

City of El Cajon

Quarterly Animal Services Report



3RD QUARTER • January 1 - March 31, 2024



El Cajon Total Animals Helped **1,186**

ANIMALS SHELTERED 494
COMMUNITY SERVICES* 692

*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: 213 Owner Surrender: 72 Transfer In: 0 Seizure: 12

INCOMING CATS

Stray: 67 Owner Surrender: 80 Transfer In: 0 Seizure: 12

INCOMING OTHER

Stray: 13 Owner Surrender: 21 Transfer In: 0 Seizure: 4

LIVE RELEASE RATE: 93.8%*

*Organization wide

OUTGOING DOGS

Adopted: 182 Returned to Owner: 70 Transferred Out: 17 Euthanized: 18 Other: 0

Average Length of Stay: 13.4 days

OUTGOING CATS

Adopted: 132 Returned to Owner: 8 Transferred Out: 6 Euthanized: 9 Other: 3

Average Length of Stay: 13.2 days

OUTGOING OTHER

Adopted: 43 Returned to Owner: 1 Transferred Out: 4 Euthanized: 2 Other: 0

Average Length of Stay: 43.3 days

Licensing, Medical & Community Services

LICENSES: 614 TOTAL VACCINATIONS: 800 RABIES: 300 DISTEMPER/FVRCP: 384 MICROCHIPS: 76

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 507

COMMUNITY SPAY/NEUTER SURGERIES: 90 SHELTER SPAY/NEUTER SURGERIES: 241

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 103

Average Response Time: 16 minutes

Priority 2: 186

Average Response Time: 30 hours

Priority 3: 28

Average Response Time: 123 hours

Priority 4: 29

Average Response Time: 122 hours

Priority 5: 39

Average Response Time: 102 hours

Total Calls: 385

BITE REPORTS: 4 NOTICE OF COMPLAINTS: 16 CITATIONS: 2

PARK PATROLS: 0 NOISE COMPLAINT CALLS: 43



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 97.5%*

5-Outstanding: 128 4-Above Expectations: 19 3-Met Expectations: 7 2-Below Expectations: 3

1-Did Not Meet Expectations: 1 Total: 158

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