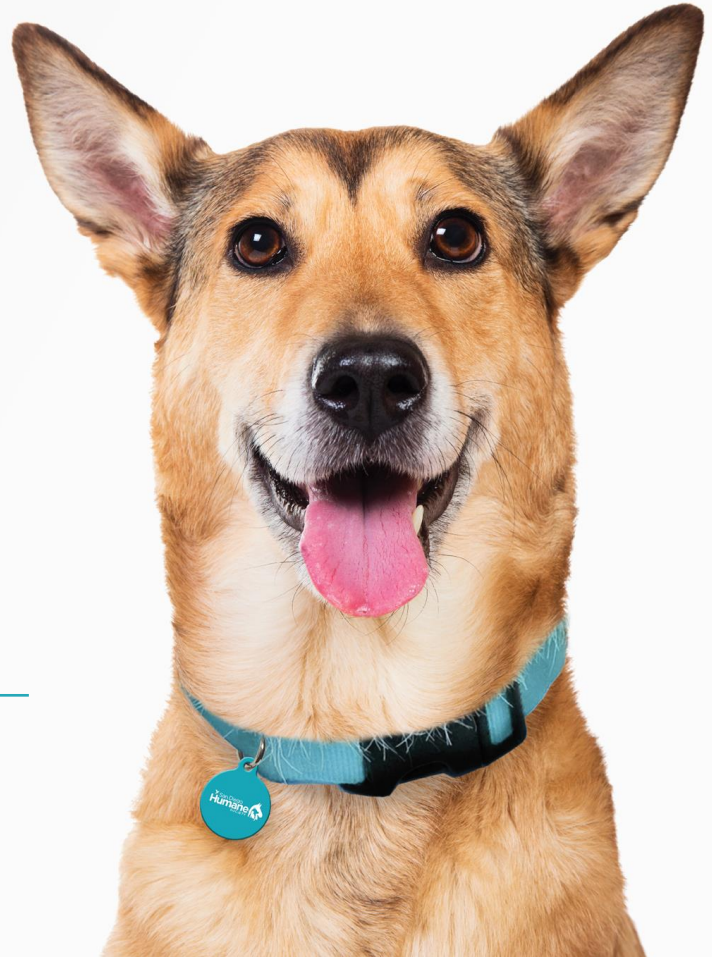


City of Del Mar

FY23-24 Animal Services Report



July 1, 2023 - June 30, 2024



Del Mar Total Animals Helped **48**

ANIMALS SHELTERED 16
COMMUNITY SERVICES* 32

*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: 11 Owner Surrender: 2 Transfer In: 0 Seizure: 1

INCOMING CATS

Stray: 0 Owner Surrender: 2 Transfer In: 0 Seizure: 0

INCOMING OTHER

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

LIVE RELEASE RATE: 91.2%*

*Organization wide

OUTGOING DOGS

Adopted: 6 Returned to Owner: 5 Transferred Out: 0 Euthanized: 1 Other: 0
Average Length of Stay: 11.2 days

OUTGOING CATS

Adopted: 0 Returned to Owner: 1 Transferred Out: 0 Euthanized: 1 Other: 0
Average Length of Stay: 12.1 days

OUTGOING OTHER

Adopted: 0 Returned to Owner: 0 Transferred Out: 0 Euthanized: 0 Other: 0
Average Length of Stay: N/A

Licensing, Medical & Community Services

LICENSES: 593 **TOTAL VACCINATIONS: 44** **RABIES: 17** **DISTEMPER/FVRCP: 20** **MICROCHIPS: 6**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 26

COMMUNITY SPAY/NEUTER SURGERIES: 3 **SHELTER SPAY/NEUTER SURGERIES: 9**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 48

Average Response Time: 25 minutes

Priority 2: 29

Average Response Time: 2 hours

Priority 3: 9

Average Response Time: 6 hours

Priority 4: 4

Average Response Time: 1 hour

Priority 5: 143

Average Response Time: 81 hours

Total Calls: 234

BITE REPORTS: 11 **NOTICE OF COMPLAINTS: 2** **CITATIONS: 0**

PARK PATROLS: 130 **NOISE COMPLAINT CALLS: 4**



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)