

# City of Poway

## Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2023



## Poway Total Animals Helped **157**

**ANIMALS SHELTERED 64**  
**COMMUNITY SERVICES\* 93**

\*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: 16 Owner Surrender: 4 Transfer In: 0 Seizure: 0

## INCOMING CATS

Stray: 30 Owner Surrender: 7 Transfer In: 0 Seizure: 0

## INCOMING OTHER

Stray: 7 Owner Surrender: 0 Transfer In: 0 Seizure: 0

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

\*Organization wide

## OUTGOING DOGS

Adopted: 12 Returned to Owner: 8 Transferred Out: 0 Euthanized: 2 Other: 0

Average Length of Stay: 11.5 days

## OUTGOING CATS

Adopted: 21 Returned to Owner: 8 Transferred Out: 0 Euthanized: 4 Other: 1

Average Length of Stay: 24.3 days

## OUTGOING OTHER

Adopted: 5 Returned to Owner: 0 Transferred Out: 3 Euthanized: 0 Other: 1

Average Length of Stay: 43.5 days

# Licensing, Medical & Community Services

**LICENSES: 529**   **TOTAL VACCINATIONS: 124**   **RABIES: 48**   **DISTEMPER/FVRCP: 59**   **MICROCHIPS: 12**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 69**

**COMMUNITY SPAY/NEUTER SURGERIES: 18**   **SHELTER SPAY/NEUTER SURGERIES: 23**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

### Priority 1: 47

Average Response Time: 29 minutes

### Priority 2: 39

Average Response Time: 72 minutes

### Priority 3: 5

Average Response Time: 595 minutes

### Priority 4: 11

Average Response Time: 689 minutes

### Priority 5: 58

Average Response Time: 64 minutes

**Total Calls: 163**

Note: Response times are organization wide

**BITE REPORTS: 10**   **NOTICE OF COMPLAINTS: 10**   **CITATIONS: 2**

**PARK PATROLS: 23**   **BARKING DOG CALLS: 24**



# 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)