

# City of Poway

## Quarterly Animal Services Report



**3RD QUARTER • January 1 - March 31, 2024**



## Poway Total Animals Helped **117**

**ANIMALS SHELTERED 41**

**COMMUNITY SERVICES\* 76**

\*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: 30 Owner Surrender: 4 Transfer In: 0 Seizure: 0

## INCOMING CATS

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

## INCOMING OTHER

Stray: 1 Owner Surrender: 3 Transfer In: 0 Seizure: 0

**LIVE RELEASE RATE: 93.8%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 19 Returned to Owner: 6 Transferred Out: 1 Euthanized: 2 Other: 0

Average Length of Stay: 7.5 days

## OUTGOING CATS

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

Average Length of Stay: 38.0 days

## OUTGOING OTHER

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

Average Length of Stay: 0.6 days

# Licensing, Medical & Community Services

**LICENSES: 597**    **TOTAL VACCINATIONS: 99**    **RABIES: 39**    **DISTEMPER/FVRCP: 38**    **MICROCHIPS: 5**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 56**

**COMMUNITY SPAY/NEUTER SURGERIES: 11**    **SHELTER SPAY/NEUTER SURGERIES: 24**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 28**

Average Response Time: 13 minutes

**Priority 2: 51**

Average Response Time: 6 hours

**Priority 3: 8**

Average Response Time: 22 hours

**Priority 4: 11**

Average Response Time: 32 hours

**Priority 5: 55**

Average Response Time: 307.5 hours

**Total Calls: 153**

**BITE REPORTS: 11**    **NOTICE OF COMPLAINTS: 6**    **CITATIONS: 1**

**PARK PATROLS: 44**    **NOISE COMPLAINT CALLS: 9**



# 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)