

# City of Poway

## Quarterly Animal Services Report



2ND QUARTER • October 1 - December 31, 2023



## Poway Total Animals Helped **131**

**ANIMALS SHELTERED 33**

**COMMUNITY SERVICES\* 98**

\*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: 13 Owner Surrender: 3 Transfer In: 0 Seizure: 1

## INCOMING CATS

Stray: 5 Owner Surrender: 9 Transfer In: 0 Seizure: 0

## INCOMING OTHER

Stray: 1 Owner Surrender: 1 Transfer In: 0 Seizure: 0

**LIVE RELEASE RATE: 91.8%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 10 Returned to Owner: 5 Transferred Out: 0 Euthanized: 2 Other: 0

Average Length of Stay: 7.9 days

## OUTGOING CATS

Adopted: 17 Returned to Owner: 1 Transferred Out: 0 Euthanized: 0 Other: 0

Average Length of Stay: 12.8 days

## OUTGOING OTHER

Adopted: 2 Returned to Owner: 0 Transferred Out: 0 Euthanized: 1 Other: 0

Average Length of Stay: 54.5 days

# Licensing, Medical & Community Services

**LICENSES: 469**    **TOTAL VACCINATIONS: 126**    **RABIES: 41**    **DISTEMPER/FVRCP: 66**    **MICROCHIPS: 28**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 87**

**COMMUNITY SPAY/NEUTER SURGERIES: 3**

**SHELTER SPAY/NEUTER SURGERIES: 19**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES\*

**Priority 1: 10**

Average Response Time: 29 minutes

**Priority 2: 38**

Average Response Time: 3 hours

**Priority 3: 7**

Average Response Time: 30 hours

**Priority 4: 14**

Average Response Time: 14 hours

**Priority 5: 47**

Average Response Time: 5 hours

**Total Calls: 118**

\*Response times are organization wide

**BITE REPORTS: 11**    **NOTICE OF COMPLAINTS: 4**    **CITATIONS: 0**

**PARK PATROLS: 13**    **BARKING DOG CALLS: 9**



# 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)