

City of Vista

Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2023



**Vista Total
Animals Helped** **1,023**

ANIMALS SHELTERED 495
COMMUNITY SERVICES* 528

*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: 122 Owner Surrender: 30 Transfer In: 0 Seizure: 9

INCOMING CATS

Stray: 180 Owner Surrender: 95 Transfer In: 0 Seizure: 1

INCOMING OTHER

Stray: 19 Owner Surrender: 34 Transfer In: 0 Seizure: 5

LIVE RELEASE RATE: 90.0%*

*Organization wide

OUTGOING DOGS

Adopted: 85 Returned to Owner: 57 Transferred Out: 4 Euthanized: 15 Other: 0
Average Length of Stay: 11.1 days

OUTGOING CATS

Adopted: 290 Returned to Owner: 7 Transferred Out: 1 Euthanized: 26 Other: 4
Average Length of Stay: 24.5 days

OUTGOING OTHER

Adopted: 53 Returned to Owner: 1 Transferred Out: 11 Euthanized: 4 Other: 1
Average Length of Stay: 57.8 days

Licensing, Medical & Community Services

LICENSES: 571 TOTAL VACCINATIONS: 660 RABIES: 246 DISTEMPER/FVRCP: 329 MICROCHIPS: 50

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 396

COMMUNITY SPAY/NEUTER SURGERIES: 93 SHELTER SPAY/NEUTER SURGERIES: 298

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 83

Average Response Time: 29 minutes

Priority 2: 183

Average Response Time: 72 minutes

Priority 3: 26

Average Response Time: 595 minutes

Priority 4: 42

Average Response Time: 689 minutes

Priority 5: 108

Average Response Time: 64 minutes

Total Calls: 458

Note: Response times are organization wide

BITE REPORTS: 48 NOTICE OF COMPLAINTS: 30 CITATIONS: 2

PARK PATROLS: 15 BARKING DOG CALLS: 47



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)