

City of Poway

Quarterly Animal Services Report



4TH QUARTER • April 1 - June 30, 2025



Poway Total Animals Helped **111**

ANIMALS SHELTERED 35
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: **11** Owner Surrender: **3** Transfer In: **0** Seizure: **2**

INCOMING CATS

Stray: **6** Owner Surrender: **5** Transfer In: **0** Seizure: **0**

INCOMING OTHER

Stray: **5** Owner Surrender: **3** Transfer In: **0** Seizure: **0**

LIVE RELEASE RATE: 88.7%*

*Organization wide

OUTGOING DOGS

Adopted: **5** Returned to Owner: **9** Transferred Out: **0** Euthanized: **1** Other: **1**

Average Length of Stay: **3.5 days**

OUTGOING CATS

Adopted: **10** Returned to Owner: **1** Transferred Out: **0** Euthanized: **0** Other: **0**

Average Length of Stay: **4.7 days**

OUTGOING OTHER

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

Average Length of Stay: **15.3 days**

Licensing, Medical & Community Services

LICENSES: 556 **TOTAL VACCINATIONS: 107** **RABIES: 33** **DISTEMPER/FVRCP: 45** **MICROCHIPS: 14**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 62

COMMUNITY SPAY/NEUTER SURGERIES: 4

SHELTER SPAY/NEUTER SURGERIES: 12

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 63

Average Response Time: **14 minutes**

Priority 2: 59

Average Response Time: **11 hours**

Priority 3: 5

Average Response Time: **19 hours**

Priority 4: 5

Average Response Time: **70 hours**

Priority 5: 14

Average Response Time: **4 hours**

Total Calls: 146

BITE REPORTS: 13

NOTICE OF COMPLAINTS: 11

CITATIONS: 2

PARK PATROLS: 2

NOISE COMPLAINT CALLS: 10



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 99.2%* **TOTAL: 595**

Outstanding / Very Likely To Recommend: 555

Above Expectations / Likely To Recommend: 30

Met Expectations / May Recommend: 5

Below Expectations / Unlikely To Recommend: 4

Did Not Meet Expectations / Very Unlikely To Recommend: 1

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