

City of Carlsbad

Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2024



Carlsbad Total Animals Helped **289**

ANIMALS SHELTERED 120
COMMUNITY SERVICES* 169

*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: 30 Owner Surrender: 9 Transfer In: 0 Seizure: 9

INCOMING CATS

Stray: 29 Owner Surrender: 19 Transfer In: 10 Seizure: 0

INCOMING OTHER

Stray: 6 Owner Surrender: 8 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 90.4%*

*Organization wide

OUTGOING DOGS

Adopted: 20 Returned to Owner: 19 Transferred Out: 0 Euthanized: 8 Other: 0
Average Length of Stay: 18.5 days

OUTGOING CATS

Adopted: 43 Returned to Owner: 3 Transferred Out: 0 Euthanized: 2 Other: 0
Average Length of Stay: 12.8 days

OUTGOING OTHER

Adopted: 9 Returned to Owner: 1 Transferred Out: 1 Euthanized: 2 Other: 0
Average Length of Stay: 37.6 days

Licensing, Medical & Community Services

LICENSES: 1,153 **TOTAL VACCINATIONS: 221** **RABIES: 85** **DISTEMPER/FVRCP: 96** **MICROCHIPS: 37**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 150

COMMUNITY SPAY/NEUTER SURGERIES: 3

SHELTER SPAY/NEUTER SURGERIES: 43

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 133

Average Response Time: 23 minutes

Priority 2: 87

Average Response Time: 8 hours

Priority 3: 24

Average Response Time: 112 hours

Priority 4: 17

Average Response Time: 39 hours

Priority 5: 50

Average Response Time: 3 hours

Total Calls: 311

BITE REPORTS: 26

NOTICE OF COMPLAINTS: 8

CITATIONS: 0

PARK PATROLS: 8

NOISE COMPLAINT CALLS: 28



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 97.4%*

5-Outstanding: 165

4-Above Expectations: 36

3-Met Expectations: 20

2-Below Expectations: 6

1-Did Not Meet Expectations: 0 Total: 227

*Percent of respondents satisfied that SDHS met or exceeded expectations (organization wide)