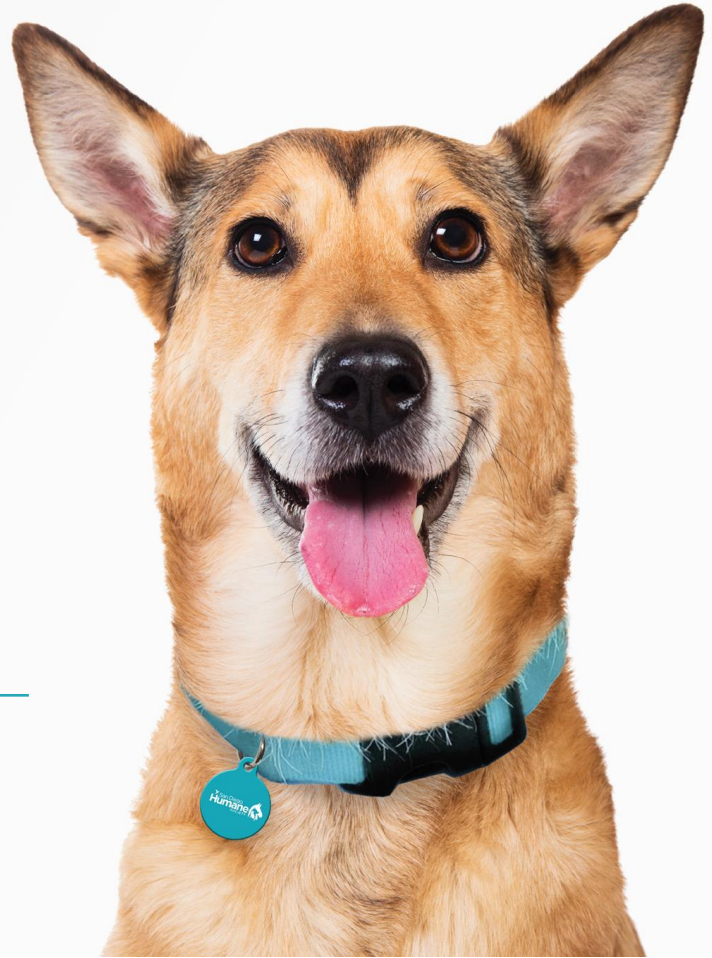


City of Santee

FY23-24 Animal Services Report



July 1, 2023 - June 30, 2024



**Santee Total
Animals Helped 1,287**

**ANIMALS SHELTERED 440
COMMUNITY SERVICES* 847**

*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: 139 Owner Surrender: 66 Transfer In: 0 Seizure: 8

INCOMING CATS

Stray: 99 Owner Surrender: 67 Transfer In: 0 Seizure: 21

INCOMING OTHER

Stray: 19 Owner Surrender: 19 Transfer In: 0 Seizure: 2

LIVE RELEASE RATE: 91.2%*

*Organization wide

OUTGOING DOGS

Adopted: 129 Returned to Owner: 64 Transferred Out: 7 Euthanized: 18 Other: 2

Average Length of Stay: 6.6 days

OUTGOING CATS

Adopted: 157 Returned to Owner: 15 Transferred Out: 3 Euthanized: 15 Other: 0

Average Length of Stay: 18.3 days

OUTGOING OTHER

Adopted: 25 Returned to Owner: 0 Transferred Out: 17 Euthanized: 4 Other: 0

Average Length of Stay: 38.0 days

Licensing, Medical & Community Services

LICENSES: 2,309 **TOTAL VACCINATIONS: 982** **RABIES: 370** **DISTEMPER/FVRCP: 461** **MICROCHIPS: 154**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 687

COMMUNITY SPAY/NEUTER SURGERIES: 73 **SHELTER SPAY/NEUTER SURGERIES: 192**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 199

Average Response Time: 20 minutes

Priority 2: 213

Average Response Time: 24 hours

Priority 3: 34

Average Response Time: 197 hours

Priority 4: 45

Average Response Time: 75 hours

Priority 5: 95

Average Response Time: 33 hours

Total Calls: 588

BITE REPORTS: 26 **NOTICE OF COMPLAINTS: 15** **CITATIONS: 1**

PARK PATROLS: 3 **NOISE COMPLAINT CALLS: 48**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 96.5%*

5-Outstanding: 647 **4-Above Expectations: 132** **3-Met Expectations: 57** **2-Below Expectations: 26**

1-Did Not Meet Expectations: 4 **Total: 866**

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