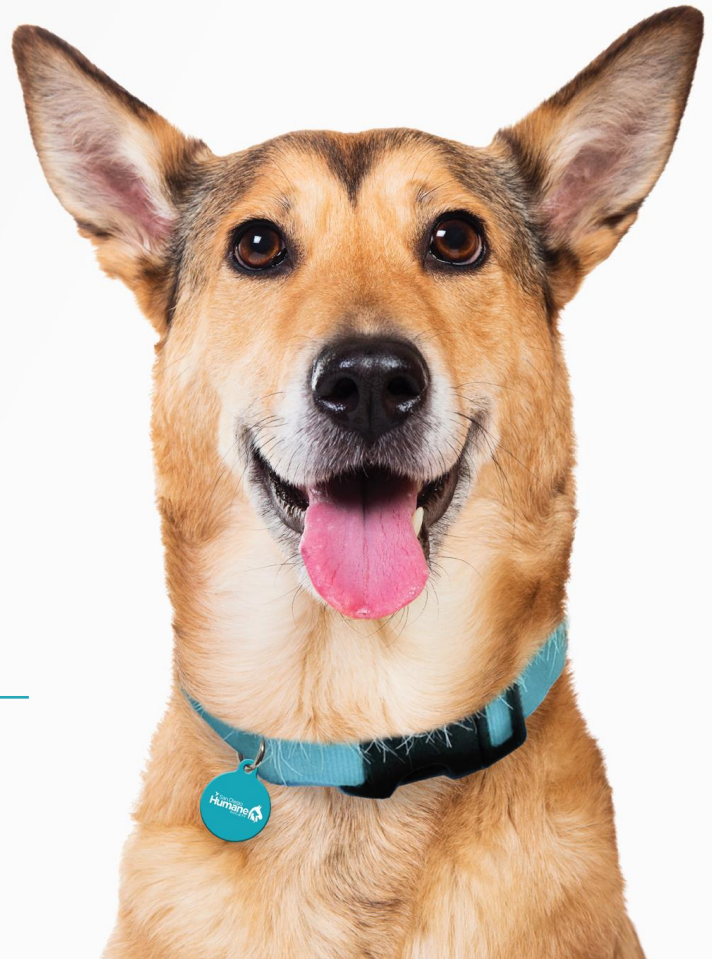


City of Poway

FY23-24 Animal Services Report



July 1, 2023 - June 30, 2024



Poway Total Animals Helped 543

ANIMALS SHELTERED 200
COMMUNITY SERVICES* 343

*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: 84 Owner Surrender: 19 Transfer In: 0 Seizure: 2

INCOMING CATS

Stray: 46 Owner Surrender: 32 Transfer In: 0 Seizure: 1

INCOMING OTHER

Stray: 11 Owner Surrender: 5 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 91.2%*

*Organization wide

OUTGOING DOGS

Adopted: 67 Returned to Owner: 28 Transferred Out: 2 Euthanized: 8 Other: 0
Average Length of Stay: 9.8 days

OUTGOING CATS

Adopted: 55 Returned to Owner: 9 Transferred Out: 3 Euthanized: 9 Other: 1
Average Length of Stay: 19.3 days

OUTGOING OTHER

Adopted: 9 Returned to Owner: 0 Transferred Out: 5 Euthanized: 3 Other: 1
Average Length of Stay: 34.5 days

Licensing, Medical & Community Services

LICENSES: 2,144 **TOTAL VACCINATIONS: 449** **RABIES: 163** **DISTEMPER/FVRCP: 204** **MICROCHIPS: 58**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 273

COMMUNITY SPAY/NEUTER SURGERIES: 39 **SHELTER SPAY/NEUTER SURGERIES: 96**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 135

Average Response Time: 34 minutes

Priority 2: 164

Average Response Time: 3 hours

Priority 3: 26

Average Response Time: 11 hours

Priority 4: 42

Average Response Time: 11.5 hours

Priority 5: 192

Average Response Time: 92 hours

Total Calls: 564

BITE REPORTS: 42 **NOTICE OF COMPLAINTS: 29** **CITATIONS: 5**

PARK PATROLS: 96 **NOISE COMPLAINT CALLS: 51**



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)