

City of San Diego Parks & Recreation Board

Julianna Tetlow, Director of Government Relations
Jace Huggins, Chief of Humane Law Enforcement
September 19, 2024





Animal Services

Initial Contract Term:

July 1, 2018 – June 30, 2023

Renewed Contract Term:

July 1, 2023 – June 30, 2033

Core Services:

- **Sheltering & Care**
- **Lost & Found**
- **Redemption to Owners**
- **Adoptions**
- **Medical & Veterinary Services**
- **Humane Law Enforcement
Field and Dispatch Services**

Service Improvements

- **24 Hour Dispatch**
 - Previously 8:00 AM – 6:00 PM
- **Dispatch Coverage on Holidays**
 - Previously directed residents to local law enforcement
- **HLE Officer Hours Extended**
 - 6:00 AM – 1:30 AM
 - Previously 8:00 AM – 6:00 PM
- **Dedicated Park Patrol**





Animals Sheltered

FY 18-19: 18,332

FY 19-20: 18,624

FY 20-21: 12,158 (Pandemic Year)

FY 21-22: 14,597

FY 22-23: 15,788

FY 23-24: 17,326



Reclaims, Adoptions & Transfers

FY 18-19

RTO: 3,133

Adopted: 10,053

Other: 4,318

FY 21-22

RTO: 2,960

Adopted: 8,759

Other: 2,660

FY 19-20

RTO: 2,956

Adopted: 10,735

Other: 1,423

FY 22-23

RTO: 2,896

Adopted: 10,231

Other: 2,156

FY 20-21

RTO: 2,278

Adopted: 6,821

Other: 2,696

FY 23-24

RTO: 3,077

Adopted: 11,621

Other: 2,999

Humane Law Enforcement

Respond to calls for service (Priorities 1-5)

Felony-level and misdemeanor criminal investigations

Manage reports of hoarding

Work with public safety agencies and District Attorney's Animal Cruelty Unit & City Attorney

Emergency response and rescue

Conduct animal seizure and dangerous dog hearings



Calls For Service Priority Categories

<p>Priority 1 Response within 30 minutes</p>	<p>Persons in Danger Animal in Danger Urgent Medical Care Animal in a secured vehicle ("Hot Dog") Animal Fighting Cases Intentional Cruelty Assist Public Safety Bite to Person (animal not contained) Exigent Circumstances: Gunshot wounds Stabbings Broken bones Serious Open wounds Visibly injured/trapped animal</p>
<p>Priority 2 Response within 3 hours</p>	<p>In-Progress incidents not reaching Level One Bite to Person (animal contained - reported within 24 hours) Abandonment Confined Strays</p>
<p>Priority 3 Response within 12 hours</p>	<p>Running-at-Large (in progress) Intentional Cruelty- Not In-Progress Non-Life-Threatening Medical Care Needed Non-Exigent Circumstances: Skin infections Gum/teeth infections Emaciated Over-grown hooves Hoarding- No Immediate Emergency After-the-Fact Bite</p>
<p>Priority 4 Response within 24 hours</p>	<p>Welfare Check – RP No Water Emaciated Lead too short Inadequate or No Shelter Event Sale of Animals {i.e., Flea Markets}</p>
<p>Priority 5 Response within 48 hours</p>	<p>Check the well-being - No Reporting Party Running-at-Large (not in progress) Pet Shop Inspections Rodeo or Circus inspections Kennel Inspections</p>

Dispatch Calls & Field Services FY 23-24

Dispatch Calls

Priority 1: 6,436

Priority 2: 8,127

Priority 3: 1,151

Priority 4: 1,651

Priority 5: 4,537

TOTAL DISPATCHED: 22,096

Criminal Cases

Felony: 9

Misdemeanor: 5

Citations & Other

Citations: 208

NOC: 774

Park/Beach Patrol: 3,149

Bite Reports: 1,278

Kennel Inspections: 23



Park Patrol Program & Leash Education

- Dedicated Park Patrol launched February 2022
- Program Operation
- Hot Spots
- Highs and Lows
- Program Evolution 2024



love 'em &
leash 'em!

As a good neighbor, you can:

- ▶ Keep dogs safe and parks clean.
- ▶ Prevent bites and fights.
- ▶ Reduce stress for everyone.

It's the leash you can do. And it's the law too.

Report off-leash dogs by calling 619-299-7012, press 1.

Violators may be cited!

The City of
SAN DIEGO

San Diego
Humane



Community Services FY 23-24

LICENSES SOLD: **38,693**

COMMUNITY SPAY/NEUTER: **3,754**

CSN VOUCHERS ISSUED: **934**

VACCINATIONS: **27,014**

MICROCHIPS: **3,679**

Community Engagement & Customer Service

Programs: **560**

Community Members Impacted: **47,624**

Meals for Pet Families: **1,480,912**

Meals for Rescue Partners: **131,531**

Customer Service Rating: **96.5%**



Constituent Issues HLE

- Our dispatch center is open 24 hours
(619) 299-7012 extension 1
- Non-emergency complaints can be sent
via e-mail to
investigations@sdhumane.org
- Visit www.sdhumane.org for online
reporting of non-emergency bites,
suspected animal cruelty
- Barking dog complaints are handled by
City of San Diego Code Enforcement





Shelter & Services

**San Diego Humane Society
Gaines Street Campus
5500 Gaines Street
San Diego, CA 92110**

(619) 299-7012 General Line
info@sdhumane.org
www.sdhumane.org



Questions?

Julianna Tetlow

Sr. Director of Government Relations

(619) 299-7012 ext. 2336

JTetlow@sdhumane.org

Jace Huggins

Chief of Humane Law Enforcement

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JHuggins@sdhumane.org

