

# City of San Marcos

## Quarterly Animal Services Report



3RD QUARTER • January 1 - March 31, 2024



**San Marcos Total Animals Helped 444**

**ANIMALS SHELTERED 132**

**COMMUNITY SERVICES\* 312**

\*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: 42 Owner Surrender: 19 Transfer In: 0 Seizure: 5

## INCOMING CATS

Stray: 15 Owner Surrender: 24 Transfer In: 0 Seizure: 2

## INCOMING OTHER

Stray: 8 Owner Surrender: 17 Transfer In: 0 Seizure: 0

**LIVE RELEASE RATE: 93.8%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 32 Returned to Owner: 23 Transferred Out: 2 Euthanized: 4 Other: 0

Average Length of Stay: 7.9 days

## OUTGOING CATS

Adopted: 40 Returned to Owner: 1 Transferred Out: 2 Euthanized: 1 Other: 0

Average Length of Stay: 12.5 days

## OUTGOING OTHER

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

Average Length of Stay: 17.9 days

# Licensing, Medical & Community Services

**LICENSES: 604 TOTAL VACCINATIONS: 442 RABIES: 164 DISTEMPER/FVRCP: 216 MICROCHIPS: 35**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 262**

**COMMUNITY SPAY/NEUTER SURGERIES: 31 SHELTER SPAY/NEUTER SURGERIES: 67**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 44**

Average Response Time: 14 minutes

**Priority 2: 143**

Average Response Time: 7 hours

**Priority 3: 19**

Average Response Time: 21 hours

**Priority 4: 15**

Average Response Time: 20 hours

**Priority 5: 75**

Average Response Time: 248 hours

**Total Calls: 296**

**BITE REPORTS: 28 NOTICE OF COMPLAINTS: 13 CITATIONS: 2**

**PARK PATROLS: 46 NOISE COMPLAINT CALLS: 8**



# Customer Service

**CUSTOMER SERVICE SATISFACTION RATING: 97.5%\***

**5-Outstanding: 128 4-Above Expectations: 19 3-Met Expectations: 7 2-Below Expectations: 3**

**1-Did Not Meet Expectations: 1 Total: 158**

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