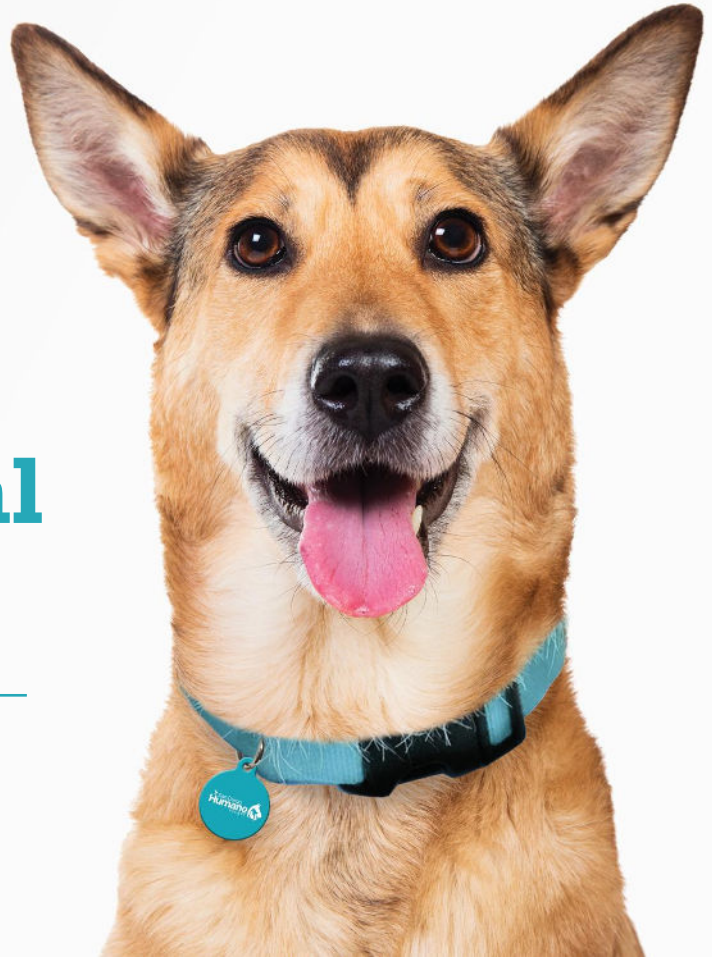


# City of Vista

## Quarterly Animal Services Report

1ST QUARTER • July 1 - September 30, 2025



**Vista Total  
Animals Helped 979**

**ANIMALS SHELTERED 314  
COMMUNITY SERVICES\* 665**

\*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: 96 Owner Surrender: 35 Transfer In: 0 Seizure: 8

## INCOMING CATS

Stray: 126 Owner Surrender: 31 Transfer In: 0 Seizure: 3

## INCOMING OTHER

Stray: 6 Owner Surrender: 9 Transfer In: 0 Seizure: 0

**LIVE RELEASE RATE: 90.0%\***

\*Organization wide

## OUTGOING DOGS

Adopted: 68 Returned to Owner: 50 Transferred Out: 6 Euthanized: 6 Other: 1  
Average Length of Stay: 15.3 days

## OUTGOING CATS

Adopted: 124 Returned to Owner: 1 Transferred Out: 11 Euthanized: 18 Other: 8  
Average Length of Stay: 20.8 days

## OUTGOING OTHER

Adopted: 16 Returned to Owner: 1 Transferred Out: 0 Euthanized: 2 Other: 0  
Average Length of Stay: 55.2 days

# Licensing, Medical & Community Services

**LICENSES: 656**    **TOTAL VACCINATIONS: 819**    **RABIES: 285**    **RABIES/FVRCP: 34**    **DISTEMPER/FVRCP: 354**

**MICROCHIPS: 82**    **COMMUNITY VACCINATED/MICROCHIPPED ANIMALS: 516**

**COMMUNITY SPAY/NEUTER SURGERIES: 119**    **SHELTER SPAY/NEUTER SURGERIES: 176**

# Humane Law Enforcement

## ENFORCEMENT ACTIVITIES

**Priority 1: 48**

Average Response Time: 13 minutes

**Priority 2: 34**

Average Response Time: 58 minutes

**Priority 3: 9**

Average Response Time: 6.5 hours

**Priority 4: 75**

Average Response Time: 22 hours

**Priority 5: 121**

Average Response Time: 10 hours

**Total Calls: 287**

**BITE REPORTS: 31**

**NOTICE OF COMPLAINTS: 61**

**CITATIONS: 2**

**PARK PATROLS: 6**

**NOISE COMPLAINT CALLS: 41**



# Customer Service

**CUSTOMER SERVICE SATISFACTION RATING: 99.3%\***    **TOTAL: 582**

**Outstanding / Very Likely To Recommend: 527**

**Above Expectations / Likely To Recommend: 44**

**Met Expectations / May Recommend: 7**

**Below Expectations / Unlikely To Recommend: 1**

**Did Not Meet Expectations / Very Unlikely To Recommend: 3**

\*Percent of respondents satisfied that SDHS met or exceeded expectations, or that may recommend SDHS to others (organization wide)