

# City of San Diego

## FY23-24 Animal Services Report



July 1, 2023 – June 30, 2024

**Total Animals Helped 39,963**

**STRAY ANIMALS 12,466**

Dog: 5,920 Cat: 5,962 Other: 584

**OWNER SURRENDERED ANIMALS 3,853**

Dog: 1,759 Cat: 1,680 Other: 414

**TRANSFERRED IN ANIMALS 41**

Dog: 13 Cat: 27 Other: 1

**HUMANE LAW ENFORCEMENT\* 961**

Dog: 693 Cat: 215 Other: 53

\*Includes seizures, emergency boarding and abandoned animals



**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

# Disposition of San Diego Animals

**ADOPTED: 11,621**

Dog: 4,599 Cat: 6,337 Other: 685

**TRANSFERRED OUT: 1,280**

Dog: 467 Cat: 479 Other: 334

**AVERAGE LENGTH OF STAY: 17.3**

Dog: 14.7 Cat: 18.8 Other: 28.4

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

\*Organization wide

**RECLAIMED: 3,077**

Dog: 2,595 Cat: 420 Other: 62

**EUTHANIZED: 1,513**

Dog: 619 Cat: 817 Other: 77

\*Includes euthanasia by offsite vets

**OTHER OUTCOMES: 206**

Dog: 50 Cat: 119 Other: 37

\*Unassisted death, other

**COMMUNITY CATS RETURNED: 3,263**



## Licensing

**NEW LICENSE: 20,162**

Average processing time: 2.9 days

**RENEWED LICENSE: 18,531**

Average processing time: 2.1 days

**RABIES EXEMPTION: 153**

Average processing time: 3.2 days

**SERVICE DOG LICENSE: 75**

**REPLACEMENT TAG: 331**

**RECENT ADOPTION: 2,752**

## Medical and Community Services

### MEDICAL SERVICES

**SHELTER SPAY/NEUTER: 9,451**    **COMMUNITY SPAY/NEUTER: 3,754**

**COMMUNITY SPAY/NEUTER VOUCHERS ISSUED: 934**    **COMMUNITY SPAY/NEUTER VOUCHERS REDEEMED: 260**

### VACCINATIONS AND MICROCHIPS

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 17,374**    **TOTAL VACCINATIONS: 27,014**

**RABIES: 10,845**    **FVRCP/DISTEMPER: 12,604**    **MICROCHIPS: 3,679**

### COMMUNITY ENGAGEMENT PROGRAMS

**NUMBER OF PROGRAMS: 560**    **NUMBER OF COMMUNITY MEMBERS IMPACTED: 47,624**

**MEALS FOR PET FAMILIES IN NEED: 1,480,912**    **MEALS FOR RESCUE PARTNERS: 131,531**

# Field Services/Dispatch Statistics

## ENFORCEMENT ACTIVITIES

**Priority 1: 6,436**

Average Response Time: 32 minutes

**Priority 2: 8,127**

Average Response Time: 16 hours

**Priority 3: 1,151**

Average Response Time: 145 hours

**Priority 4: 1,651**

Average Response Time: 111.5 hours

**Priority 5: 4,537**

Average Response Time: 39 hours

**Total Calls: 22,096**

## CRIMINAL CASES

**REFERRED TO DISTRICT ATTORNEY (FELONY): 9**

**REFERRED TO CITY ATTORNEY (MISDEMEANOR): 5**

## OTHER

**DANGEROUS DOG HEARINGS: 9**

Declared dangerous: 9 Unfounded: 0

**KENNEL INSPECTION STATUS: 23**

New Kennel Inspections: 0 Renewed Kennel Inspections: 23

**NOTICE OF COMPLAINTS: 774**

**CITATIONS: 208**

**BITE REPORTS: 1,278**

**PARK PATROLS: 3,149**



# 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)

# Facilities

## SAN DIEGO BUILDING MAINTENANCE

New Maintenance Requests: 319

Maintenance Requests Completed: 325

Maintenance Requests Pending, Denied or In Progress: 22

# Project Wildlife

**WILDLIFE INTAKE: 4,216**



# Volunteers

San Diego Campus: 1,370

Humane Law Enforcement: 54

El Cajon Campus: 215

Kitten Nursery: 34

Escondido Campus: 372

Foster: 1,431

Oceanside Campus: 311

Events: 1,060

Bahde Wildlife Center: 173

Community Engagement: 136

Ramona Wildlife Center: 56

Clerical and Creative: 105

**TOTAL INDIVIDUAL VOLUNTEERS: 4,463**