

City of Carlsbad

Quarterly Animal Services Report



2ND QUARTER • October 1 - December 31, 2023



Carlsbad Total Animals Helped **239**

ANIMALS SHELTERED 98

COMMUNITY SERVICES* 141

*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: 32 Owner Surrender: 10 Transfer In: 1 Seizure: 6

INCOMING CATS

Stray: 17 Owner Surrender: 11 Transfer In: 8 Seizure: 5

INCOMING OTHER

Stray: 3 Owner Surrender: 5 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 91.8%*

*Organization wide

OUTGOING DOGS

Adopted: 28 Returned to Owner: 22 Transferred Out: 2 Euthanized: 5 Other: 0

Average Length of Stay: 23.0 days

OUTGOING CATS

Adopted: 37 Returned to Owner: 8 Transferred Out: 0 Euthanized: 1 Other: 1

Average Length of Stay: 21.9 days

OUTGOING OTHER

Adopted: 10 Returned to Owner: 0 Transferred Out: 2 Euthanized: 2 Other: 0

Average Length of Stay: 39.5 days

Licensing, Medical & Community Services

LICENSES: 885 **TOTAL VACCINATIONS: 179** **RABIES: 73** **DISTEMPER/FVRCP: 80** **MICROCHIPS: 30**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 116

COMMUNITY SPAY/NEUTER SURGERIES: 6

SHELTER SPAY/NEUTER SURGERIES: 41

Humane Law Enforcement

ENFORCEMENT ACTIVITIES*

Priority 1: 80

Average Response Time: 29 minutes

Priority 2: 113

Average Response Time: 3 hours

Priority 3: 17

Average Response Time: 30 hours

Priority 4: 20

Average Response Time: 14 hours

Priority 5: 113

Average Response Time: 5 hours

Total Calls: 349

*Response times are organization wide

BITE REPORTS: 35 **NOTICE OF COMPLAINTS: 4** **CITATIONS: 0**

PARK PATROLS: 39 **BARKING DOG CALLS: 27**



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)