San Diego City
Total Animals Helped 6,806

STRAY ANIMALS: 4,534
Dog: 1,304 • Cat: 2,932 • Other: 177 • Offspring: 121

OWNER SURRENDERED ANIMALS: 1,456
Dog: 762 • Cat: 588 • Other: 106

HUMANE LAW ENFORCEMENT*: 30
Dog: 28 • Cat: 2 • Other: 0

*Includes seizures, emergency boarding and abandoned animals
Disposition of San Diego City Animals

ADOPTED: 2,852
  Dog: 992 • Cat: 1,708 • Other: 152

TRANSFERRED TO RESCUE: 799
  Dog: 240 • Cat: 504 • Other: 55

RECLAIMED: 791
  Dog: 682 • Cat: 96 • Other: 13

EUTHANIZED: 862
  Dog: 162 • Cat: 682 • Other: 18
  *Includes euthanasia by offsite vets

OTHER OUTCOMES: 115
  Dog: 10 • Cat: 99 • Other: 6
  *Unassisted death, other

AVERAGE LENGTH OF STAY
  Dog: 11 • Cat: 19 • Other: 20

Community Services

LICENSING

LICENSES: 8,560
  Average processing time: 3 weeks

SERVICE DOG LICENSE: 18

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

REPLACEMENT TAG: 177

RABIES EXEMPTION: 80
  Average processing time: 3 weeks

*Renewals will be captured after the first fiscal year

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 2,266

Facilities

CITY OF SAN DIEGO BUILDING MAINTENANCE

MAINTENANCE REQUESTS 659   MAINTENANCE REQUESTS COMPLETED 547

MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRESS 112

ALL INCOMING ANIMALS ARE VACCINATED UPON INTAKE UNLESS CURRENT RECORDS ARE PROVIDED OR ANIMAL BEHAVIOR IS A THREAT TO STAFF SAFETY.
Field Services/Dispatch Statistics

DISPATCH CALLS

Priority 1: **1,294**
Priority 2: **1,334**
Priority 3: **299**
Priority 4: **262**
Priority 5: **525**
TOTAL CALLS: **3,714**

CALL TYPES

A. Field Services **9,854**
B. Investigations **1,464**
C. Medical **1,329**
D. Public Assistance **2,137**
E. Public Safety **690**

OTHER

NOTICE OF COMPLAINT/CITATIONS: **485**
DANGEROUS DOG HEARINGS: **0**
Declared dangerous: **2** Unfounded: **0**
KENNEL INSPECTION STATUS
New Kennel Inspections: **1** Renewal Kennel Inspections: **10**

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

CRIMINAL CASES REFERRED TO CITY ATTORNEY: **5**
Misdemeanor: **5**

CITATIONS: **30**
Customer Service

SUMMARY OF COMPLAINTS AND RELATED RESOLUTIONS

Complaints*: 8 Average time from complaint to resolution: 4 days

Common Complaints: Various, including complaints about medical care, our policy for holidays, and website usability.

Resolutions: Various, but included explaining our policies and the nature of shelter medicine. Also included minor changes to the website.

*Complaints received through the contact@sdhumane.org email address.

CUSTOMER SERVICE SATISFACTION RATING 98%*

5-Outstanding: 270  4-Above Expectation: 46  3-Met Expectations: 27  2-Below Expectations: 4
1-Did Not Meet Expectations: 2  Total: 349

*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

PAWS COMMUNITY OUTREACH
Number of Programs 15  Number of Pet Families Impacted 2,788

COMMUNITY ENGAGEMENT PROGRAMS
Number of Programs 246
Number of Community Members Impacted 8,215

PROJECT WILDLIFE
Wildlife Intake 6,126  Number of Programs 45
Number of Community Members Impacted 3,197

COMMUNITY SPAY/NEUTER
Number of Surgeries Performed 270

VACCINATION AND MICROCHIP CLINICS: 13
Rabies: 621  Distemper/FVRCP: 738  Microchips: 396

Awards and Commendations

Rising Star in Volunteer Engagement Sharleen Eusebio
Volunteer Program Development Manager Sharleen Eusebio has been announced as one of 48 nonprofit leaders invited to attend the 2019 American Express Leadership Academy in St. Paul, Minnesota. Sharleen was chosen from a nationwide field of applicants from the nonprofit sector. The academy will provide Sharleen an opportunity to participate in a marquis leadership development training program that includes a feedback-intensive learning environment and hands-on activities. She will also attend Points of Light, a national conference on the latest in volunteerism and service.