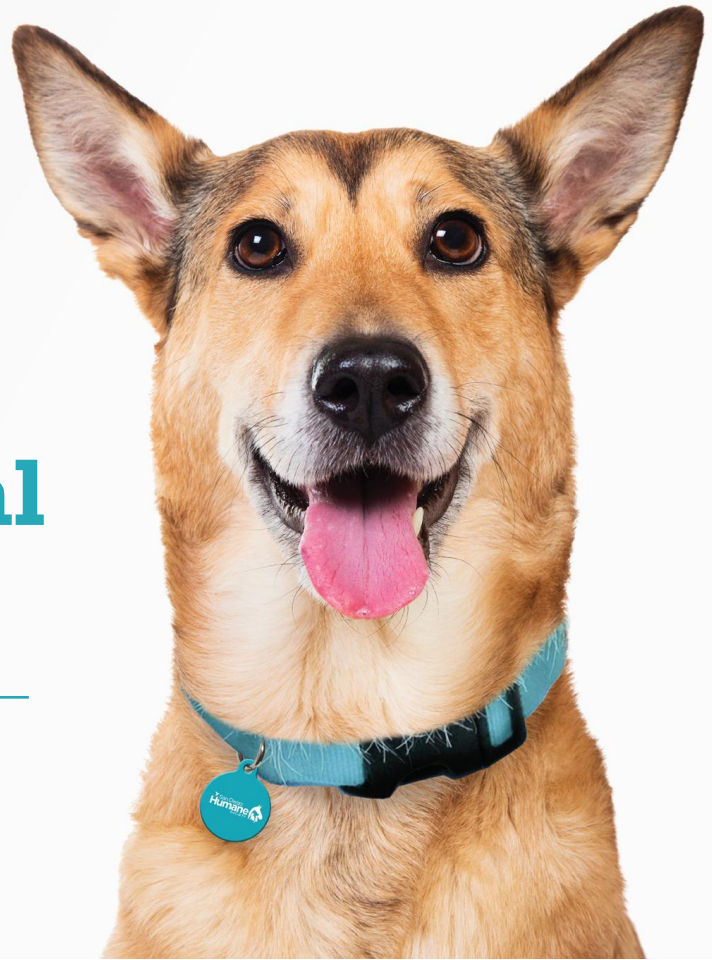


City of El Cajon

Quarterly Animal Services Report



3RD QUARTER • January 1 - March 31, 2025



El Cajon Total Animals Helped **1,124**

ANIMALS SHELTERED 424
COMMUNITY SERVICES* 700

*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: 145 Owner Surrender: 59 Transfer In: 0 Seizure: 17

INCOMING CATS

Stray: 89 Owner Surrender: 84 Transfer In: 0 Seizure: 4

INCOMING OTHER

Stray: 16 Owner Surrender: 10 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 92.5%*

*Organization wide

OUTGOING DOGS

Adopted: 117 Returned to Owner: 70 Transferred Out: 17 Euthanized: 12 Other: 1
Average Length of Stay: 14.4 days

OUTGOING CATS

Adopted: 144 Returned to Owner: 14 Transferred Out: 6 Euthanized: 8 Other: 0
Average Length of Stay: 12.2 days

OUTGOING OTHER

Adopted: 13 Returned to Owner: 1 Transferred Out: 6 Euthanized: 4 Other: 3
Average Length of Stay: 36.3 days

Licensing, Medical & Community Services

LICENSES: 638 TOTAL VACCINATIONS: 820 RABIES: 332 DISTEMPER/FVRCP: 372 MICROCHIPS: 118

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 532

COMMUNITY SPAY/NEUTER SURGERIES: 112 SHELTER SPAY/NEUTER SURGERIES: 178

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 117

Average Response Time: 49 minutes

Priority 2: 146

Average Response Time: 56 hours

Priority 3: 8

Average Response Time: 195 hours

Priority 4: 22

Average Response Time: 244 hours

Priority 5: 34

Average Response Time: 35 hours

Total Calls: 327

BITE REPORTS: 24 NOTICE OF COMPLAINTS: 52 CITATIONS: 4

PARK PATROLS: 1 NOISE COMPLAINT CALLS: 17



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 99.3%* TOTAL: 448

Outstanding / Very Likely To Recommend: 409

Above Expectations / Likely To Recommend: 30

Met Expectations / May Recommend: 6

Below Expectations / Unlikely To Recommend: 2

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)