

# City of El Cajon

## Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2023



## El Cajon Total Animals Helped **1,335**

**ANIMALS SHELTERED 637**  
**COMMUNITY SERVICES\* 698**

\*Spay/Neuter; Vaccinated/Microchipped; Owner Requested Euthanasia



**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

# Sheltered & Outgoing Animals

## INCOMING DOGS

Stray: 161 Owner Surrender: 87 Transfer In: 0 Seizure: 16

## INCOMING CATS

Stray: 240 Owner Surrender: 77 Transfer In: 0 Seizure: 8

## INCOMING OTHER

Stray: 29 Owner Surrender: 17 Transfer In: 0 Seizure: 2

**LIVE RELEASE RATE: 90.0%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 176 Returned to Owner: 67 Transferred Out: 12 Euthanized: 17 Other: 1  
Average Length of Stay: 11.2 days

## OUTGOING CATS

Adopted: 272 Returned to Owner: 29 Transferred Out: 16 Euthanized: 29 Other: 5  
Average Length of Stay: 18.7 days

## OUTGOING OTHER

Adopted: 48 Returned to Owner: 3 Transferred Out: 22 Euthanized: 2 Other: 2  
Average Length of Stay: 63.5 days

# Licensing, Medical & Community Services

**LICENSES: 595** **TOTAL VACCINATIONS: 823** **RABIES: 323** **DISTEMPER/FVRCP: 389** **MICROCHIPS: 59**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 526**

**COMMUNITY SPAY/NEUTER SURGERIES: 91** **SHELTER SPAY/NEUTER SURGERIES: 323**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 95**

Average Response Time: 29 minutes

**Priority 2: 138**

Average Response Time: 72 minutes

**Priority 3: 15**

Average Response Time: 595 minutes

**Priority 4: 52**

Average Response Time: 689 minutes

**Priority 5: 69**

Average Response Time: 64 minutes

**Total Calls: 373**

Note: Response times are organization wide

**BITE REPORTS: 17** **NOTICE OF COMPLAINTS: 25** **CITATIONS: 2**

**PARK PATROLS: 1** **BARKING DOG CALLS: 36**



# Customer Service

**CUSTOMER SERVICE SATISFACTION RATING: 95.8%\***

**5-Outstanding: 183** **4-Above Expectations: 51** **3-Met Expectations: 19** **2-Below Expectations: 8**

**1-Did Not Meet Expectations: 3** **Total: 264**

\*Percent of respondents satisfied that SDHS met or exceeded expectations (organization wide)