

# City of San Marcos

## FY24-25 Animal Services Report



July 1, 2024 - June 30, 2025



**San Marcos Total Animals Helped** **1,680**

**ANIMALS SHELTERED 470**  
**COMMUNITY SERVICES\* 1,210**

\*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: 165 Owner Surrender: 64 Transfer In: 0 Seizure: 26

## INCOMING CATS

Stray: 92 Owner Surrender: 77 Transfer In: 0 Seizure: 8

## INCOMING OTHER

Stray: 21 Owner Surrender: 15 Transfer In: 0 Seizure: 2

**LIVE RELEASE RATE: 90.9%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 127 Returned to Owner: 111 Transferred Out: 6 Euthanized: 20 Other: 0

Average Length of Stay: 16.1 days

## OUTGOING CATS

Adopted: 144 Returned to Owner: 22 Transferred Out: 10 Euthanized: 11 Other: 1

Average Length of Stay: 16.5 days

## OUTGOING OTHER

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

Average Length of Stay: 46.8 days

# Licensing, Medical & Community Services

**LICENSES: 2,518** **TOTAL VACCINATIONS: 1,650** **RABIES: 577** **DISTEMPER/FVRCP: 773** **MICROCHIPS: 201**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 998**

**COMMUNITY SPAY/NEUTER SURGERIES: 135** **SHELTER SPAY/NEUTER SURGERIES: 199**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 265**

Average Response Time: 21 minutes

**Priority 2: 490**

Average Response Time: 10 hours

**Priority 3: 53**

Average Response Time: 26 hours

**Priority 4: 58**

Average Response Time: 43 hours

**Priority 5: 127**

Average Response Time: 13 hours

**Total Calls: 993**

**BITE REPORTS: 80** **NOTICE OF COMPLAINTS: 64** **CITATIONS: 11**

**PARK PATROLS: 37** **NOISE COMPLAINT CALLS: 61**



# 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)