City of San Diego
FY20-21 Animal Services Report
JULY 1, 2020 – JUNE 30, 2021

San Diego
Total Animals Helped 16,028

Stray Animals: 8,151
Dog: 3,226 • Cat: 3,916 • Other: 620 • Offspring: 389

Owner Surrendered Animals: 3,594
Dog: 1,433 • Cat: 1,476 • Other: 685

Humane Law Enforcement*: 413
Dog: 264 • Cat: 136 • Other: 13

*Includes seizures, emergency boarding and abandoned animals

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 Rd.
572 Airport Rd.
Oceanside, CA 92058
619-299-7012
Disposition of San Diego Animals

ADOPTED: 6,821
Dog: 2,143 • Cat: 3,590 • Other: 1,088

TRANSFERRED TO RESCUE: 1,296
Dog: 461 • Cat: 688 • Other: 147

RECLAIMED: 2,278
Dog: 1,999 • Cat: 242 • Other: 37

EUTHANIZED: 1,187
Dog: 265 • Cat: 852 • Other: 70
*Includes euthanasia by offsite vets

AVERAGE LENGTH OF STAY
Dog: 10.2 • Cat: 19.3 • Other: 28.3

LIVE RELEASE RATE: 90.0%

OTHER OUTCOMES: 213
Dog: 32 • Cat: 72 • Other: 109
*Unassisted death, other

COMMUNITY CATS: 1,110

Community Services

LICENSING

LICENSES*: 33,505
Average processing time: 11.9 days
*Includes new licenses and renewals

RABIES EXEMPTION: 239
Average processing time: 11.8 days

SERVICE DOG LICENSE: 42

REPLACEMENT TAG: 522

RECENT ADOPTION: 1,507

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 5,621

Facilities

SAN DIEGO BUILDING MAINTENANCE

MAINTENANCE REQUESTS 485  MAINTENANCE REQUESTS COMPLETED 371
MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRESS 114
Field Services/Dispatch Statistics

DISPATCH CALLS

Priority 1: 4,588
Priority 2: 5,005
Priority 3: 758
Priority 4: 1,331
Priority 5: 4,331
Unassigned: 66
TOTAL CALLS: 16,079

CALL TYPES

A. Field Services 27,339
B. Investigations 5,395
C. Medical 3,278
D. Public Assistance 6,804
E. Public Safety 1,925

OTHER

DANGEROUS DOG HEARINGS: 10
Declared dangerous: 9  Unfounded: 1

KENNEL INSPECTION STATUS
New Kennel Inspections: 1  Renewal Kennel Inspections: 13

CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY: 10
Felony: 10  Misdemeanor: 0

CRIMINAL CASES REFERRED TO CITY ATTORNEY: 15
Misdemeanor: 15

NOTICE OF COMPLAINTS: 1,225

CITATIONS: 700
Customer Service

CUSTOMER SERVICE SATISFACTION RATING 97.8%*

5-Outstanding: 901 4-Above Expectations: 156 3-Met Expectations: 62 2-Below Expectations: 21
1-Did Not Meet Expectations: 4 Total: 1,144

*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

COMMUNITY ENGAGEMENT PROGRAMS
Number of Programs 313  Number of Community Members Impacted 9,076
Meals for Pet Families in Need 1,056,146  Meals for Rescue Partners 80,541

PROJECT WILDLIFE
Wildlife Intake 4,309  Number of Programs 67  Number of Community Members Impacted 2,098

COMMUNITY SPAY/NEUTER
Number of Surgeries Performed 282

PUBLIC VACCINATED/MICROCHIPPED ANIMALS: 2,193
Rabies: 1,460  Distemper/FVRCP: 1,423  Microchips: 636