

# City of Vista

## Quarterly Animal Services Report

4TH QUARTER • April 1 - June 30, 2024



**Vista Total  
Animals Helped 953**

**ANIMALS SHELTERED 332  
COMMUNITY SERVICES\* 621**

\*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: 83 Owner Surrender: 31 Transfer In: 0 Seizure: 12

## INCOMING CATS

Stray: 135 Owner Surrender: 45 Transfer In: 0 Seizure: 2

## INCOMING OTHER

Stray: 14 Owner Surrender: 8 Transfer In: 0 Seizure: 2

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

\*Organization wide

## OUTGOING DOGS

Adopted: 74 Returned to Owner: 55 Transferred Out: 2 Euthanized: 8 Other: 0

Average Length of Stay: 14.8 days

## OUTGOING CATS

Adopted: 125 Returned to Owner: 10 Transferred Out: 12 Euthanized: 14 Other: 2

Average Length of Stay: 12.8 days

## OUTGOING OTHER

Adopted: 15 Returned to Owner: 1 Transferred Out: 2 Euthanized: 3 Other: 1

Average Length of Stay: 43.1 days

# Licensing, Medical & Community Services

**LICENSES: 675**    **TOTAL VACCINATIONS: 808**    **RABIES: 285**    **DISTEMPER/FVRCP: 373**    **MICROCHIPS: 87**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 485**

**COMMUNITY SPAY/NEUTER SURGERIES: 104**    **SHELTER SPAY/NEUTER SURGERIES: 163**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 107**

Average Response Time: 23 minutes

**Priority 2: 161**

Average Response Time: 4 hours

**Priority 3: 30**

Average Response Time: 13 hours

**Priority 4: 24**

Average Response Time: 13 hours

**Priority 5: 50**

Average Response Time: 30 hours

**Total Calls: 372**

**BITE REPORTS: 38**    **NOTICE OF COMPLAINTS: 19**    **CITATIONS: 3**

**PARK PATROLS: 9**    **NOISE COMPLAINT CALLS: 35**



# 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)