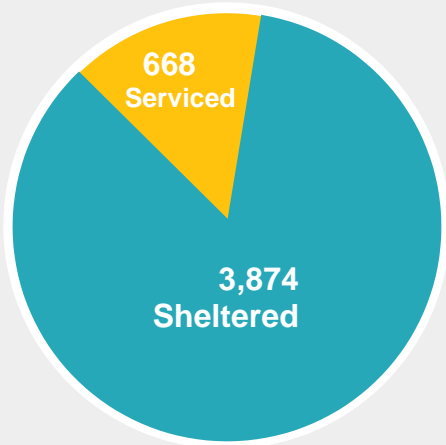




# City of San Diego Quarterly Animal Services Report

**2ND QUARTER • OCT. 1 – DEC 31, 2018**



## San Diego City Total Animals Helped **4,542**

### STRAY ANIMALS: **2,664**

Dog: **1,346** • Cat: **1,211** • Other: **107** • Offspring: **36**

### OWNER SURRENDERED ANIMALS: **1,148**

Dog: **558** • Cat: **470** • Other: **120**

### HUMANE LAW ENFORCEMENT ANIMAL SEIZURES: **26**

Dog: **14** • Cat: **12** • Other: **0**

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  
3450 E. Valley Parkway  
Escondido, CA 92027  
619-299-7012

