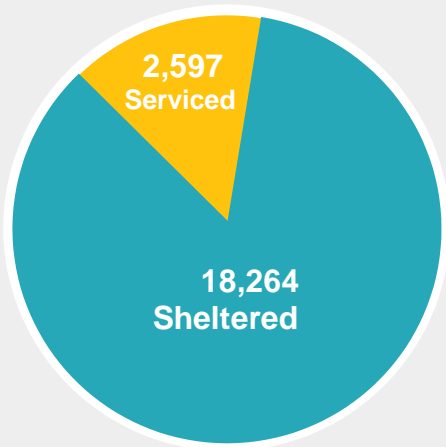




# City of San Diego FY19-20 Animal Services Report

JULY 1, 2019 – JUNE 30, 2020



## San Diego Total Animals Helped **20,861**

### STRAY ANIMALS: **12,820**

Dog: 4,843 • Cat: 7,074 • Other: 517 • Offspring: 386

### OWNER SURRENDERED ANIMALS: **5,347**

Dog: 2,318 • Cat: 2,090 • Other: 939

### HUMANE LAW ENFORCEMENT\*: **97**

Dog: 55 • Cat: 22 • Other: 20

\*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: 10,735**

Dog: 3,629 • Cat: 5,842 • Other: 1,264

**RECLAIMED: 2,956**

Dog: 2,550 • Cat: 363 • Other: 43

**TRANSFERRED TO RESCUE: 1,607**

Dog: 798 • Cat: 606 • Other: 203

**EUTHANIZED: 2,039**

Dog: 400 • Cat: 1,435 • Other: 204

\*Includes euthanasia by offsite vets

**AVERAGE LENGTH OF STAY**

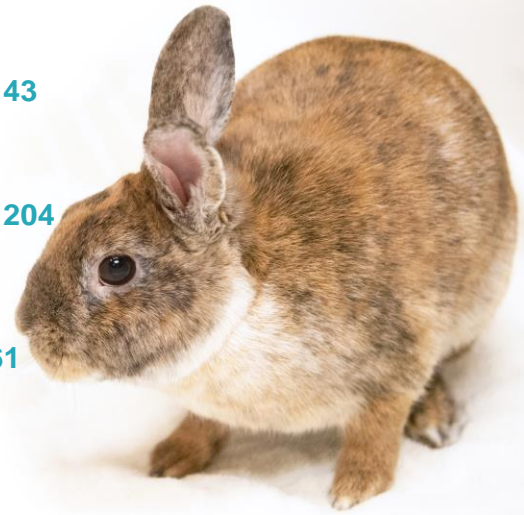
Dog: 9.2 • Cat: 17.3 • Other: 26.6

**OTHER OUTCOMES: 1,423**

Dog: 25 • Cat: 1,337 • Other: 61

\*Unassisted death, other

**LIVE RELEASE RATE: 90.6%**



## Community Services

### LICENSING

**LICENSES\*: 31,656**

Average processing time: 10.4 days

\*Includes new licenses and renewals

**RABIES EXEMPTION: 245**

Average processing time: 12.0 days

**SERVICE DOG LICENSE: 72**

**REPLACEMENT TAG: 729**

**RECENT ADOPTION: 2,233**

## Animal Care

### SPAY AND NEUTER STATISTICS

**IN-HOUSE SPAY/NEUTER: 8,706**

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

## Facilities

### SAN DIEGO BUILDING MAINTENANCE

**MAINTENANCE REQUESTS 350 MAINTENANCE REQUESTS COMPLETED 268**

**MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRESS 82**

# Field Services/Dispatch Statistics



## DISPATCH CALLS

**Priority 1: 4,969**

**Priority 2: 5,760**

**Priority 3: 1,154**

**Priority 4: 1,093**

**Priority 5: 3,252**

**Unassigned: 103**

**TOTAL CALLS: 16,331**

## CALL TYPES

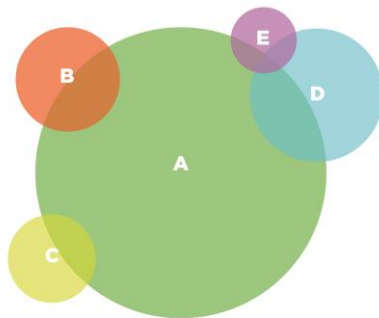
**A. Field Services 36,510**

**B. Investigations 5,696**

**C. Medical 4,548**

**D. Public Assistance 8,359**

**E. Public Safety 2,689**



## OTHER

**DANGEROUS DOG HEARINGS: 8**

Declared dangerous: 10 Unfounded: 0

**KENNEL INSPECTION STATUS**

New Kennel Inspections: 0 Renewal Kennel Inspections: 4

**CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY: 33**

Felony: 33 Misdemeanor: 0

**CRIMINAL CASES REFERRED TO CITY ATTORNEY: 36**

Misdemeanor: 36

**NOTICE OF COMPLAINTS: 1,580**

**CITATIONS: 283**

# Customer Service

## CUSTOMER SERVICE SATISFACTION RATING 97.1%\*

**5-Outstanding: 1,021 4-Above Expectation: 217 3-Met Expectations: 81 2-Below Expectations: 22**  
**1-Did Not Meet Expectations: 18 Total: 1,359**

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

# Additional Services Provided at No Cost

## PAWS COMMUNITY OUTREACH

Number of Programs **39** Number of Pet Families Impacted **31,223**

## COMMUNITY ENGAGEMENT PROGRAMS

Number of Programs **807**  
Number of Community Members Impacted **43,027**

## PROJECT WILDLIFE

Wildlife Intake **3,901** Number of Programs **81**  
Number of Community Members Impacted **6,217**

## COMMUNITY SPAY/NEUTER

Number of Surgeries Performed **1,012**

## VACCINATION AND MICROCHIP CLINICS: 35

Rabies: **1,562** Distemper/FVRCP: **1,832** Microchips: **485**



# Volunteers

Humane Law Enforcement: **106**

Escondido Campus: **291**

Oceanside Campus: **274**

San Diego Campus: **1,137**  
(includes Behavior Center)

Total individual volunteers: **3,491**

Project Wildlife: **291**

Kitten Nursery: **68**

Foster: **916**

Clerical and Creative: **127**  
(includes Board, Communications and Clerical)

PAWS: **127**

Events: **553**

Community Engagement: **304**  
(includes Canine Ambassador)