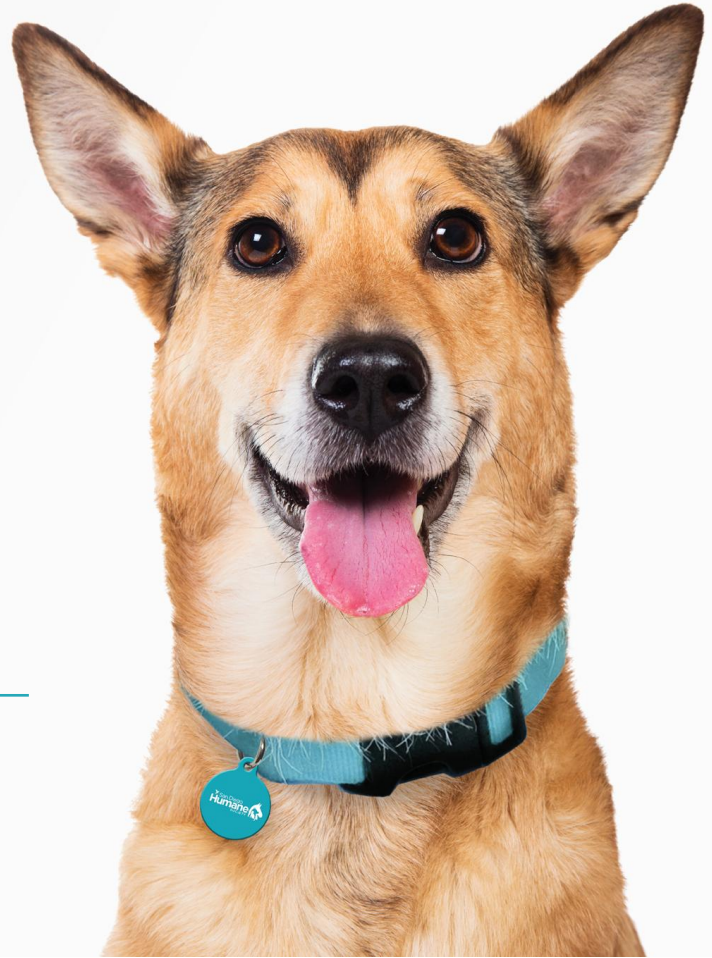


City of Poway

FY24-25 Animal Services Report



July 1, 2024 - June 30, 2025



Poway Total Animals Helped **446**

ANIMALS SHELTERED 153
COMMUNITY SERVICES* 293

*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: 49 Owner Surrender: 28 Transfer In: 0 Seizure: 12

INCOMING CATS

Stray: 31 Owner Surrender: 14 Transfer In: 0 Seizure: 1

INCOMING OTHER

Stray: 9 Owner Surrender: 9 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 90.9%*

*Organization wide

OUTGOING DOGS

Adopted: 41 Returned to Owner: 36 Transferred Out: 5 Euthanized: 7 Other: 1
Average Length of Stay: 8.9 days

OUTGOING CATS

Adopted: 35 Returned to Owner: 8 Transferred Out: 0 Euthanized: 7 Other: 0
Average Length of Stay: 17.9 days

OUTGOING OTHER

Adopted: 10 Returned to Owner: 0 Transferred Out: 2 Euthanized: 2 Other: 0
Average Length of Stay: 24.4 days

Licensing, Medical & Community Services

LICENSES: 2,250 **TOTAL VACCINATIONS: 395** **RABIES: 137** **DISTEMPER/FVRCP: 176** **MICROCHIPS: 45**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 236

COMMUNITY SPAY/NEUTER SURGERIES: 34 **SHELTER SPAY/NEUTER SURGERIES: 58**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 154

Average Response Time: 18 minutes

Priority 2: 201

Average Response Time: 9 hours

Priority 3: 29

Average Response Time: 25 hours

Priority 4: 31

Average Response Time: 56 hours

Priority 5: 68

Average Response Time: 5 hours

Total Calls: 483

BITE REPORTS: 45 **NOTICE OF COMPLAINTS: 44** **CITATIONS: 12**

PARK PATROLS: 12 **NOISE COMPLAINT CALLS: 28**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 98.6%* **TOTAL: 1,464**

Outstanding / Very Likely To Recommend: 1,292

Above Expectations / Likely To Recommend: 112

Met Expectations / May Recommend: 40

Below Expectations / Unlikely To Recommend: 17

Did Not Meet Expectations / Very Unlikely To Recommend: 3

*Percent of respondents satisfied that SDHS met or exceeded expectations, or that may recommend SDHS to others (organization wide)