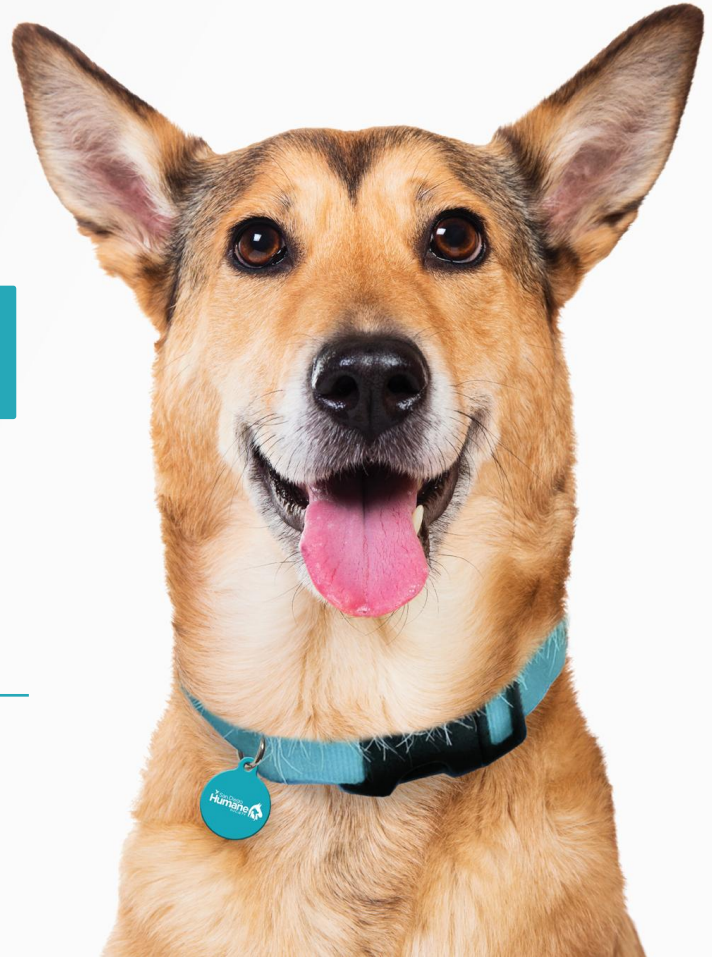


City of Carlsbad

FY24-25 Animal Services Report



July 1, 2024 - June 30, 2025



Carlsbad Total Animals Helped **1,136**

ANIMALS SHELTERED 368
COMMUNITY SERVICES* 768

*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: 125 Owner Surrender: 39 Transfer In: 1 Seizure: 34

INCOMING CATS

Stray: 78 Owner Surrender: 39 Transfer In: 11 Seizure: 2

INCOMING OTHER

Stray: 20 Owner Surrender: 16 Transfer In: Seizure: 3

LIVE RELEASE RATE: 90.9%*

*Organization wide

OUTGOING DOGS

Adopted: 80 Returned to Owner: 76 Transferred Out: 15 Euthanized: 22 Other: 4
Average Length of Stay: 17.4 days

OUTGOING CATS

Adopted: 102 Returned to Owner: 18 Transferred Out: 0 Euthanized: 9 Other: 1
Average Length of Stay: 19.5 days

OUTGOING OTHER

Adopted: 24 Returned to Owner: 4 Transferred Out: 7 Euthanized: 5 Other: 0
Average Length of Stay: 35.0 days

Licensing, Medical & Community Services

LICENSES: 4,228 **TOTAL VACCINATIONS: 964** **RABIES: 365** **DISTEMPER/FVRCP: 423** **MICROCHIPS: 104**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 644

COMMUNITY SPAY/NEUTER SURGERIES: 49 **SHELTER SPAY/NEUTER SURGERIES: 126**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 491

Average Response Time: 56 minutes

Priority 2: 334

Average Response Time: 9 hours

Priority 3: 73

Average Response Time: 54 hours

Priority 4: 60

Average Response Time: 26 hours

Priority 5: 154

Average Response Time: 4 hours

Total Calls: 1,112

BITE REPORTS: 145

NOTICE OF COMPLAINTS: 48

CITATIONS: 2

PARK PATROLS: 51

NOISE COMPLAINT CALLS: 71



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 98.6%* **TOTAL: 1,464**

Outstanding / Very Likely To Recommend: 1,292

Above Expectations / Likely To Recommend: 112

Met Expectations / May Recommend: 40

Below Expectations / Unlikely To Recommend: 17

Did Not Meet Expectations / Very Unlikely To Recommend: 3

*Percent of respondents satisfied that SDHS met or exceeded expectations, or that may recommend SDHS to others (organization wide)