

City of Carlsbad

Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2023



Carlsbad Total Animals Helped **314**

ANIMALS SHELTERED 132

COMMUNITY SERVICES* 182

*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: 40 Owner Surrender: 12 Transfer In: 0 Seizure: 7

INCOMING CATS

Stray: 31 Owner Surrender: 17 Transfer In: 3 Seizure: 0

INCOMING OTHER

Stray: 12 Owner Surrender: 10 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 90.0%*

*Organization wide

OUTGOING DOGS

Adopted: 33 Returned to Owner: 18 Transferred Out: 1 Euthanized: 2 Other: 0

Average Length of Stay: 7.1 days

OUTGOING CATS

Adopted: 44 Returned to Owner: 1 Transferred Out: 1 Euthanized: 2 Other: 0

Average Length of Stay: 13.2 days

OUTGOING OTHER

Adopted: 15 Returned to Owner: 1 Transferred Out: 9 Euthanized: 0 Other: 2

Average Length of Stay: 38.8 days

Licensing, Medical & Community Services

LICENSES: 873 **TOTAL VACCINATIONS: 230** **RABIES: 80** **DISTEMPER/FVRCP: 109** **MICROCHIPS: 20**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 150

COMMUNITY SPAY/NEUTER SURGERIES: 7

SHELTER SPAY/NEUTER SURGERIES: 54

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 129

Average Response Time: 29 minutes

Priority 2: 106

Average Response Time: 72 minutes

Priority 3: 11

Average Response Time: 595 minutes

Priority 4: 34

Average Response Time: 689 minutes

Priority 5: 74

Average Response Time: 64 minutes

Total Calls: 357

Note: Response times are organization wide

BITE REPORTS: 32 **NOTICE OF COMPLAINTS: 17** **CITATIONS: 2**

PARK PATROLS: 18 **BARKING DOG CALLS: 27**



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)