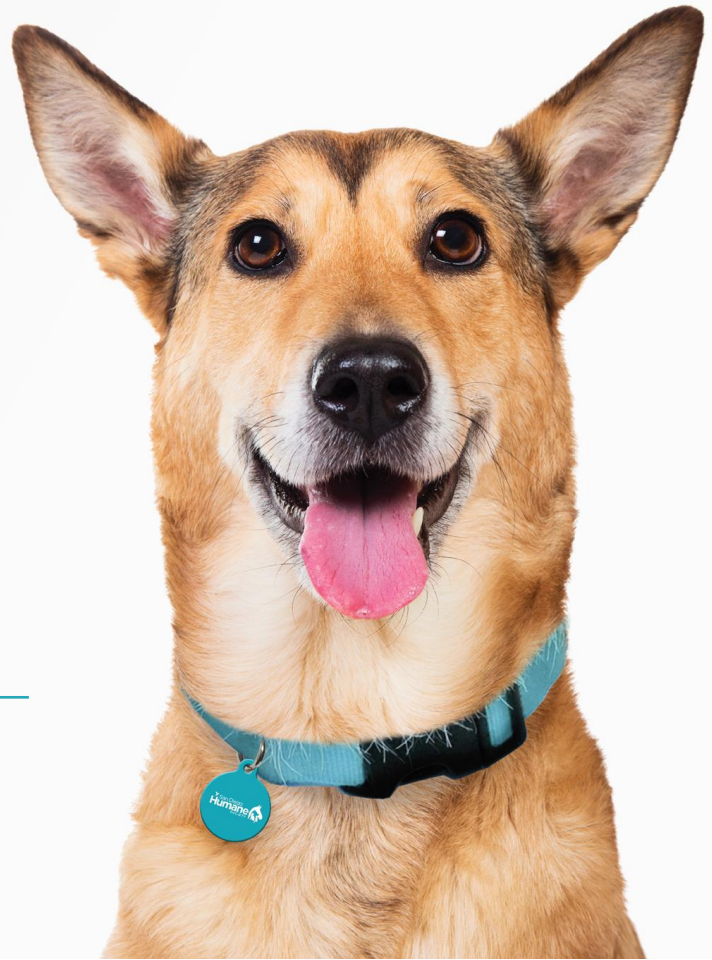


City of Vista

FY23-24 Animal Services Report

July 1, 2023 - June 30, 2024



Vista Total Animals Helped 3,584

ANIMALS SHELTERED 1,358
COMMUNITY SERVICES* 2,226

*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: 409 Owner Surrender: 123 Transfer In: 0 Seizure: 31

INCOMING CATS

Stray: 430 Owner Surrender: 215 Transfer In: 0 Seizure: 7

INCOMING OTHER

Stray: 52 Owner Surrender: 83 Transfer In: 0 Seizure: 8

LIVE RELEASE RATE: 91.2%*

*Organization wide

OUTGOING DOGS

Adopted: 285 Returned to Owner: 227 Transferred Out: 12 Euthanized: 45 Other: 2
Average Length of Stay: 11.3 days

OUTGOING CATS

Adopted: 580 Returned to Owner: 31 Transferred Out: 25 Euthanized: 65 Other: 5
Average Length of Stay: 19.8 days

OUTGOING OTHER

Adopted: 107 Returned to Owner: 4 Transferred Out: 28 Euthanized: 12 Other: 3
Average Length of Stay: 42.6 days

Licensing, Medical & Community Services

LICENSES: 2,561 TOTAL VACCINATIONS: 2,951 RABIES: 1,094 DISTEMPER/FVRCP: 1,382 MICROCHIPS: 343

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 1,777

COMMUNITY SPAY/NEUTER SURGERIES: 313 SHELTER SPAY/NEUTER SURGERIES: 707

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 319

Average Response Time: 22 minutes

Priority 2: 699

Average Response Time: 3 hours

Priority 3: 98

Average Response Time: 10 hours

Priority 4: 136

Average Response Time: 7 hours

Priority 5: 338

Average Response Time: 29 hours

Total Calls: 1,615

BITE REPORTS: 148 NOTICE OF COMPLAINTS: 84 CITATIONS: 10

PARK PATROLS: 63 NOISE COMPLAINT CALLS: 154



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)