

# City of San Marcos

## Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2023



## San Marcos Total Animals Helped **459**

**ANIMALS SHELTERED 197**

**COMMUNITY SERVICES\* 262**

\*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: 57 Owner Surrender: 20 Transfer In: 0 Seizure: 5

## INCOMING CATS

Stray: 70 Owner Surrender: 28 Transfer In: 0 Seizure: 1

## INCOMING OTHER

Stray: 9 Owner Surrender: 7 Transfer In: 0 Seizure: 0

**LIVE RELEASE RATE: 90.0%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 39 Returned to Owner: 30 Transferred Out: 0 Euthanized: 5 Other: 2  
Average Length of Stay: 6.9 days

## OUTGOING CATS

Adopted: 58 Returned to Owner: 4 Transferred Out: 3 Euthanized: 12 Other: 4  
Average Length of Stay: 16.0 days

## OUTGOING OTHER

Adopted: 10 Returned to Owner: 0 Transferred Out: 4 Euthanized: 2 Other: 0  
Average Length of Stay: 11.3 days

# Licensing, Medical & Community Services

**LICENSES: 529** **TOTAL VACCINATIONS: 377** **RABIES: 135** **DISTEMPER/FVRCP: 182** **MICROCHIPS: 38**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 220**

**COMMUNITY SPAY/NEUTER SURGERIES: 25** **SHELTER SPAY/NEUTER SURGERIES: 88**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 74**

Average Response Time: 29 minutes

**Priority 2: 140**

Average Response Time: 72 minutes

**Priority 3: 23**

Average Response Time: 595 minutes

**Priority 4: 32**

Average Response Time: 689 minutes

**Priority 5: 68**

Average Response Time: 64 minutes

**Total Calls: 342**

Note: Response times are organization wide

**BITE REPORTS: 27** **NOTICE OF COMPLAINTS: 10** **CITATIONS: 5**

**PARK PATROLS: 3** **BARKING DOG CALLS: 38**



# 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)