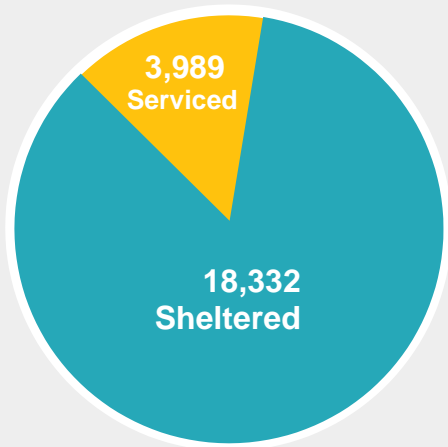




City of San Diego FY18-19 Animal Services Report

JUL. 1, 2018 – JUN. 30, 2019



San Diego Total Animals Helped 22,321

STRAY ANIMALS: 13,191

Dog: 5,449 • Cat: 6,920 • Other: 568 • Offspring: 254

OWNER SURRENDERED ANIMALS: 4,954

Dog: 2,547 • Cat: 1,953 • Other: 454

HUMANE LAW ENFORCEMENT*: 187

Dog: 71 • Cat: 30 • Other: 86

*Includes seizures, emergency boarding and abandoned animals

SAN DIEGO CAMPUS
5500 Gaines St.
San Diego, CA 92110
619-299-7012

OCEANSIDE CAMPUSES
2905 San Luis Rey Rd.
572 Airport Rd.
Oceanside, CA 92058
619-299-7012

ESCONDIDO CAMPUS
3500 Burnet Drive
Escondido, CA 92027
619-299-7012

Disposition of San Diego Animals

ADOPTED: 10,053

Dog: 3,896 • Cat: 5,462 • Other: 695

RECLAIMED: 3,133

Dog: 2,736 • Cat: 361 • Other: 36

TRANSFERRED TO RESCUE: 2,122

Dog: 783 • Cat: 1,110 • Other: 229

EUTHANIZED: 1,870

Dog: 503 • Cat: 1,306 • Other: 61

*Includes euthanasia by offsite vets

AVERAGE LENGTH OF STAY

Dog: 11 • Cat: 19 • Other: 20

OTHER OUTCOMES: 326

Dog: 30 • Cat: 265 • Other: 31

*Unassisted death, other

LIVE RELEASE RATE: 84.4%



Community Services

LICENSING

LICENSES: 31,703

Average processing time: N/A

RENEW: N/A*

Average processing time: N/A

RABIES EXEMPTION: 272

Average processing time: N/A

SERVICE DOG LICENSE: 90

REPLACEMENT TAG: 534

RECENT ADOPTION: 2,391

*Renewals will be captured after the first fiscal year

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 7,288

ALL INCOMING ANIMALS ARE VACCINATED UPON INTAKE UNLESS CURRENT RECORDS ARE PROVIDED OR ANIMAL BEHAVIOR IS A THREAT TO STAFF SAFETY.

