

Department: Community Services **Program Contact:** Wade Sadler
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Adopted
Related Programs: 90006, 90007, 90008, 90009
Program Characteristics:

Executive Summary

The Multnomah County Animal Services (MCAS) Client Services program provides a broad range of customer service in the shelter facility, as well as support and resources for our community. Key service areas include staffing the Division's call center, providing community information and referrals, managing the countywide pet licensing program, processing all MCAS revenues, lost and found pet reunification services, and communication activities. Support is prioritized based on equity considerations including income level and housing status, with multilingual support.

Program Summary

The Client Services program provides services 7 days a week to residents of Multnomah County and delivers the following services: call center staffing, pet licensing, revenue processing, lost and found services, and communication.

The MCAS call center provides information, assistance and referrals for 50,000 annual phone customers. Regular business phone lines are staffed seven days a week, typically providing approximately 45 hours of service each week. Calls received by the call center include lost and found inquiries, requests for low-income veterinary services, animal nuisance complaints in neighborhoods, and cruelty/neglect complaints. Call center staff are trained to provide referrals and resources to pet owners with a focus on protecting the human-animal bond and keeping pets in their homes.

Client Services also assists clients in person at the Animal Shelter. Members of the public who visit the shelter are provided support through help with filing lost and found reports, tracing and contact services for owners whose pets have come to the shelter with identification, and helping owners reclaim lost animals that are at the shelter. During the COVID-19 pandemic, impound and boarding fees are waived for all owners to remove financial barriers which may otherwise prevent them from being reunited with their lost pet. MCAS seeks to conduct a fee equity study in FY 2023 and amend county code to waive these fees on a permanent basis. Beginning in January 2022, Client Services expanded outreach efforts for found pets by posting stray animals with no contact tracing leads to social media platforms including Nextdoor and Facebook.

Client Services also processes all pet licensing, including license sales and renewals received via USPS, license sales by veterinary partners in the community, and online sales at multcopets.org. On average, over 40,000 licenses are processed annually, and the Client Services program manages between 90,000-100,000 active licenses. Licenses are eligible for a fee reduction for senior citizens and low-income clients. A licensing grace period was implemented from March 2020 to July 2021 during the COVID-19 pandemic, reducing these numbers.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Pet licenses processed	39,352	50,000	30,000	40,000
Outcome	Percentage of lost/stray dogs returned to owners	N/A	N/A	N/A	58%
Output	Calls from the public	N/A	N/A	N/A	28,000
Outcome	Percentage of lost/stray cats returned to owners	N/A	N/A	N/A	10%

Performance Measures Descriptions

Pet licenses processed include licenses that have been issued. It does not account for licenses that are not in compliance and are being managed by the staff. MCAS is adding the percentage of animals returned to owners (RTO) for dogs and cats. Nationally, RTO rates for dogs are 40% and for cats 5%. Calls from the public represent phone calls received seeking assistance with licensing, rehoming, adoption, lost & found pets, and a variety of other supports provided to the community with the goal of protecting and preserving human-animal bonds.

Legal / Contractual Obligation

Oregon Revised Statutes (ORS) 609.100 to 609.110 pertains to Animal Control mandates, which includes dog license requirements. ORS 433.340 - 433.390 pertains to Rabies Control which includes: requirements to report animal bites, impoundment, quarantine and disposition requirements, inoculations against rabies requirements, records requirements, and requirement for all fees to go into the Animal Services Fund. MCC 13.100-13.104 pertains to pet licensing for dogs and cats, as well as rabies requirements for licensing. MCC Resolution 2019-067 establishes fees required.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$1,691,056	\$0	\$1,772,139	\$0
Contractual Services	\$70,000	\$14,240	\$55,000	\$9,391
Materials & Supplies	\$28,556	\$11,717	\$32,190	\$8,723
Internal Services	\$114,121	\$0	\$112,736	\$0
Cash Transfers	\$0	\$1,398,043	\$0	\$1,096,886
Total GF/non-GF	\$1,903,733	\$1,424,000	\$1,972,065	\$1,115,000
Program Total:	\$3,327,733		\$3,087,065	
Program FTE	16.00	0.00	16.00	0.00

Program Revenues				
Fees, Permits & Charges	\$0	\$1,374,000	\$0	\$1,115,000
Other / Miscellaneous	\$0	\$50,000	\$0	\$0
Financing Sources	\$1,398,043	\$0	\$1,096,886	\$0
Total Revenue	\$1,398,043	\$1,424,000	\$1,096,886	\$1,115,000

Explanation of Revenues

In the General Fund, the revenue (\$1,096,886) represents the cash transfer from the Animal Services Fund to the General Fund. It includes revenue from pet licensing fees, plus fines collected related to pet licensing. State law requires counties to collect animal fees and licensing revenue in a dedicated fund.

Significant Program Changes

Last Year this program was: FY 2022: 90005 Animal Services Client Services

Current state legislation contains a requirement for proof of rabies at time of an animal license issuance, which creates barriers to pet licensing. The rabies requirement significantly impacts the ability of owners to license their pets and this has become more challenging due to the COVID-19 pandemic as many veterinary clinics continue to have limited availability. Current year forecasted revenue continue to fall short of budget and in FY 2023 the plan has been lowered to better align with what is expected due to enforcement of proof of rabies.