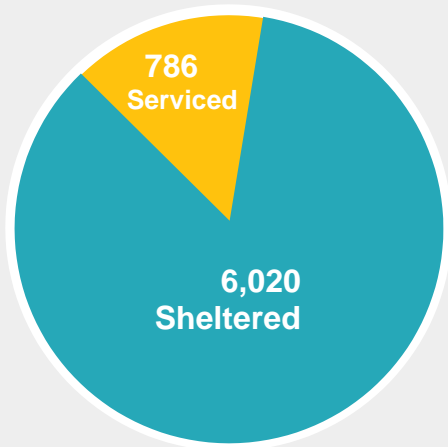




City of San Diego Quarterly Animal Services Report

4TH QUARTER • APR. 1 – JUN. 30, 2019



San Diego City Total Animals Helped **6,806**

STRAY ANIMALS: **4,534**

Dog: 1,304 • Cat: 2,932 • Other: 177 • Offspring: 121

OWNER SURRENDERED ANIMALS: **1,456**

Dog: 762 • Cat: 588 • Other: 106

HUMANE LAW ENFORCEMENT*: **30**

Dog: 28 • Cat: 2 • Other: 0

*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: 2,852

Dog: 992 • Cat: 1,708 • Other: 152

RECLAIMED: 791

Dog: 682 • Cat: 96 • Other: 13

TRANSFERRED TO RESCUE: 799

Dog: 240 • Cat: 504 • Other: 55

EUTHANIZED: 862

Dog: 162 • Cat: 682 • Other: 18

*Includes euthanasia by offsite vets

AVERAGE LENGTH OF STAY

Dog: 11 • Cat: 19 • Other: 20

OTHER OUTCOMES: 115

Dog: 10 • Cat: 99 • Other: 6

*Unassisted death, other



Community Services

LICENSING

LICENSES: 8,560

Average processing time: 3 weeks

RENEW: N/A*

Average processing time: N/A

RABIES EXEMPTION: 80

Average processing time: 3 weeks

SERVICE DOG LICENSE: 18

REPLACEMENT TAG: 177

RECENT ADOPTION: 517

*Renewals will be captured after the first fiscal year

Animal Care

SPAY AND NEUTER STATISTICS

IN-HOUSE SPAY/NEUTER: 2,266

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 659 MAINTENANCE REQUESTS COMPLETED 547

MAINTENANCE REQUESTS PENDING, DENIED, OR IN PROGRES 112

Field Services/Dispatch Statistics



DISPATCH CALLS

Priority 1: 1,294

Priority 2: 1,334

Priority 3: 299

Priority 4: 262

Priority 5: 525

TOTAL CALLS: 3,714

CALL TYPES

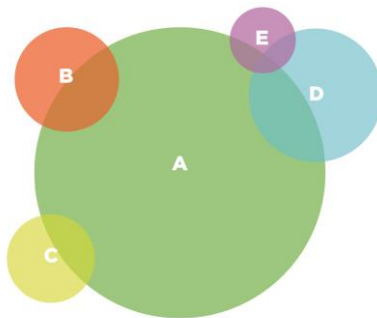
A. Field Services 9,854

B. Investigations 1,464

C. Medical 1,329

D. Public Assistance 2,137

E. Public Safety 690



OTHER

NOTICE OF COMPLAINT/CITATIONS: 485

DANGEROUS DOG HEARINGS: 0

Declared dangerous: 2 Unfounded: 0

KENNEL INSPECTION STATUS

New Kennel Inspections: 1 Renewal Kennel Inspections: 10

CRIMINAL CASES REFERRED TO DISTRICT ATTORNEY: 6

Felony: 6 Misdemeanor: 0

CRIMINAL CASES REFERRED TO CITY ATTORNEY: 5

Misdemeanor: 5

CITATIONS: 30

Customer Service

SUMMARY OF COMPLAINTS AND RELATED RESOLUTIONS

Complaints*: 8 **Average time from complaint to resolution:** 4 days

Common Complaints: Various, including complaints about medical care, our policy for holidays, and website usability.

Resolutions: Various, but included explaining our policies and the nature of shelter medicine. Also included minor changes to the website.

*Complaints received through the contact@sdhumane.org email address.

CUSTOMER SERVICE SATISFACTION RATING 98%*

5-Outstanding: 270 **4-Above Expectation:** 46 **3-Met Expectations:** 27 **2-Below Expectations:** 4

1-Did Not Meet Expectations: 2 **Total:** 349

*Percent of respondents satisfied that SDHS met or exceeded expectations

Additional Services Provided at No Cost

PAWS COMMUNITY OUTREACH

Number of Programs 15 **Number of Pet Families Impacted** 2,788

COMMUNITY ENGAGEMENT PROGRAMS

Number of Programs 246

Number of Community Members Impacted 8,215

PROJECT WILDLIFE

Wildlife Intake 6,126 **Number of Programs** 45

Number of Community Members Impacted 3,197

COMMUNITY SPAY/NEUTER

Number of Surgeries Performed 270

VACCINATION AND MICROCHIP CLINICS: 13

Rabies: 621 **Distemper/FVRCP:** 738 **Microchips:** 396



Awards and Commendations

Rising Star in Volunteer Engagement **Sharleen Eusebio**

Volunteer Program Development Manager Sharleen Eusebio has been announced as one of 48 nonprofit leaders invited to attend the 2019 American Express Leadership Academy in St. Paul, Minnesota. Sharleen was chosen from a nationwide field of applicants from the nonprofit sector. The academy will provide Sharleen an opportunity to participate in a marquis leadership development training program that includes a feedback-intensive learning environment and hands-on activities. She will also attend Points of Light, a national conference on the latest in volunteerism and service.