

City of Poway

Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2024



Poway Total Animals Helped **124**

ANIMALS SHELTERED 45
COMMUNITY SERVICES* 79

*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: 17 Owner Surrender: 6 Transfer In: 0 Seizure: 4

INCOMING CATS

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

INCOMING OTHER

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

LIVE RELEASE RATE: 90.4%*

*Organization wide

OUTGOING DOGS

Adopted: 15 Returned to Owner: 9 Transferred Out: 3 Euthanized: 2 Other: 0

Average Length of Stay: 9.4 days

OUTGOING CATS

Adopted: 11 Returned to Owner: 1 Transferred Out: 0 Euthanized: 4 Other: 0

Average Length of Stay: 25.6 days

OUTGOING OTHER

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

Average Length of Stay: 22.3 days

Licensing, Medical & Community Services

LICENSES: 607 **TOTAL VACCINATIONS: 116** **RABIES: 45** **DISTEMPER/FVRCP: 55** **MICROCHIPS: 12**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 66

COMMUNITY SPAY/NEUTER SURGERIES: 7 **SHELTER SPAY/NEUTER SURGERIES: 21**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 38

Average Response Time: 23 minutes

Priority 2: 51

Average Response Time: 4 hours

Priority 3: 13

Average Response Time: 26 hours

Priority 4: 10

Average Response Time: 38 hours

Priority 5: 26

Average Response Time: 2 hours

Total Calls: 138

BITE REPORTS: 11 **NOTICE OF COMPLAINTS: 17** **CITATIONS: 0**

PARK PATROLS: 7 **NOISE COMPLAINT CALLS: 4**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 97.4%*

5-Outstanding: 165 **4-Above Expectations: 36** **3-Met Expectations: 20** **2-Below Expectations: 6**

1-Did Not Meet Expectations: 0 **Total: 227**

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