

City of Vista

Quarterly Animal Services Report

4TH QUARTER • April 1 - June 30, 2025



**Vista Total
Animals Helped 896**

**ANIMALS SHELTERED 292
COMMUNITY SERVICES* 604**

*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: 76 Owner Surrender: 25 Transfer In: 0 Seizure: 7

INCOMING CATS

Stray: 129 Owner Surrender: 36 Transfer In: 0 Seizure: 2

INCOMING OTHER

Stray: 9 Owner Surrender: 7 Transfer In: 0 Seizure: 1

LIVE RELEASE RATE: 88.7%*

*Organization wide

OUTGOING DOGS

Adopted: 44 Returned to Owner: 39 Transferred Out: 1 Euthanized: 10 Other: 0
Average Length of Stay: 11.8 days

OUTGOING CATS

Adopted: 110 Returned to Owner: 7 Transferred Out: 2 Euthanized: 15 Other: 6
Average Length of Stay: 15.2 days

OUTGOING OTHER

Adopted: 4 Returned to Owner: 1 Transferred Out: 1 Euthanized: 5 Other: 1
Average Length of Stay: 8.7 days

Licensing, Medical & Community Services

LICENSES: 609 **TOTAL VACCINATIONS: 832** **RABIES: 307** **DISTEMPER/FVRCP: 371** **MICROCHIPS: 68**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 482

COMMUNITY SPAY/NEUTER SURGERIES: 90 **SHELTER SPAY/NEUTER SURGERIES: 147**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 103

Average Response Time: 16 minutes

Priority 2: 164

Average Response Time: 9 hours

Priority 3: 23

Average Response Time: 22 hours

Priority 4: 19

Average Response Time: 29.5 hours

Priority 5: 46

Average Response Time: 21 hours

Total Calls: 355

BITE REPORTS: 46 **NOTICE OF COMPLAINTS: 40** **CITATIONS: 4**

PARK PATROLS: 4 **NOISE COMPLAINT CALLS: 20**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 99.2%* **TOTAL: 595**

Outstanding / Very Likely To Recommend: 555

Above Expectations / Likely To Recommend: 30

Met Expectations / May Recommend: 5

Below Expectations / Unlikely To Recommend: 4

Did Not Meet Expectations / Very Unlikely To Recommend: 1

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