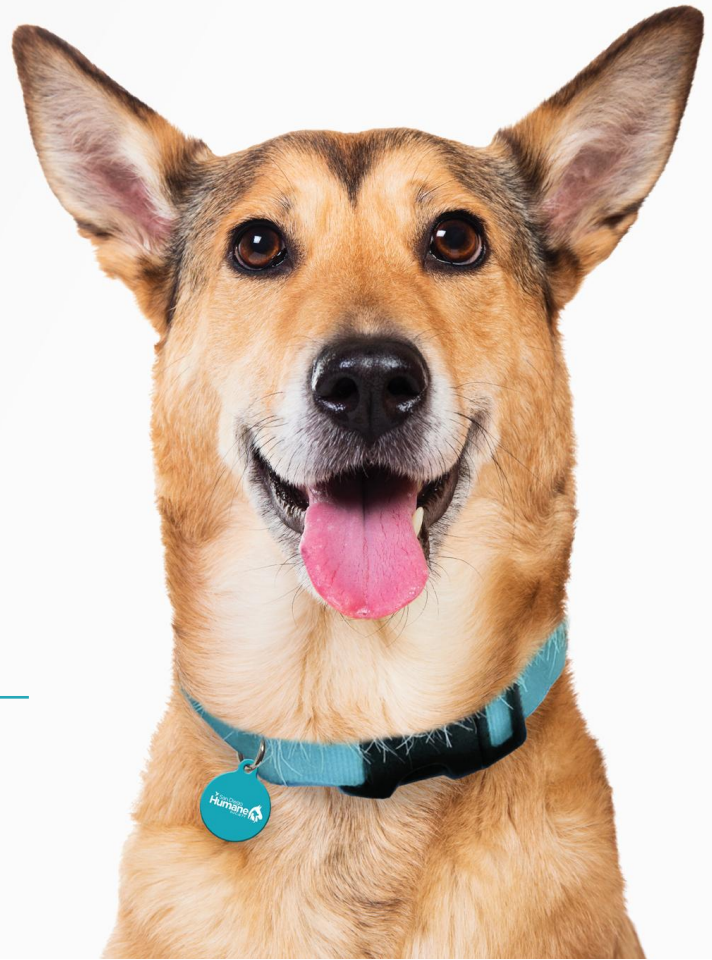


# City of Vista

## FY24-25 Animal Services Report

July 1, 2024 - June 30, 2025



**Vista Total  
Animals Helped 3,589**

**ANIMALS SHELTERED 1,257  
COMMUNITY SERVICES\* 2,332**

\*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: 374 Owner Surrender: 115 Transfer In: 0 Seizure: 42

## INCOMING CATS

Stray: 408 Owner Surrender: 173 Transfer In: 0 Seizure: 14

## INCOMING OTHER

Stray: 73 Owner Surrender: 57 Transfer In: 0 Seizure: 1

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

\*Organization wide

## OUTGOING DOGS

Adopted: 232 Returned to Owner: 217 Transferred Out: 22 Euthanized: 46 Other: 0

Average Length of Stay: 11.9 days

## OUTGOING CATS

Adopted: 445 Returned to Owner: 32 Transferred Out: 32 Euthanized: 69 Other: 10

Average Length of Stay: 17.2 days

## OUTGOING OTHER

Adopted: 93 Returned to Owner: 6 Transferred Out: 11 Euthanized: 15 Other: 7

Average Length of Stay: 26.4 days

# Licensing, Medical & Community Services

**LICENSES: 2,554 TOTAL VACCINATIONS: 3,105 RABIES: 1,167 DISTEMPER/FVRCP: 1,378 MICROCHIPS: 357**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 1,890**

**COMMUNITY SPAY/NEUTER SURGERIES: 318**

**SHELTER SPAY/NEUTER SURGERIES: 604**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 349**

Average Response Time: 22 minutes

**Priority 2: 607**

Average Response Time: 7 hours

**Priority 3: 98**

Average Response Time: 24.5 hours

**Priority 4: 105**

Average Response Time: 25 hours

**Priority 5: 185**

Average Response Time: 11 hours

**Total Calls: 1,344**

**BITE REPORTS: 161**

**NOTICE OF COMPLAINTS: 126**

**CITATIONS: 9**

**PARK PATROLS: 19**

**NOISE COMPLAINT CALLS: 78**



# 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)