

# City of Santee

## Quarterly Animal Services Report



2ND QUARTER • October 1 - December 31, 2023



**Santee Total  
Animals Helped 298**

**ANIMALS SHELTERED 84  
COMMUNITY SERVICES\* 214**

\*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: 20 Owner Surrender: 16 Transfer In: 0 Seizure: 3

## INCOMING CATS

Stray: 17 Owner Surrender: 17 Transfer In: 0 Seizure: 4

## INCOMING OTHER

Stray: 2 Owner Surrender: 5 Transfer In: 0 Seizure: 0

**LIVE RELEASE RATE: 91.8%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 19 Returned to Owner: 15 Transferred Out: 1 Euthanized: 4 Other: 2

Average Length of Stay: 4.7 days

## OUTGOING CATS

Adopted: 34 Returned to Owner: 6 Transferred Out: 0 Euthanized: 4 Other: 0

Average Length of Stay: 17.4 days

## OUTGOING OTHER

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

Average Length of Stay: 33.2 days

# Licensing, Medical & Community Services

**LICENSES: 535 TOTAL VACCINATIONS: 250 RABIES: 84 DISTEMPER/FVRCP: 125 MICROCHIPS: 52**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 186**

**COMMUNITY SPAY/NEUTER SURGERIES: 11 SHELTER SPAY/NEUTER SURGERIES: 36**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES\*

**Priority 1: 31**

Average Response Time: 29 minutes

**Priority 2: 32**

Average Response Time: 3 hours

**Priority 3: 7**

Average Response Time: 30 hours

**Priority 4: 14**

Average Response Time: 14 hours

**Priority 5: 30**

Average Response Time: 5 hours

**Total Calls: 115**

\*Response times are organization wide

**BITE REPORTS: 1 NOTICE OF COMPLAINTS: 4 CITATIONS: 0**

**PARK PATROLS: 1 BARKING DOG CALLS: 13**



# Customer Service

**CUSTOMER SERVICE SATISFACTION RATING: 96.7%\***

**5-Outstanding: 166 4-Above Expectations: 41 3-Met Expectations: 24 2-Below Expectations: 8**

**1-Did Not Meet Expectations: 0 Total: 239**

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