City of San Diego
FY18-19 Animal Services Report

JUL. 1, 2018 – JUN. 30, 2019

San Diego
Total Animals Helped 22,321

Stray Animals: 13,191
Dog: 5,449 • Cat: 6,920 • Other: 568 • Offspring: 254

Owner Surrendered Animals: 4,954
Dog: 2,547 • Cat: 1,953 • Other: 454

Humane Law Enforcement*: 187
Dog: 71 • Cat: 30 • Other: 86

*S includes seizures, emergency boarding and abandoned animals

San Diego Campuses
2905 San Luis Rey Rd.
Oceanside, CA 92058
619-299-7012

Escondido Campus
3500 Burnet Drive
Escondido, CA 92027
619-299-7012

San Diego
5500 Gaines St.
San Diego, CA 92110
619-299-7012
Disposition of San Diego Animals

ADOPTED: 10,053
Dog: 3,896 • Cat: 5,462 • Other: 695

TRANSFERRED TO RESCUE: 2,122
Dog: 783 • Cat: 1,110 • Other: 229

RECLAIMED: 3,133
Dog: 2,736 • Cat: 361 • Other: 36

EUTHANIZED: 1,870
Dog: 503 • Cat: 1,306 • Other: 61
*Includes euthanasia by offsite vets

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

OTHER OUTCOMES: 326
Dog: 30 • Cat: 265 • Other: 31
*Unassisted death, other

LIVE RELEASE RATE: 84.4%

Community Services

LICENSING

LICENSES: 31,703
Average processing time: N/A

SERVICE DOG LICENSE: 90

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

RABIES EXEMPTION: 272
Average processing time: N/A

REPLACEMENT TAG: 534

*Renewals will be captured after the first fiscal year

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 7,288

Facilities

CITY OF SAN DIEGO BUILDING MAINTENANCE

MAINTENANCE REQUESTS 468  MAINTENANCE REQUESTS COMPLETED 428

MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRESS 40

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: 4,557
Priority 2: 4,821
Priority 3: 1,165
Priority 4: 1,101
Priority 5: 2,033

TOTAL CALLS: 13,677

**CALL TYPES**

A. Field Services 34,648
B. Investigations 5,607
C. Medical 4,286
D. Public Assistance 6,948
E. Public Safety 2,765

**OTHER**

NOTICE OF COMPLAINT/CITATIONS: 2,449

DANGEROUS DOG HEARINGS: 3
Declared dangerous: 4  Unfounded: 0

KENNEL INSPECTION STATUS
New Kennel Inspections: 1  Renewal Kennel Inspections: 14
*Delay due to Development Services Department fee change

**CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY:** 23
Felony: 23  Misdemeanor: 0

**CRIMINAL CASES REFERRED TO CITY ATTORNEY:** 15
Misdemeanor: 15

**CITATIONS:** 91
Customer Service

SUMMARY OF COMPLAINTS AND RELATED RESOLUTIONS

Complaints*: 67  Average time from complaint to resolution: 4.4 days

CUSTOMER SERVICE SATISFACTION RATING 97%*

5-Outstanding: 1049  4-Above Expectation: 251  3-Met Expectations: 142  2-Below Expectations: 38
1-Did Not Meet Expectations: 13  Total: 1493

*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

PAWS COMMUNITY OUTREACH
Number of Programs 65  Number of Pet Families Impacted 3,044

COMMUNITY ENGAGEMENT PROGRAMS
Number of Programs 1,076
Number of Community Members Impacted 33,294

PROJECT WILDLIFE
Wildlife Intake 12,374  Number of Programs 99
Number of Community Members Impacted 7,105

COMMUNITY SPAY/NEUTER
Number of Surgeries Performed 1914

VACCINATION AND MICROCHIP CLINICS: 52
Rabies: 2,627  Distemper/FVRCP: 2,999  Microchips: 1,158

Volunteers

Behavior Center: 31
Canine Ambassadors: 82
Community Engagement: 508
PAWS: 517
Clerical: 44

Total individual volunteers: 5,076

Communications: 41
Escondido Campus: 183
Events: 1,161
Foster: 1,132
Humane Law Enforcement: 111

Kitten Nursery: 111
Oceanside Campus: 197
San Diego Campus: 1,279
Project Wildlife: 284
Board of Trustees and Committees: 48