

City of Santee

Quarterly Animal Services Report

3RD QUARTER • January 1 - March 31, 2024



**Santee Total
Animals Helped 324**

**ANIMALS SHELTERED 83
COMMUNITY SERVICES* 241**

*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: 29 Owner Surrender: 9 Transfer In: 0 Seizure: 2

INCOMING CATS

Stray: 9 Owner Surrender: 22 Transfer In: 0 Seizure: 0

INCOMING OTHER

Stray: 9 Owner Surrender: 1 Transfer In: 0 Seizure: 2

LIVE RELEASE RATE: 93.8%*

*Organization wide

OUTGOING DOGS

Adopted: 17 Returned to Owner: 15 Transferred Out: 3 Euthanized: 3 Other: 0

Average Length of Stay: 11.2 days

OUTGOING CATS

Adopted: 25 Returned to Owner: 2 Transferred Out: 0 Euthanized: 2 Other: 0

Average Length of Stay: 6.7 days

OUTGOING OTHER

Adopted: 5 Returned to Owner: 0 Transferred Out: 8 Euthanized: 0 Other: 0

Average Length of Stay: 9.1 days

Licensing, Medical & Community Services

LICENSES: 656 **TOTAL VACCINATIONS: 256** **RABIES: 100** **DISTEMPER/FVRCP: 117** **MICROCHIPS: 45**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 185

COMMUNITY SPAY/NEUTER SURGERIES: 29 **SHELTER SPAY/NEUTER SURGERIES: 24**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 45

Average Response Time: 15 minutes

Priority 2: 81

Average Response Time: 32 hours

Priority 3: 11

Average Response Time: 273.5 hours

Priority 4: 10

Average Response Time: 213 hours

Priority 5: 22

Average Response Time: 119 hours

Total Calls: 169

BITE REPORTS: 8 **NOTICE OF COMPLAINTS: 3** **CITATIONS: 1**

PARK PATROLS: 1 **NOISE COMPLAINT CALLS: 16**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 97.5%*

5-Outstanding: 128 **4-Above Expectations: 19** **3-Met Expectations: 7** **2-Below Expectations: 3**

1-Did Not Meet Expectations: 1 **Total: 158**

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