

City of Vista

Quarterly Animal Services Report

2ND QUARTER • October 1 - December 31, 2024



**Vista Total
Animals Helped 925**

**ANIMALS SHELTERED 325
COMMUNITY SERVICES* 600**

*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: 82 Owner Surrender: 32 Transfer In: 0 Seizure: 9

INCOMING CATS

Stray: 98 Owner Surrender: 63 Transfer In: 0 Seizure: 3

INCOMING OTHER

Stray: 21 Owner Surrender: 17 Transfer In: 0 Seizure: 0

LIVE RELEASE RATE: 92.9%*

*Organization wide

OUTGOING DOGS

Adopted: 59 Returned to Owner: 52 Transferred Out: 7 Euthanized: 7 Other: 0

Average Length of Stay: 9.5 days

OUTGOING CATS

Adopted: 161 Returned to Owner: 12 Transferred Out: 4 Euthanized: 20 Other: 3

Average Length of Stay: 20.2 days

OUTGOING OTHER

Adopted: 24 Returned to Owner: 3 Transferred Out: 2 Euthanized: 2 Other: 0

Average Length of Stay: 36.8 days

Licensing, Medical & Community Services

LICENSES: 575 **TOTAL VACCINATIONS: 779** **RABIES: 298** **DISTEMPER/FVRCP: 356** **MICROCHIPS: 97**

COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 492

COMMUNITY SPAY/NEUTER SURGERIES: 72 **SHELTER SPAY/NEUTER SURGERIES: 182**

Humane Law Enforcement

ENFORCEMENT ACTIVITIES

Priority 1: 67

Average Response Time: 41 minutes

Priority 2: 139

Average Response Time: 5.5 hours

Priority 3: 27

Average Response Time: 20 hours

Priority 4: 22

Average Response Time: 30.5 hours

Priority 5: 40

Average Response Time: 4.5 hours

Total Calls: 295

BITE REPORTS: 45 **NOTICE OF COMPLAINTS: 24** **CITATIONS: 0**

PARK PATROLS: 8 **NOISE COMPLAINT CALLS: 19**



Customer Service

CUSTOMER SERVICE SATISFACTION RATING: 96.9%*

5-Outstanding: 163 **4-Above Expectations: 16** **3-Met Expectations: 9** **2-Below Expectations: 5**

1-Did Not Meet Expectations: 1 **Total: 194**

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