

# City of Del Mar

## Quarterly Animal Services Report



1ST QUARTER • July 1 - September 30, 2024



## Del Mar Total Animals Helped **9**

**ANIMALS SHELTERED 5**

**COMMUNITY SERVICES\* 4**

\*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: 2 Owner Surrender: 0 Transfer In: 0 Seizure: 1

## INCOMING CATS

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

## INCOMING OTHER

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

**LIVE RELEASE RATE: 90.4%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 3 Returned to Owner: 1 Transferred Out: 0 Euthanized: 0 Other: 0

Average Length of Stay: 22.8 days

## OUTGOING CATS

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

Average Length of Stay: N/A

## OUTGOING OTHER

Adopted: 2 Returned to Owner: 0 Transferred Out: 0 Euthanized: 0 Other: 0

Average Length of Stay: 3.0 days

# Licensing, Medical & Community Services

**LICENSES: 132**    **TOTAL VACCINATIONS: 3**    **RABIES: 2**    **DISTEMPER/FVRCP: 1**    **MICROCHIPS: 2**

**COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 4**

**COMMUNITY SPAY/NEUTER SURGERIES: 0**    **SHELTER SPAY/NEUTER SURGERIES: 1**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 6**

Average Response Time: 16 minutes

**Priority 2: 9**

Average Response Time: 3 hours

**Priority 3: 0**

Average Response Time: N/A

**Priority 4: 3**

Average Response Time: 28 hours

**Priority 5: 21**

Average Response Time: 10 hours

**Total Calls: 39**

**BITE REPORTS: 2**    **NOTICE OF COMPLAINTS: 1**    **CITATIONS: 0**

**PARK PATROLS: 19**    **NOISE COMPLAINT CALLS: 2**



# 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)