

City of Carlsbad

Quarterly Animal Services Report



3RD QUARTER • January 1 - March 31, 2025



Carlsbad Total Animals Helped **280**

ANIMALS SHELTERED 63
COMMUNITY SERVICES* 217

*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: 6 Transfer In: 1 Seizure: 5

INCOMING CATS

Stray: 12 Owner Surrender: 7 Transfer In: 0 Seizure: 0

INCOMING OTHER

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

LIVE RELEASE RATE: 92.5%*

*Organization wide

OUTGOING DOGS

Adopted: 17 Returned to Owner: 14 Transferred Out: 5 Euthanized: 5 Other: 0

Average Length of Stay: 22.3 days

OUTGOING CATS

Adopted: 15 Returned to Owner: 3 Transferred Out: 0 Euthanized: 1 Other: 0

Average Length of Stay: 9.5 days

OUTGOING OTHER

Adopted: 4 Returned to Owner: 0 Transferred Out: 1 Euthanized: 0 Other: 0

Average Length of Stay: 54.3 days

Licensing, Medical & Community Services

LICENSES: 1,126 **TOTAL VACCINATIONS: 278** **RABIES: 111** **DISTEMPER/FVRCP: 116** **MICROCHIPS: 22**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 185

COMMUNITY SPAY/NEUTER SURGERIES: 16 **SHELTER SPAY/NEUTER SURGERIES: 23**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 83

Average Response Time: 30 minutes

Priority 2: 88

Average Response Time: 7 hours

Priority 3: 24

Average Response Time: 17 hours

Priority 4: 17

Average Response Time: 18 hours

Priority 5: 36

Average Response Time: 4 hours

Total Calls: 248

BITE REPORTS: 40

NOTICE OF COMPLAINTS: 14

CITATIONS: 0

PARK PATROLS: 13

NOISE COMPLAINT CALLS: 11



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 99.3%* **TOTAL: 448**

Outstanding / Very Likely To Recommend: 409

Above Expectations / Likely To Recommend: 30

Met Expectations / May Recommend: 6

Below Expectations / Unlikely To Recommend: 2

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)