

City of Vista

Quarterly Animal Services Report

2ND QUARTER • October 1 - December 31, 2023



**Vista Total
Animals Helped 832**

**ANIMALS SHELTERED 286
COMMUNITY SERVICES* 546**

*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: 103 Owner Surrender: 30 Transfer In: 0 Seizure: 4

INCOMING CATS

Stray: 86 Owner Surrender: 41 Transfer In: 0 Seizure: 0

INCOMING OTHER

Stray: 13 Owner Surrender: 9 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 91.8%*

*Organization wide

OUTGOING DOGS

Adopted: 65 Returned to Owner: 59 Transferred Out: 0 Euthanized: 14 Other: 2
Average Length of Stay: 10.1 days

OUTGOING CATS

Adopted: 131 Returned to Owner: 8 Transferred Out: 0 Euthanized: 15 Other: 0
Average Length of Stay: 22.7 days

OUTGOING OTHER

Adopted: 16 Returned to Owner: 0 Transferred Out: 4 Euthanized: 3 Other: 1
Average Length of Stay: 26.1 days

Licensing, Medical & Community Services

LICENSES: 590 **TOTAL VACCINATIONS: 725** **RABIES: 263** **DISTEMPER/FVRCP: 351** **MICROCHIPS: 142**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 453

COMMUNITY SPAY/NEUTER SURGERIES: 60 **SHELTER SPAY/NEUTER SURGERIES: 149**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES*

Priority 1: 56

Average Response Time: 29 minutes

Priority 2: 160

Average Response Time: 3 hours

Priority 3: 15

Average Response Time: 30 hours

Priority 4: 32

Average Response Time: 14 hours

Priority 5: 118

Average Response Time: 5 hours

Total Calls: 390

*Response times are organization wide

BITE REPORTS: 34 **NOTICE OF COMPLAINTS: 18** **CITATIONS: 1**

PARK PATROLS: 18 **BARKING DOG CALLS: 40**



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)