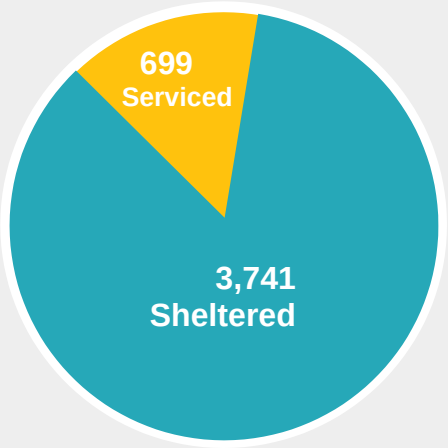
San Diego Humane Society

City of San Diego Quarterly Animal Services Report

3RD QUARTER • JAN. 1 – MAR 31, 2019



San Diego City Total Animals Helped 4,453

STRAY ANIMALS: 2,428

Dog: **1,427** • Cat: **822** • Other: **133** • Offspring: **45**

OWNER SURRENDERED ANIMALS: 1,202

Dog: **707** • Cat: **370** • Other: **125**

HUMANE LAW ENFORCEMENT*: 112

Dog: **19** • Cat: **8** • Other: **85**

*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 City Animals

ADOPTED: 2,104
Dog: **1,106** • Cat: **722** • Other: **276**

TRANSFERRED TO RESCUE: 461
Dog: **249** • Cat: **150** • Other: **62**

AVERAGE LENGTH OF STAY
Dog: **11** • Cat: **14** • Other: **27**

RECLAIMED: 876
Dog: **780** • Cat: **91** • Other: **5**

EUTHANIZED: 283
Dog: **112** • Cat: **156** • Other: **15**
*Includes euthanasia by offsite vets

OTHER OUTCOMES: 72
Dog: **6** • Cat: **55** • Other: **11**
*Unassisted death, other

Community Services

LICENSING

LICENSES: 8,669
Average processing time:

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

RABIES EXEMPTION: 76
Average processing time:

SERVICE DOG LICENSE: 26

REPLACEMENT TAG: 172

RECENT ADOPTION: 615

*Renewals will be captured after the first fiscal year

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 1,132

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

Facilities

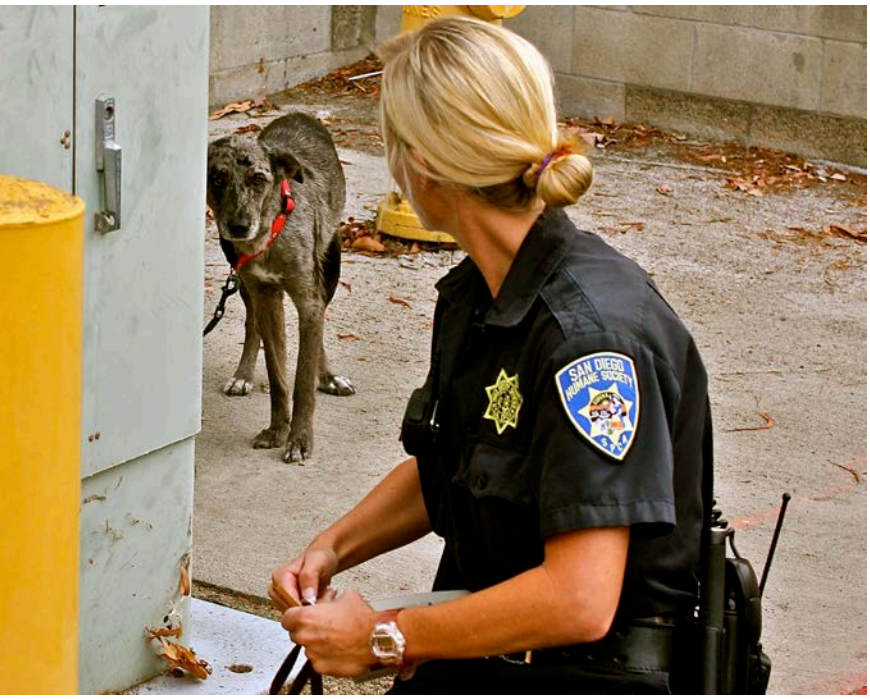
CITY OF SAN DIEGO BUILDING MAINTENANCE

MAINTENANCE REQUESTS 123 **MAINTENANCE REQUESTS COMPLETED** 116

MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRES 7

San Diego Humane SOCIETY

Field Services/Dispatch Statistics



DISPATCH CALLS

Priority 1: 932

Priority 2: 1,343

Priority 3: 246

Priority 4: 282

Priority 5: 718

TOTAL CALLS: 3,521

CALL TYPES

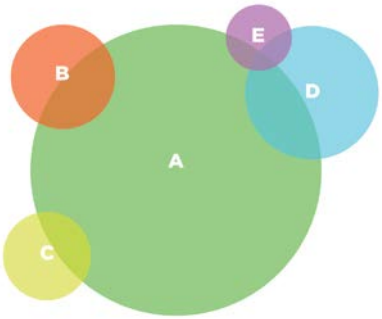
A. Field Services 8,212

B. Investigations 1,248

C. Medical 889

D. Public Assistance 1,822

E. Public Safety 631



OTHER

NOTICE OF COMPLAINT/CITATIONS: 445

DANGEROUS DOG HEARINGS: 0

Declared dangerous: **3** Unfounded: **0**

KENNEL INSPECTION STATUS

New Kennel Inspections: **0** Renewal Kennel Inspections: **1**

*Delay due to Development Services Department fee change

CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY: 3

Felony: **3** Misdemeanor: **0**

CRIMINAL CASES REFERRED TO CITY ATTORNEY: 4

Misdemeanor: **4**

CITATIONS: 16

San Diego Humane SOCIETY

Customer Service

SUMMARY OF COMPLAINTS AND RELATED RESOLUTIONS

Complaints*: 14 **Average time from complaint to resolution:** 4

Common Complaints: **Website issues since the launch of the new site.**

Resolutions: Correct information and make changes to new site as needed.
*Complaints received through the contact@sdhumane.org email address.

CUSTOMER SERVICE SATISFACTION RATING 98%*

5-**Outstanding**: 154 4-**Above Expectation**: 33 3-**Met Expectations:** 12 2-**Below Expectations:** 4

1-**Did Not Meet Expectations:** 1 **Total:** 204
*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

PAWS COMMUNITY OUTREACH

Number of Programs 4 **Number of Pet Families Impacted** 2,725

COMMUNITY ENGAGEMENT PROGRAMS

Number of Programs 306

Number of Community Members Impacted 8,860

PROJECT WILDLIFE

Wildlife Intake 1,632 **Number of Programs** 27

Number of Community Members Impacted 2,076

COMMUNITY SPAY/NEUTER

Number of Surgeries Performed 197

VACCINATION AND MICROCHIP CLINICS: 13

Rabies: 520 **Distemper/FVRCP:** 540 **Microchips:** 122

Awards and Commendations

2019 San Diego Business Journal - Finalist CFO of the Year, Michael Lowry

Finalists were included from the categories of public company (publicly traded), privately held company, nonprofit organization, business nonprofit, government agency and education. The top financial executives in the San Diego area were recognized for their contributions to company growth, leadership and community involvement.

California State Assembly Resolution – Live in Harmony with Wildlife Day, Project Wildlife

March 8, 2019, was declared “Live in Harmony with Wildlife Day.” All citizens were encouraged to recognize the accomplishments and contributions of Project Wildlife for its work to educate the public and care for wild animals, rehabilitate them and return them to the wild.