City of San Diego FY19-20 Animal Services Report

JULY 1, 2019 – JUNE 30, 2020

San Diego
Total Animals Helped 20,861

STRAY ANIMALS: 12,820
Dog: 4,843 • Cat: 7,074 • Other: 517 • Offspring: 386

OWNER SURRENDERED ANIMALS: 5,347
Dog: 2,318 • Cat: 2,090 • Other: 939

HUMANE LAW ENFORCEMENT*: 97
Dog: 55 • Cat: 22 • Other: 20

*Includes seizures, emergency boarding and abandoned animals

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
3500 Burnet Drive
Escondido, CA 92027
619-299-7012
Disposition of San Diego Animals

ADOPTED: 10,735
Dog: 3,629 • Cat: 5,842 • Other: 1,264

TRANSFERRED TO RESCUE: 1,607
Dog: 798 • Cat: 606 • Other: 203

RECLAIMED: 2,956
Dog: 2,550 • Cat: 363 • Other: 43

EUTHANIZED: 2,039
Dog: 400 • Cat: 1,435 • Other: 204
*Includes euthanasia by offsite vets

AVERAGE LENGTH OF STAY
Dog: 9.2 • Cat: 17.3 • Other: 26.6

OTHER OUTCOMES: 1,423
Dog: 25 • Cat: 1,337 • Other: 61
*Unassisted death, other

LIVE RELEASE RATE: 90.6%

Community Services

LICENSING

LICENSES*: 31,656
Average processing time: 10.4 days
*Includes new licenses and renewals

RABIES EXEMPTION: 245
Average processing time: 12.0 days

SERVICE DOG LICENSE: 72

REPLACEMENT TAG: 729

RECENT ADOPTION: 2,233

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 8,706

Facilities

SAN DIEGO BUILDING MAINTENANCE

MAINTENANCE REQUESTS 350  MAINTENANCE REQUESTS COMPLETED 268

MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRESS 82
Field Services/Dispatch Statistics

DISPATCH CALLS

Priority 1: 4,969
Priority 2: 5,760
Priority 3: 1,154
Priority 4: 1,093
Priority 5: 3,252
Unassigned: 103
TOTAL CALLS: 16,331

CALL TYPES

A. Field Services 36,510
B. Investigations 5,696
C. Medical 4,548
D. Public Assistance 8,359
E. Public Safety 2,689

OTHER

DANGEROUS DOG HEARINGS: 8
Declared dangerous: 10  Unfounded: 0
KENNEL INSPECTION STATUS
New Kennel Inspections: 0  Renewal Kennel Inspections: 4

CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY: 33
Felony: 33  Misdemeanor: 0

CRIMINAL CASES REFERRED TO CITY ATTORNEY: 36
Misdemeanor: 36

NOTICE OF COMPLAINTS: 1,580

CITATIONS: 283
Customer Service

CUSTOMER SERVICE SATISFACTION RATING 97.1%*

5-Outstanding: 1,021  4-Above Expectation: 217  3-Met Expectations: 81  2-Below Expectations: 22  1-Did Not Meet Expectations: 18  Total: 1,359

*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

PAWS COMMUNITY OUTREACH
Number of Programs 39  Number of Pet Families Impacted 31,223

COMMUNITY ENGAGEMENT PROGRAMS
Number of Programs 807  Number of Community Members Impacted 43,027

PROJECT WILDLIFE
Wildlife Intake 3,901  Number of Programs 81  Number of Community Members Impacted 6,217

COMMUNITY SPAY/NEUTER
Number of Surgeries Performed 1,012

VACCINATION AND MICROCHIP CLINICS: 35
Rabies: 1,562  Distemper/FVRCP: 1,832  Microchips: 485

Volunteers

Humane Law Enforcement: 106
Escondido Campus: 291
Oceanside Campus: 274
San Diego Campus: 1,137  (includes Behavior Center)
Total individual volunteers: 3,491

Project Wildlife: 291
Kitten Nursery: 68
Foster: 916

PAWS: 127
Events: 553
Community Engagement: 304 (includes Canine Ambassador)

Clerical and Creative: 127
(includes Board, Communications and Clerical)