

# City of Carlsbad

## FY23-24 Animal Services Report



July 1, 2023 - June 30, 2024



**Carlsbad Total Animals Helped** **1,140**

**ANIMALS SHELTERED 454**  
**COMMUNITY SERVICES\* 686**

\*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: 155 Owner Surrender: 45 Transfer In: 1 Seizure: 33

## INCOMING CATS

Stray: 83 Owner Surrender: 56 Transfer In: 16 Seizure: 9

## INCOMING OTHER

Stray: 25 Owner Surrender: 27 Transfer In: 0 Seizure: 4

**LIVE RELEASE RATE: 91.2%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 117 Returned to Owner: 88 Transferred Out: 14 Euthanized: 15 Other: 1  
Average Length of Stay: 14.2 days

## OUTGOING CATS

Adopted: 133 Returned to Owner: 18 Transferred Out: 3 Euthanized: 8 Other: 1  
Average Length of Stay: 14.6 days

## OUTGOING OTHER

Adopted: 40 Returned to Owner: 5 Transferred Out: 12 Euthanized: 6 Other: 3  
Average Length of Stay: 36.2 days

# Licensing, Medical & Community Services

**LICENSES: 3,959 TOTAL VACCINATIONS: 899 RABIES: 340 DISTEMPER/FVRCP: 383 MICROCHIPS: 91**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 577**

**COMMUNITY SPAY/NEUTER SURGERIES: 37 SHELTER SPAY/NEUTER SURGERIES: 180**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 440**

Average Response Time: 29 minutes

**Priority 2: 450**

Average Response Time: 4 hours

**Priority 3: 73**

Average Response Time: 14 hours

**Priority 4: 94**

Average Response Time: 11 hours

**Priority 5: 396**

Average Response Time: 95 hours

**Total Calls: 1,462**

**BITE REPORTS: 112**

**NOTICE OF COMPLAINTS: 43**

**CITATIONS: 3**

**PARK PATROLS: 173**

**NOISE COMPLAINT CALLS: 81**



# Customer Service

**CUSTOMER SERVICE SATISFACTION RATING: 96.5%\***

**5-Outstanding: 647**

**4-Above Expectations: 132**

**3-Met Expectations: 57**

**2-Below Expectations: 26**

**1-Did Not Meet Expectations: 4 Total: 866**

\*Percent of respondents satisfied that SDHS met or exceeded expectations (organization wide)