

# City of Poway

## Quarterly Animal Services Report



4TH QUARTER • April 1 - June 30, 2024



## Poway Total Animals Helped **134**

**ANIMALS SHELTERED 63**  
**COMMUNITY SERVICES\* 71**

\*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: 25 Owner Surrender: 9 Transfer In: 0 Seizure: 1

## INCOMING CATS

Stray: 10 Owner Surrender: 15 Transfer In: 0 Seizure: 0

## INCOMING OTHER

Stray: 2 Owner Surrender: 1 Transfer In: 0 Seizure: 0

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

\*Organization wide

## OUTGOING DOGS

Adopted: 26 Returned to Owner: 9 Transferred Out: 1 Euthanized: 3 Other: 0

Average Length of Stay: 12.5 days

## OUTGOING CATS

Adopted: 15 Returned to Owner: 0 Transferred Out: 3 Euthanized: 4 Other: 0

Average Length of Stay: 18.5 days

## OUTGOING OTHER

Adopted: 2 Returned to Owner: 0 Transferred Out: 2 Euthanized: 0 Other: 0

Average Length of Stay: 16.1 days

# Licensing, Medical & Community Services

**LICENSES: 549**    **TOTAL VACCINATIONS: 97**    **RABIES: 35**    **DISTEMPER/FVRCP: 39**    **MICROCHIPS: 12**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 58**

**COMMUNITY SPAY/NEUTER SURGERIES: 6**

**SHELTER SPAY/NEUTER SURGERIES: 29**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 50**

Average Response Time: 43 minutes

**Priority 2: 36**

Average Response Time: 5 hours

**Priority 3: 6**

Average Response Time: 10.5 hours

**Priority 4: 6**

Average Response Time: 19 hours

**Priority 5: 32**

Average Response Time: 22 hours

**Total Calls: 130**

**BITE REPORTS: 10**    **NOTICE OF COMPLAINTS: 9**    **CITATIONS: 2**

**PARK PATROLS: 16**    **NOISE COMPLAINT CALLS: 9**



# 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)