# Disposition of San Diego City Animals

**ADOPTED: 2,589**

Dog: 883 • Cat: 1,567 • Other: 139

**RECLAIMED: 751**

Dog: 655 • Cat: 85 • Other: 11

**TRANSFERRED TO RESCUE: 446**

Dog: 173 • Cat: 232 • Other: 41

**EUTHANIZED: 357**

Dog: 129 • Cat: 211 • Other: 17

\*Includes euthanasia by offsite vets

**AVERAGE LENGTH OF STAY**

Dog: 12 • Cat: 29 • Other: 21

**OTHER OUTCOMES: 40**

Dog: 11 • Cat: 25 • Other: 4

\*Unassisted death, other



## Community Services

### LICENSING

**LICENSES: 8,563**

Average processing time: 8 weeks

**RENEW: N/A\***

Average processing time: N/A

**RABIES EXEMPTION: 83**

Average processing time: 8 weeks

**SERVICE DOG LICENSE: 31**

**REPLACEMENT TAG: 133**

**RECENT ADOPTION: 511**

\*Renewals will be captured after the first fiscal year

## Animal Care

### SPAY AND NEUTER STATISTICS

**IN-HOUSE SPAY/NEUTER: 1,918**

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

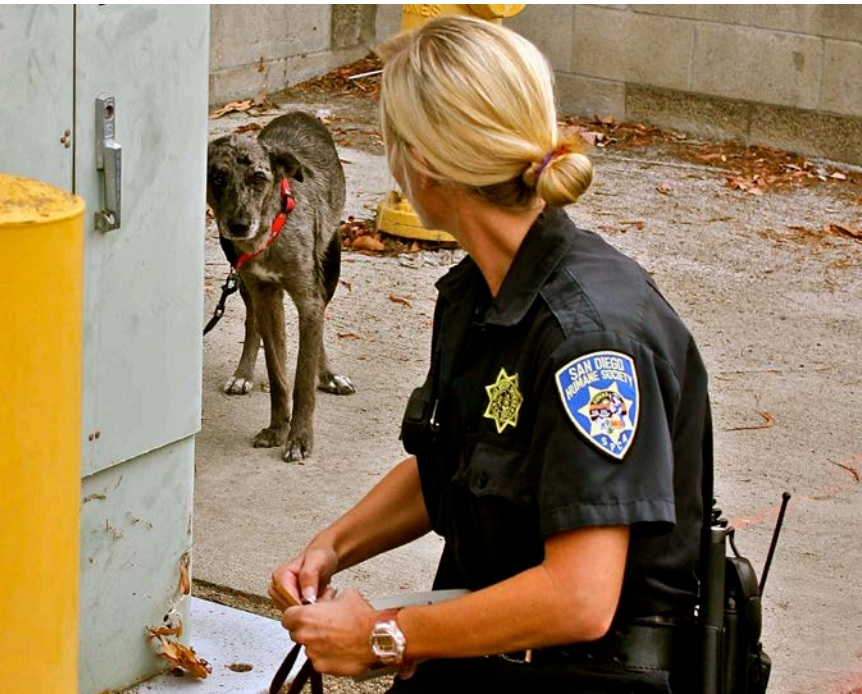
## Facilities

### CITY OF SAN DIEGO BUILDING MAINTENANCE

**MAINTENANCE REQUESTS 105 MAINTENANCE REQUESTS COMPLETED 102**

**MAINTENANCE REQUESTS PENDING 3**

# Field Services/Dispatch Statistics



## DISPATCH CALLS

Priority 1: 1,240

Priority 2: 1,489

Priority 3: 354

Priority 4: 284

Priority 5: 687

TOTAL CALLS: 4,054

## CALL TYPES

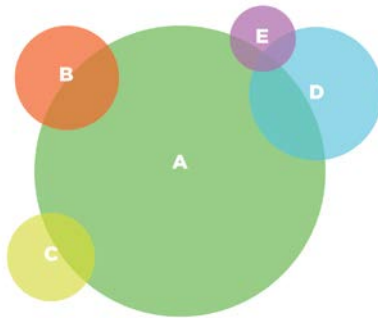
A. Field Services 8,278

B. Investigations 1,179

C. Medical 1,040

D. Public Assistance 1,518

E. Public Safety 671



## OTHER

NOTICE OF COMPLAINT: 340

DANGEROUS DOG HEARINGS: 0

Declared dangerous: 3 Unfounded: 0

KENNEL INSPECTION STATUS

New Kennel Inspections: 0 Renewal Kennel Inspections: 0

\*Delay due to Development Services Department fee change

CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY: 8

Felony: 8 Misdemeanor: 0

CRIMINAL CASES REFERRED TO CITY ATTORNEY: 3

Misdemeanor: 3

NEGLECT/CRUELTY/ABUSE CASES: 383

# Customer Service

## SUMMARY OF COMPLAINTS AND RELATED RESOLUTIONS

**Complaints:** 19 **Average time from complaint to resolution:** 9 days

**Common Complaints:** Can't get through to the resource center

**Resolutions:** Expanded resource center hours

## CUSTOMER SERVICE SATISFACTION RATING 97%\*

5-Outstanding: 432 4-Above Expectation: 124 3-Met Expectations: 67 2-Below Expectations: 16

1-Did Not Meet Expectations: 6 **Total: 645**

\*Percent of respondents satisfied that SDHS met or exceeded expectations

# Additional Services Provided at No Cost

## PAWS COMMUNITY OUTREACH

**Number of Programs** 18 **Number of Pet Families Impacted** 842

## COMMUNITY ENGAGEMENT PROGRAMS

**Number of Programs** 278

**Number of Community Members Impacted** 8,642

## PROJECT WILDLIFE

**Wildlife Intake** 1,233 **Number of Programs** 17

**Number of Community Members Impacted** 1,128

## COMMUNITY SPAY/NEUTER

**Number of Surgeries Performed** 458

## VACCINATION AND MICROCHIP CLINICS: 14

**Rabies:** 562 **Distemper/FVRCP:** 663 **Microchips:** 345



# Awards and Commendations

## 2018 HR Team of the Year - Finalist SDHR FORUM, September 2018

Nominees for the HR Team of the Year Award will have made a significant impact in their current role and community through outstanding dedication, competence, exceptional performance, excellent service to their team and company, as demonstrated by the following: quantifiable contributions to the HR function within their organization and field as a whole; innovation and professional development with regard to self, team, and community involvement; and integrity.

## Otto Bos Lifetime Achievement Award Public Relations Society of America, October 2018

Won by Communication Director Elizabeth Pecsí, the award recognizes an experienced practitioner for lifetime achievement in public relations. It requires examples of advancing the profession of public relations through best practices, including ethics, research and mentoring. The award is named after the late Otto Bos, who was press secretary and a strategic confidant of former California Governor Pete Wilson.