

# City of El Cajon

## Quarterly Animal Services Report



4TH QUARTER • April 1 - June 30, 2024



## El Cajon Total Animals Helped **1,697**

**ANIMALS SHELTERED 741**  
**COMMUNITY SERVICES\* 956**

\*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: 259 Owner Surrender: 66 Transfer In: 0 Seizure: 20

## INCOMING CATS

Stray: 257 Owner Surrender: 69 Transfer In: 0 Seizure: 5

## INCOMING OTHER

Stray: 17 Owner Surrender: 46 Transfer In: 0 Seizure: 2

**LIVE RELEASE RATE: 90.0%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 193 Returned to Owner: 100 Transferred Out: 16 Euthanized: 22 Other: 2

Average Length of Stay: 10.3 days

## OUTGOING CATS

Adopted: 231 Returned to Owner: 11 Transferred Out: 21 Euthanized: 44 Other: 4

Average Length of Stay: 15.4 days

## OUTGOING OTHER

Adopted: 54 Returned to Owner: 4 Transferred Out: 3 Euthanized: 0 Other: 2

Average Length of Stay: 22.8 days

# Licensing, Medical & Community Services

**LICENSES: 572 TOTAL VACCINATIONS: 1,086 RABIES: 420 DISTEMPER/FVRCP: 509 MICROCHIPS: 158**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 720**

**COMMUNITY SPAY/NEUTER SURGERIES: 145 SHELTER SPAY/NEUTER SURGERIES: 342**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 133**

Average Response Time: 2 hours

**Priority 2: 193**

Average Response Time: 43 hours

**Priority 3: 39**

Average Response Time: 179 hours

**Priority 4: 24**

Average Response Time: 301 hours

**Priority 5: 33**

Average Response Time: 63 hours

**Total Calls: 422**

**BITE REPORTS: 38**

**NOTICE OF COMPLAINTS: 9**

**CITATIONS: 2**

**PARK PATROLS: 2**

**NOISE COMPLAINT CALLS: 65**



# Customer Service

**CUSTOMER SERVICE SATISFACTION RATING: 96.6%\***

**5-Outstanding: 170**

**4-Above Expectations: 21**

**3-Met Expectations: 7**

**2-Below Expectations: 7**

**1-Did Not Meet Expectations: 0 Total: 205**

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