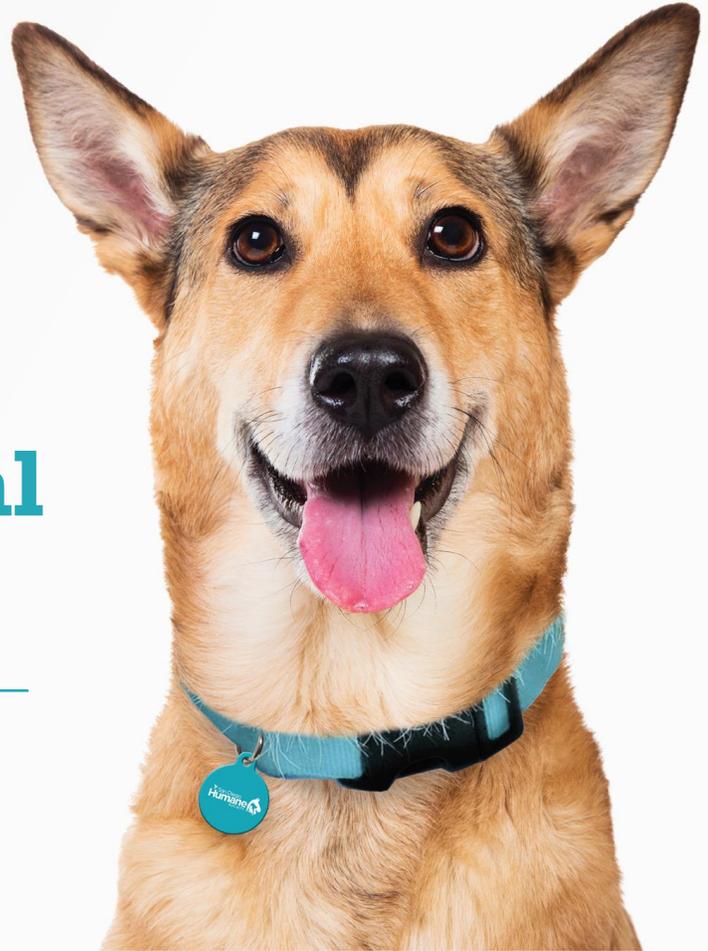


City of Santee

Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2023



**Santee Total
Animals Helped 313**

ANIMALS SHELTERED 133
COMMUNITY SERVICES* 180

*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: 47 Owner Surrender: 12 Transfer In: 0 Seizure: 1

INCOMING CATS

Stray: 44 Owner Surrender: 14 Transfer In: 0 Seizure: 1

INCOMING OTHER

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

LIVE RELEASE RATE: 90.0%*

*Organization wide

OUTGOING DOGS

Adopted: 35 Returned to Owner: 23 Transferred Out: 2 Euthanized: 9 Other: 0

Average Length of Stay: 8.4 days

OUTGOING CATS

Adopted: 55 Returned to Owner: 2 Transferred Out: 1 Euthanized: 6 Other: 0

Average Length of Stay: 30.8 days

OUTGOING OTHER

Adopted: 10 Returned to Owner: 0 Transferred Out: 7 Euthanized: 0 Other: 0

Average Length of Stay: 63.5 days

Licensing, Medical & Community Services

LICENSES: 479 **TOTAL VACCINATIONS: 234** **RABIES: 90** **DISTEMPER/FVRCP: 117** **MICROCHIPS: 17**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 148

COMMUNITY SPAY/NEUTER SURGERIES: 20 **SHELTER SPAY/NEUTER SURGERIES: 45**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 60

Average Response Time: 29 minutes

Priority 2: 53

Average Response Time: 72 minutes

Priority 3: 7

Average Response Time: 595 minutes

Priority 4: 17

Average Response Time: 689 minutes

Priority 5: 26

Average Response Time: 64 minutes

Total Calls: 164

Note: Response times are organization wide

BITE REPORTS: 7 **NOTICE OF COMPLAINTS: 5** **CITATIONS: 0**

PARK PATROLS: 0 **BARKING DOG CALLS: 10**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 95.8%*

5-Outstanding: 183 **4-Above Expectations: 51** **3-Met Expectations: 19** **2-Below Expectations: 8**

1-Did Not Meet Expectations: 3 **Total: 264**

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