1. _____

ADDRESS _____

PHONE _____

2. _____

ADDRESS _____

PHONE _____

NARRATION: _____

THUMBPRINT

Soc. Sec. No. _____
(VOLUNTARY)

DESCRIBE PREMISES _____

SERV. No. A16-010668

EVIDENCE _____

VALUE \$ _____

TAG No. _____

WITNESS OR COMPLAINANT

1. _____

ADDRESS _____

PHONE _____

2. _____

ADDRESS _____

PHONE _____

NARRATION: _____

THUMBPRINT

Soc. Sec. No. _____
(VOLUNTARY)

DESCRIBE PREMISES _____

SERV. No. A16-010668

EVIDENCE _____

VALUE \$ _____

TAG No. _____

WITNESS OR COMPLAINANT

1. _____

ADDRESS _____

PHONE _____

2. _____

ADDRESS _____

PHONE _____

NARRATION: _____

THUMBPRINT

SOC. SEC. No. _____
(VOLUNTARY)

DESCRIBE PREMISES _____

SERV. No. _____

EVIDENCE A#16-010668

VALUE \$ _____

TAG No. _____

WITNESS OR COMPLAINANT

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ADDRESS _____

PHONE _____

2. _____

ADDRESS _____

PHONE _____

NARRATION: _____

THUMBPRINT

SOC. SEC. No. _____
(VOLUNTARY)

DESCRIBE PREMISES _____

SERV. No. _____

EVIDENCE A#16-010668

VALUE \$ _____

TAG No. _____

WITNESS OR COMPLAINANT

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ADDRESS _____

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ADDRESS _____

PHONE _____

NARRATION: _____

THUMBPRINT

SOC. SEC. No. _____
(VOLUNTARY)

DESCRIBE PREMISES _____

SERV. No. _____

EVIDENCE A#16-010668

VALUE \$ _____

TAG No. _____

WITNESS OR COMPLAINANT

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NARRATION: _____

THUMBPRINT