

# City of San Marcos

## Quarterly Animal Services Report



2ND QUARTER • October 1 - December 31, 2023



## San Marcos Total Animals Helped **447**

**ANIMALS SHELTERED 134**

**COMMUNITY SERVICES\* 313**

\*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: 45 Owner Surrender: 16 Transfer In: 0 Seizure: 1

## INCOMING CATS

Stray: 26 Owner Surrender: 39 Transfer In: 0 Seizure: 3

## INCOMING OTHER

Stray: 4 Owner Surrender: 0 Transfer In: 0 Seizure: 0

**LIVE RELEASE RATE: 91.8%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 40 Returned to Owner: 20 Transferred Out: 2 Euthanized: 8 Other: 0

Average Length of Stay: 17.0 days

## OUTGOING CATS

Adopted: 80 Returned to Owner: 4 Transferred Out: 0 Euthanized: 8 Other: 1

Average Length of Stay: 22.3 days

## OUTGOING OTHER

Adopted: 3 Returned to Owner: 0 Transferred Out: 0 Euthanized: 0 Other: 1

Average Length of Stay: 19.6 days

# Licensing, Medical & Community Services

**LICENSES: 511 TOTAL VACCINATIONS: 402 RABIES: 136 DISTEMPER/FVRCP: 198 MICROCHIPS: 76**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 267**

**COMMUNITY SPAY/NEUTER SURGERIES: 22**

**SHELTER SPAY/NEUTER SURGERIES: 99**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES\*

### Priority 1: 50

Average Response Time: 29 minutes

### Priority 2: 116

Average Response Time: 3 hours

### Priority 3: 8

Average Response Time: 30 hours

### Priority 4: 20

Average Response Time: 14 hours

### Priority 5: 67

Average Response Time: 5 hours

**Total Calls: 264**

\*Response times are organization wide

**BITE REPORTS: 18 NOTICE OF COMPLAINTS: 12 CITATIONS: 2**

**PARK PATROLS: 11 BARKING DOG CALLS: 22**



# 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)