

City of Santee

Quarterly Animal Services Report



4TH QUARTER • April 1 - June 30, 2024



**Santee Total
Animals Helped 349**

**ANIMALS SHELTERED 140
COMMUNITY SERVICES* 209**

*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: 43 Owner Surrender: 29 Transfer In: 0 Seizure: 2

INCOMING CATS

Stray: 29 Owner Surrender: 14 Transfer In: 0 Seizure: 16

INCOMING OTHER

Stray: 1 Owner Surrender: 6 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 90.0%*

*Organization wide

OUTGOING DOGS

Adopted: 59 Returned to Owner: 10 Transferred Out: 1 Euthanized: 3 Other: 0

Average Length of Stay: 7.4 days

OUTGOING CATS

Adopted: 43 Returned to Owner: 5 Transferred Out: 2 Euthanized: 3 Other: 0

Average Length of Stay: 13.1 days

OUTGOING OTHER

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

Average Length of Stay: 35.8 days

Licensing, Medical & Community Services

LICENSES: 639 **TOTAL VACCINATIONS: 238** **RABIES: 97** **DISTEMPER/FVRCP: 103** **MICROCHIPS: 40**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 166

COMMUNITY SPAY/NEUTER SURGERIES: 13 **SHELTER SPAY/NEUTER SURGERIES: 87**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 63

Average Response Time: 15 minutes

Priority 2: 47

Average Response Time: 52 hours

Priority 3: 9

Average Response Time: 343 hours

Priority 4: 4

Average Response Time: 253 hours

Priority 5: 17

Average Response Time: 28 hours

Total Calls: 140

BITE REPORTS: 10 **NOTICE OF COMPLAINTS: 3** **CITATIONS: 0**

PARK PATROLS: 1 **NOISE COMPLAINT CALLS: 9**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 96.6%*

5-Outstanding: 170 **4-Above Expectations: 21** **3-Met Expectations: 7** **2-Below Expectations: 7**

1-Did Not Meet Expectations: 0 **Total: 205**

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