City of San Diego Quarterly Animal Services Report

1ST QUARTER • JULY 1 – SEPT. 30, 2018

San Diego City Total Animals Helped 6,697

STRAY ANIMALS: 3,613
Dog: 1,415 • Cat: 1,980 • Other: 149 • Offspring: 69

OWNER SURRENDERED ANIMALS: 1,173
Dog: 539 • Cat: 531 • Other: 103

HUMANE LAW ENFORCEMENT ANIMAL SEIZURES: 26
Dog: 14 • Cat: 11 • Other: 1

SAN DIEGO CAMPUS
5500 Gaines St.
San Diego, CA 92110
619-299-7012

OCEANSIDE CAMPUSES
2905 San Luis Rey Rd.
572 Airport Rd.
Oceanside, CA 92058
619-299-7012

ESCONDIDO CAMPUS
3450 E. Valley Parkway
Escondido, CA 92027
619-299-7012
Disposition of San Diego City Animals

ADOPTED: 2,509
Dog: 917 • Cat: 1,465 • Other: 127

TRANSFERRED TO RESCUE: 351
Dog: 113 • Cat: 167 • Other: 71

ADOPTED:
Dog: 113 • Cat: 167 • Other: 71

RECLAIMED: 710
Dog: 616 • Cat: 88 • Other: 6

TRANSFERRED TO RESCUE:
Dog: 113 • Cat: 167 • Other: 71

EUTHANIZED: 379
Dog: 109 • Cat: 260 • Other: 10
*Includes euthanasia by offsite vets

RECLAIMED:
Dog: 616 • Cat: 88 • Other: 6

OTHER OUTCOMES: 46
Dog: 7 • Cat: 29 • Other: 10
*Unassisted death, other

Average Length of Stay
Dog: 9 • Cat: 17 • Other: 8

Community Services

LICENSING

LICENSES: 5,835
Average processing time: 8 weeks

SERVICE DOG LICENSE: 17

RENEW: N/A*
Average processing time: N/A

REPLACEMENT TAG: 135

RABIES EXEMPTION: 30
Average processing time: 8 weeks

*Renewals will be captured after the first of the fiscal year

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 1,972

Facilities

CITY OF SAN DIEGO BUILDING MAINTENANCE

MAINTENANCE REQUESTS 128 MAINTENANCE REQUESTS COMPLETED 109

MAINTENANCE REQUESTS PENDING 19
Field Services/Dispatch Statistics

**DISPATCH CALLS**

Priority 1: 1,364
Priority 2: 1,083
Priority 3: 364
Priority 4: 326
Priority 5: 467

TOTAL CALLS: 3,604

**CALL TYPES**

A. Field Services 8,721
B. Investigations 1,598
C. Medical 1,048
D. Public Assistance 1,165
E. Public Safety 748

**OTHER**

NOTICE OF COMPLAINT: 280

DANGEROUS DOG HEARINGS: 3
Declared dangerous: 0  Unfounded: 0
*Hearings will take place in Q2

KENNEL INSPECTION STATUS
New Kennel Inspections: 0  Renewal Kennel Inspections: 0
*Renewal notices went out in Q1, inspections will take place in Q2

CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY: 6
Felony: 6  Misdemeanor: 0

CRIMINAL CASES REFERRED TO CITY ATTORNEY: 3
Misdemeanor: 3

NEGLECT/CRUELTY/ABUSE CASES: 470
Customer Service

SUMMARY OF COMPLAINTS AND RELATED RESOLUTIONS

Complaints: 26 Time from complaint to resolution: 1.43 days
Common Complaints: Can’t get through to the resource center, licensing delay.
Resolutions: Expanded resource center, hired additional licensing staff.

CUSTOMER SERVICE SATISFACTION RATING 94%*

5-Outstanding: 193  4-Above Expectation: 48  3-Met Expectations: 36  2-Below Expectations: 14
1-Did Not Meet Expectations: 4  Total: 295
*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

PAWS COMMUNITY OUTREACH
Number of Programs 19  Number of Pet Families Impacted 1,469

COMMUNITY ENGAGEMENT PROGRAMS
Number of Programs 246
Number of Community Members Impacted 7,577

PROJECT WILDLIFE
Wildlife Intake 1,205  Number of Programs 10
Number of Community Members Impacted 704

COMMUNITY SPAY/NEUTER
Number of Surgeries Performed 1,328

VACCINATION AND MICROCHIP CLINICS: 12
Rabies: 820  Distemper/FVRCP: 965  Microchips: 287

Awards and Commendations

The Constellation Award for Hiring Excellence Jobvite, July 2018
This STAR (Superior Talent Acquisition & Recruiting) is awarded to individuals or teams that expertly use Jobvite after applications come in to accelerate hiring and cut costs—by better uniting employees and hiring managers, streamlining interview and feedback processes, improving the candidate experience, and maximizing data.

San Diego Humane Society was bestowed this honor for hiring 200 new employees within a 60-day timeframe.