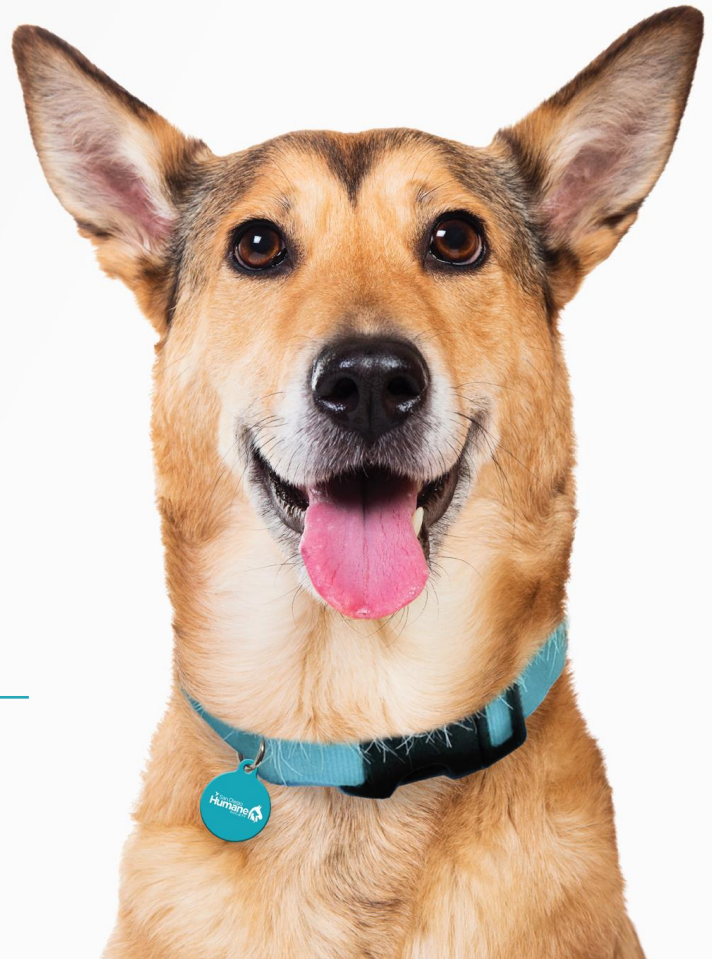


# City of El Cajon

## FY23-24 Animal Services Report



July 1, 2023 - June 30, 2024



## El Cajon Total Animals Helped **5,629**

**ANIMALS SHELTERED 2,486**  
**COMMUNITY SERVICES\* 3,143**

\*Spay/Neuter; Vaccinated/Microchipped; Owner Requested Euthanasia



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

**EL CAJON  
CAMPUS**  
1373 N. Marshall Ave.  
El Cajon, CA 92020  
619-299-7012

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

**OCEANSIDE  
CAMPUS**  
2905 San Luis Rey Road  
572 Airport Road  
Oceanside, CA 92058  
619-299-7012

# Sheltered & Outgoing Animals

## INCOMING DOGS

Stray: 856 Owner Surrender: 318 Transfer In: 0 Seizure: 61

## INCOMING CATS

Stray: 717 Owner Surrender: 304 Transfer In: 0 Seizure: 27

## INCOMING OTHER

Stray: 88 Owner Surrender: 105 Transfer In: 0 Seizure: 10

**LIVE RELEASE RATE: 91.2%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 748 Returned to Owner: 324 Transferred Out: 57 Euthanized: 79 Other: 4  
Average Length of Stay: 10.4 days

## OUTGOING CATS

Adopted: 852 Returned to Owner: 59 Transferred Out: 55 Euthanized: 97 Other: 15  
Average Length of Stay: 16.7 days

## OUTGOING OTHER

Adopted: 174 Returned to Owner: 10 Transferred Out: 35 Euthanized: 6 Other: 7  
Average Length of Stay: 41.1 days

# Licensing, Medical & Community Services

**LICENSES: 2,352 TOTAL VACCINATIONS: 3,559 RABIES: 1,373 DISTEMPER/FVRCP: 1,697 MICROCHIPS: 459**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 2,358**

**COMMUNITY SPAY/NEUTER SURGERIES: 432 SHELTER SPAY/NEUTER SURGERIES: 1,231**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 423**

Average Response Time: 0.9

**Priority 2: 652**

Average Response Time: 22.5 hours

**Priority 3: 97**

Average Response Time: 112 hours

**Priority 4: 144**

Average Response Time: 81 hours

**Priority 5: 204**

Average Response Time: 33 hours

**Total Calls: 1,527**

**BITE REPORTS: 80**

**NOTICE OF COMPLAINTS: 59**

**CITATIONS: 7**

**PARK PATROLS: 3**

**NOISE COMPLAINT CALLS: 173**



# Customer Service

**CUSTOMER SERVICE SATISFACTION RATING: 96.5%\***

**5-Outstanding: 647**

**4-Above Expectations: 132**

**3-Met Expectations: 57**

**2-Below Expectations: 26**

**1-Did Not Meet Expectations: 4 Total: 866**

\*Percent of respondents satisfied that SDHS met or exceeded expectations (organization wide)