

City of El Cajon

Quarterly Animal Services Report



2ND QUARTER • October 1 - December 31, 2023



El Cajon Total Animals Helped **1,410**

ANIMALS SHELTERED 613
COMMUNITY SERVICES* 797

*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: 222 Owner Surrender: 94 Transfer In: 0 Seizure: 13

INCOMING CATS

Stray: 153 Owner Surrender: 77 Transfer In: 0 Seizure: 2

INCOMING OTHER

Stray: 29 Owner Surrender: 21 Transfer In: 0 Seizure: 2

LIVE RELEASE RATE: 91.8%*

*Organization wide

OUTGOING DOGS

Adopted: 197 Returned to Owner: 87 Transferred Out: 12 Euthanized: 22 Other: 1

Average Length of Stay: 9.5 days

OUTGOING CATS

Adopted: 216 Returned to Owner: 11 Transferred Out: 12 Euthanized: 14 Other: 3

Average Length of Stay: 18.6 days

OUTGOING OTHER

Adopted: 29 Returned to Owner: 2 Transferred Out: 6 Euthanized: 2 Other: 4

Average Length of Stay: 29.8 days

Licensing, Medical & Community Services

LICENSES: 571 TOTAL VACCINATIONS: 855 RABIES: 335 DISTEMPER/FVRCP: 417 MICROCHIPS: 162

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 603

COMMUNITY SPAY/NEUTER SURGERIES: 109 SHELTER SPAY/NEUTER SURGERIES: 325

Humane Law Enforcement

ENFORCEMENT ACTIVITIES*

Priority 1: 92

Average Response Time: 29 minutes

Priority 2: 135

Average Response Time: 3 hours

Priority 3: 15

Average Response Time: 30 hours

Priority 4: 39

Average Response Time: 14 hours

Priority 5: 63

Average Response Time: 5 hours

Total Calls: 347

*Response times are organization wide

BITE REPORTS: 21 NOTICE OF COMPLAINTS: 9 CITATIONS: 1

PARK PATROLS: 0 BARKING DOG CALLS: 29



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 96.7%*

5-Outstanding: 166 4-Above Expectations: 41 3-Met Expectations: 24 2-Below Expectations: 8

1-Did Not Meet Expectations: 0 Total: 239

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