

# City of Vista

## Quarterly Animal Services Report

3RD QUARTER • January 1 - March 31, 2024



**Vista Total  
Animals Helped 789**

**ANIMALS SHELTERED 263  
COMMUNITY SERVICES\* 526**

\*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: 101 Owner Surrender: 31 Transfer In: 0 Seizure: 6

## INCOMING CATS

Stray: 48 Owner Surrender: 34 Transfer In: 0 Seizure: 4

## INCOMING OTHER

Stray: 6 Owner Surrender: 32 Transfer In: 0 Seizure: 1

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

\*Organization wide

## OUTGOING DOGS

Adopted: 60 Returned to Owner: 56 Transferred Out: 6 Euthanized: 8 Other: 0

Average Length of Stay: 10.9 days

## OUTGOING CATS

Adopted: 51 Returned to Owner: 5 Transferred Out: 12 Euthanized: 12 Other: 0

Average Length of Stay: 14.1 days

## OUTGOING OTHER

Adopted: 23 Returned to Owner: 2 Transferred Out: 11 Euthanized: 2 Other: 0

Average Length of Stay: 27.0 days

# Licensing, Medical & Community Services

**LICENSES: 725 TOTAL VACCINATIONS: 751 RABIES: 295 DISTEMPER/FVRCP: 326 MICROCHIPS: 65**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 439**

**COMMUNITY SPAY/NEUTER SURGERIES: 56 SHELTER SPAY/NEUTER SURGERIES: 97**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 73**

Average Response Time: 12 minutes

**Priority 2: 195**

Average Response Time: 6 hours

**Priority 3: 27**

Average Response Time: 16 hours

**Priority 4: 38**

Average Response Time: 14 hours

**Priority 5: 62**

Average Response Time: 130 hours

**Total Calls: 395**

**BITE REPORTS: 28 NOTICE OF COMPLAINTS: 17 CITATIONS: 4**

**PARK PATROLS: 21 NOISE COMPLAINT CALLS: 32**



# 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)