

City of Vista

Quarterly Animal Services Report

3RD QUARTER • January 1 - March 31, 2025



**Vista Total
Animals Helped 823**

**ANIMALS SHELTERED 262
COMMUNITY SERVICES* 561**

*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: 98 Owner Surrender: 21 Transfer In: 0 Seizure: 13

INCOMING CATS

Stray: 64 Owner Surrender: 18 Transfer In: 0 Seizure: 3

INCOMING OTHER

Stray: 27 Owner Surrender: 18 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 92.5%*

*Organization wide

OUTGOING DOGS

Adopted: 51 Returned to Owner: 62 Transferred Out: 7 Euthanized: 11 Other: 0
Average Length of Stay: 11.3 days

OUTGOING CATS

Adopted: 39 Returned to Owner: 10 Transferred Out: 18 Euthanized: 10 Other: 1
Average Length of Stay: 10.9 days

OUTGOING OTHER

Adopted: 47 Returned to Owner: 2 Transferred Out: 2 Euthanized: 3 Other: 6
Average Length of Stay: 24.3 days

Licensing, Medical & Community Services

LICENSES: 644 TOTAL VACCINATIONS: 755 RABIES: 274 DISTEMPER/FVRCP: 325 MICROCHIPS: 79

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 460

COMMUNITY SPAY/NEUTER SURGERIES: 79 SHELTER SPAY/NEUTER SURGERIES: 75

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 63

Average Response Time: 26 minutes

Priority 2: 146

Average Response Time: 7 hours

Priority 3: 21

Average Response Time: 26 hours

Priority 4: 29

Average Response Time: 21 hours

Priority 5: 51

Average Response Time: 6 hours

Total Calls: 310

BITE REPORTS: 41 NOTICE OF COMPLAINTS: 40 CITATIONS: 1

PARK PATROLS: 7 NOISE COMPLAINT CALLS: 13



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)