City of San Diego
FY21-22 Animal Services Report

JULY 1, 2021 – JUNE 30, 2022

San Diego
Total Animals Helped 21,587

STRAY ANIMALS: 9,953
Dog: 4,328 • Cat: 4,674 • Other: 748 • Offspring: 203

OWNER SURRENDERED ANIMALS: 3,693
Dog: 1,759 • Cat: 1,321 • Other: 613

HUMANE LAW ENFORCEMENT*: 951
Dog: 632 • Cat: 163 • Other: 156

*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 Road
572 Airport Road
Oceanside, CA 92058
619-299-7012
Disposition of San Diego Animals

ADOPTED: 8,759
Dog: 3,261 • Cat: 4,286 • Other: 1,212

TRANSFERRED TO RESCUE: 1,196
Dog: 395 • Cat: 509 • Other: 292

RECLAIMED: 2,960
Dog: 2,550 • Cat: 339 • Other: 71

EUTHANIZED: 1,320
Dog: 417 • Cat: 814 • Other: 89
*Includes euthanasia by offsite vets

AVERAGE LENGTH OF STAY
Dog: 9.8 • Cat: 17.6 • Other: 35.5

LIVE RELEASE RATE: 91.5%

OTHER OUTCOMES: 144
Dog: 35 • Cat: 57 • Other: 52
*Unassisted death, other

COMMUNITY CATS: 2,428

Community Services

LICENSING

LICENSES*: 36,664
Average processing time: 17.1 days
*Includes new licenses and renewals

RABIES EXEMPTION: 267
Average processing time: 13.7 days

SERVICE DOG LICENSE: 64

REPLACEMENT TAG: 773

RECENT ADOPTION: 2,259

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 5,197

Facilities

SAN DIEGO BUILDING MAINTENANCE

MAINTENANCE REQUESTS 444 • MAINTENANCE REQUESTS COMPLETED 351

MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRESS 93
Field Services / Dispatch Statistics

**DISPATCH CALLS**

- **Priority 1:** 4,432
  - Average Response Time: 24 minutes
- **Priority 2:** 6,549
  - Average Response Time: 40 minutes
- **Priority 3:** 163
  - Average Response Time: 49 minutes
- **Priority 4:** 2,286
  - Average Response Time: 120 minutes
- **Priority 5:** 5,768
  - Average Response Time: 10 minutes

**TOTAL CALLS:** 19,198

**CRIMINAL CASES**

- **REFERRED TO DISTRICT ATTORNEY:** 16
  - Felony: 16
- **REFERRED TO CITY ATTORNEY:** 15
  - Misdemeanor: 15

**OTHER**

- **DANGEROUS DOG HEARINGS:** 18
  - Declared dangerous: 14
  - Unfounded: 4
- **PARK PATROLS:** 3,713
- **BITE REPORTS:** 1,303
- **KENNEL INSPECTION STATUS**
  - New Kennel Inspections: 0
  - Renewal Kennel Inspections: 18
- **NOTICE OF COMPLAINTS:** 987
- **CITATIONS:** 1,236
Customer Service

CUSTOMER SERVICE SATISFACTION RATING 97.3%*

5-Outstanding: 640  4-Above Expectations: 109  3-Met Expectations: 43  2-Below Expectations: 17
1-Did Not Meet Expectations: 5  Total: 814

*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

COMMUNITY ENGAGEMENT PROGRAMS
Number of Programs 487  Number of Community Members Impacted 16,819
Meals for Pet Families in Need 1,065,834  Meals for Rescue Partners 93,981

PROJECT WILDLIFE
Wildlife Intake 4,403

COMMUNITY SPAY/NEUTER
Number of Surgeries Performed 452

PUBLIC VACCINATED/MICROCHIPPED ANIMALS: 5,065
Rabies: 2,984  Distemper/FVRCP: 3,412  Microchips: 1,674