

City of San Marcos

FY23-24 Animal Services Report



July 1, 2023 - June 30, 2024



San Marcos Total Animals Helped **1,864**

ANIMALS SHELTERED 652
COMMUNITY SERVICES* 1,212

*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: 193 Owner Surrender: 74 Transfer In: 0 Seizure: 18

INCOMING CATS

Stray: 172 Owner Surrender: 120 Transfer In: 0 Seizure: 9

INCOMING OTHER

Stray: 33 Owner Surrender: 33 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 91.2%*

*Organization wide

OUTGOING DOGS

Adopted: 146 Returned to Owner: 99 Transferred Out: 5 Euthanized: 21 Other: 3
Average Length of Stay: 10.6 days

OUTGOING CATS

Adopted: 235 Returned to Owner: 19 Transferred Out: 6 Euthanized: 31 Other: 5
Average Length of Stay: 16.5 days

OUTGOING OTHER

Adopted: 39 Returned to Owner: 1 Transferred Out: 11 Euthanized: 5 Other: 2
Average Length of Stay: 17.2 days

Licensing, Medical & Community Services

LICENSES: 2,296 TOTAL VACCINATIONS: 1,667 RABIES: 597 DISTEMPER/FVRCP: 806 MICROCHIPS: 195

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 1,017

COMMUNITY SPAY/NEUTER SURGERIES: 115 SHELTER SPAY/NEUTER SURGERIES: 333

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 251

Average Response Time: 36 minutes

Priority 2: 516

Average Response Time: 4 hours

Priority 3: 62

Average Response Time: 11 hours

Priority 4: 96

Average Response Time: 9 hours

Priority 5: 279

Average Response Time: 73.5 hours

Total Calls: 1,212

BITE REPORTS: 102

NOTICE OF COMPLAINTS: 57

CITATIONS: 34

PARK PATROLS: 105

NOISE COMPLAINT CALLS: 98



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)