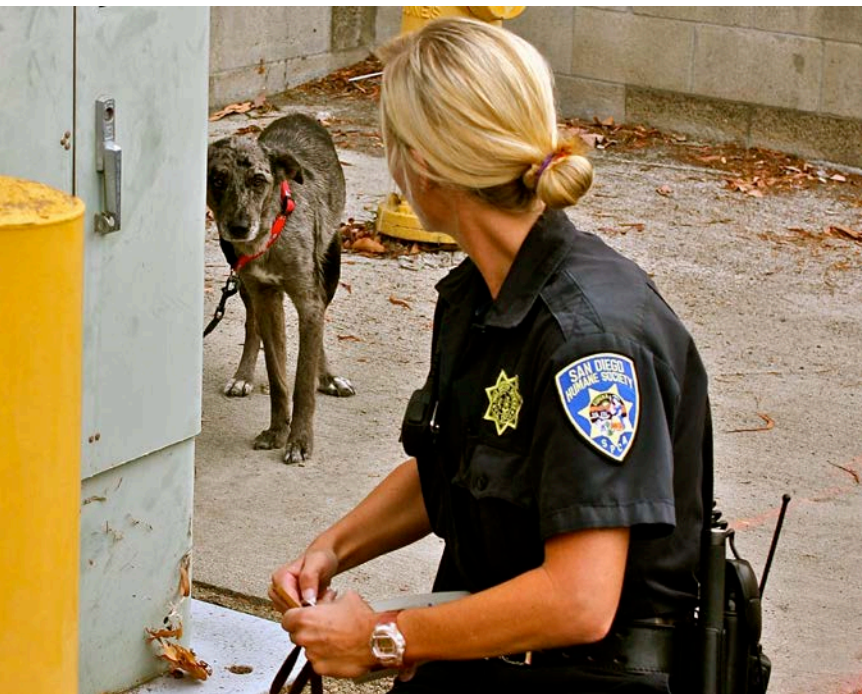
Facilities

CITY OF SAN DIEGO BUILDING MAINTENANCE

MAINTENANCE REQUESTS 468 MAINTENANCE REQUESTS COMPLETED 428

MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRESS 40

Field Services/Dispatch Statistics



DISPATCH CALLS

Priority 1: 4,557

Priority 2: 4,821

Priority 3: 1,165

Priority 4: 1,101

Priority 5: 2,033

TOTAL CALLS: 13,677

CALL TYPES

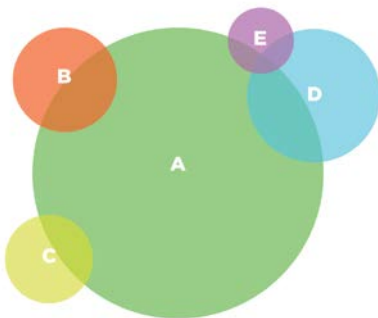
A. Field Services 34,648

B. Investigations 5,607

C. Medical 4,286

D. Public Assistance 6,948

E. Public Safety 2,765



OTHER

NOTICE OF COMPLAINT/CITATIONS: 2,449

DANGEROUS DOG HEARINGS: 3

Declared dangerous: 4 Unfounded: 0

KENNEL INSPECTION STATUS

New Kennel Inspections: 1 Renewal Kennel Inspections: 14

*Delay due to Development Services Department fee change

CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY: 23

Felony: 23 Misdemeanor: 0

CRIMINAL CASES REFERRED TO CITY ATTORNEY: 15

Misdemeanor: 15

CITATIONS: 91

Customer Service

SUMMARY OF COMPLAINTS AND RELATED RESOLUTIONS

Complaints*: **67** Average time from complaint to resolution: **4.4 days**

CUSTOMER SERVICE SATISFACTION RATING **97%***

5-Outstanding: **1049** 4-Above Expectation: **251** 3-Met Expectations: **142** 2-Below Expectations: **38**

1-Did Not Meet Expectations: **13** Total: **1493**

*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

PAWS COMMUNITY OUTREACH

Number of Programs **65** Number of Pet Families Impacted **3,044**

COMMUNITY ENGAGEMENT PROGRAMS

Number of Programs **1,076**

Number of Community Members Impacted **33,294**

PROJECT WILDLIFE

Wildlife Intake **12,374** Number of Programs **99**

Number of Community Members Impacted **7,105**

COMMUNITY SPAY/NEUTER

Number of Surgeries Performed **1914**

VACCINATION AND MICROCHIP CLINICS: 52

Rabies: **2,627** Distemper/FVRCP: **2,999** Microchips: **1,158**



Volunteers

Behavior Center: **31**

Canine Ambassadors: **82**

Community Engagement: **508**

PAWS: **517**

Clerical: **44**

Total individual volunteers: **5,076**

Communications: **41**

Escondido Campus: **183**

Events: **1,161**

Foster: **1,132**

Humane Law Enforcement: **111**

Kitten Nursery: **111**

Oceanside Campus: **197**

San Diego Campus: **1,279**

Project Wildlife: **284**

Board of Trustees and Committees: **48**