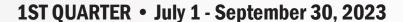
City of Poway **Quarterly Animal Services Report**







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 Rev 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

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

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 4: 11

Average Response Time: 689 minutes

Priority 2:39

Average Response Time: 72 minutes

Priority 5: 58

Average Response Time: 64 minutes

Priority 3:5

Average Response Time: 595 minutes

Total Calls: 163

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

PARK PATROLS: 23 BARKING DOG CALLS: 24 Note: Response times are organization wide

Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 95.8%*

4-Above Expectations: 51 5-Outstanding: 183 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)