

# City of Carlsbad

## Quarterly Animal Services Report



4TH QUARTER • April 1 - June 30, 2024



## Carlsbad Total Animals Helped **313**

**ANIMALS SHELTERED 126**

**COMMUNITY SERVICES\* 187**

\*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: 36 Owner Surrender: 13 Transfer In: 0 Seizure: 13

## INCOMING CATS

Stray: 23 Owner Surrender: 20 Transfer In: 5 Seizure: 0

## INCOMING OTHER

Stray: 6 Owner Surrender: 8 Transfer In: 0 Seizure: 2

**LIVE RELEASE RATE: 90.0%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 33 Returned to Owner: 25 Transferred Out: 7 Euthanized: 6 Other: 0  
Average Length of Stay: 17.0 days

## OUTGOING CATS

Adopted: 32 Returned to Owner: 5 Transferred Out: 2 Euthanized: 4 Other: 0  
Average Length of Stay: 12.0 days

## OUTGOING OTHER

Adopted: 13 Returned to Owner: 2 Transferred Out: 0 Euthanized: 2 Other: 0  
Average Length of Stay: 27.3 days

# Licensing, Medical & Community Services

**LICENSES: 1,073** **TOTAL VACCINATIONS: 250** **RABIES: 92** **DISTEMPER/FVRCP: 97** **MICROCHIPS: 25**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 160**

**COMMUNITY SPAY/NEUTER SURGERIES: 13** **SHELTER SPAY/NEUTER SURGERIES: 53**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 155**

Average Response Time: 37 minutes

**Priority 2: 115**

Average Response Time: 6 hours

**Priority 3: 18**

Average Response Time: 15 hours

**Priority 4: 19**

Average Response Time: 18 hours

**Priority 5: 83**

Average Response Time: 2.5 hours

**Total Calls: 390**

**BITE REPORTS: 27**

**NOTICE OF COMPLAINTS: 16**

**CITATIONS: 1**

**PARK PATROLS: 38**

**NOISE COMPLAINT CALLS: 16**



# Customer Service

**CUSTOMER SERVICE SATISFACTION RATING: 96.6%\***

**5-Outstanding: 170**

**4-Above Expectations: 21**

**3-Met Expectations: 7**

**2-Below Expectations: 7**

**1-Did Not Meet Expectations: 0** **Total: 205**

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