

City of Santee

Quarterly Animal Services Report

1ST QUARTER • July 1 - September 30, 2024



**Santee Total
Animals Helped 254**

ANIMALS SHELTERED 104
COMMUNITY SERVICES* 150

*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: 36 Owner Surrender: 6 Transfer In: 0 Seizure: 1

INCOMING CATS

Stray: 22 Owner Surrender: 17 Transfer In: 0 Seizure: 8

INCOMING OTHER

Stray: 7 Owner Surrender: 7 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 90.4%*

*Organization wide

OUTGOING DOGS

Adopted: 19 Returned to Owner: 13 Transferred Out: 4 Euthanized: 6 Other: 1

Average Length of Stay: 12.3 days

OUTGOING CATS

Adopted: 46 Returned to Owner: 1 Transferred Out: 0 Euthanized: 5 Other: 1

Average Length of Stay: 16.7 days

OUTGOING OTHER

Adopted: 13 Returned to Owner: 0 Transferred Out: 0 Euthanized: 0 Other: 0

Average Length of Stay: 24.2 days

Licensing, Medical & Community Services

LICENSES: 592 **TOTAL VACCINATIONS: 147** **RABIES: 62** **DISTEMPER/FVRCP: 62** **MICROCHIPS: 37**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 114

COMMUNITY SPAY/NEUTER SURGERIES: 11 **SHELTER SPAY/NEUTER SURGERIES: 47**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 55

Average Response Time: 23 minutes

Priority 2: 43

Average Response Time: 43 hours

Priority 3: 11

Average Response Time: 407 hours

Priority 4: 6

Average Response Time: 504 hours

Priority 5: 24

Average Response Time: 48 hours

Total Calls: 139

BITE REPORTS: 5 **NOTICE OF COMPLAINTS: 3** **CITATIONS: 0**

PARK PATROLS: 5 **NOISE COMPLAINT CALLS: 11**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 97.4%*

5-Outstanding: 165 **4-Above Expectations: 36** **3-Met Expectations: 20** **2-Below Expectations: 6**

1-Did Not Meet Expectations: 0 **Total: 227**

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