

Program #91006 - Animal Services Field Services

2/17/2017

Department: Community Services **Program Contact:** Jackie Rose

Program Offer Type: Existing Operating Program Program Offer Stage: As Requested

Related Programs: 91005-18; 91007-18; 91004-18

Program Characteristics: In Target

Executive Summary

The Animal Services Field Services program provides 24-hour public safety emergency response to calls concerning animals attacking and injuring people and animals; 24-hour emergency animal rescue for injured, sick and abused animals; investigation services for animal bite cases and animal abuse and neglect cases; enforces city, county and state laws; and provides community education and assistance in helping resolve neighborhood animal nuisances. Service is provided to the community seven days a week. This program serves all cities and unincorporated areas in Multnomah County.

Program Summary

The Animal Services Field Services program delivers the following services:

- Emergency public safety protection, which involves responding to calls on dangerous dog attacks that have injured people and other animals.
- Emergency animal rescue, which involves responding to and rescuing injured, sick, abused and neglected animals.
- Public health protection, which involves investigating reports of animal bites, quarantining animals for rabies and enforcing state rabies laws.
- Animal welfare protection, which involves investigating cases of animal neglect, abuse and abandonment, investigating reports of dog fighting and ensuring humane standards of animal care in licensed animal facilities. This unit also works collaboratively with law enforcement agencies and District Attorney on criminal cases involving animals.
- Neighborhood livability promotion, which involves assisting the public in resolving neighborhood nuisances involving animals, regulating potentially dangerous dog ownership, and impounding stray animals.
- Community education, which involves promoting responsible pet ownership and enforcing city, county, and state laws involving animals.
- Managing the administrative hearings process to resolve ordinance violations.

| Performance Measures | | | | | | | | | |
|----------------------|--|----------------|-------------------|------------------|---------------|--|--|--|--|
| Measure Type | Primary Measure | FY16 Actual | FY17 Purchased | FY17 Estimate | FY18 Offer | | | | |
| Output | Calls for Service | 22,656 | 15,543 | 23,000 | 20,000 | | | | |
| Outcome | Cruelty Investigation Response Time (days) | 0.59 | 0.92 | 1.25 | 1.25 | | | | |
| Output | Notices of Infractions Issued | 16,408 | 11,994 | 20,000 | 13,500 | | | | |

Performance Measures Descriptions

Calls for service demonstrates service demand. The Cruelty Investigation Response Time measures the time from the initial call received to first contact by an officer. In FY 2016, Field Services responded to 22,656 calls for service: 791 bite investigations, 756 animal cruelty/welfare investigations and 1,284 dead animal service calls.

Legal / Contractual Obligation

ORS 609.010 to 609.190 pertains to Animal Control mandates, which includes dogs running at large prohibited; potentially dangerous and dangerous dogs regulations, dogs as public nuisance prohibited, impoundment and shelter requirements for violations, dog license requirements, impoundment of Dogs harming livestock requirements. ORS 609.205 pertains to prohibitions against keeping wild or exotic animals. ORS 433.340 to 433.390 pertains to Rabies Control, including: requirements to report animal bites; impoundment, quarantine and disposition requirements; inoculations against rabies requirements; records requirements; and requirement for all fees to go to the Animal Services Fund. Multnomah County Code Chapter 13 provides local regulations for animal ownership.

Revenue/Expense Detail

| | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|----------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses | 2017 | 2017 | 2018 | 2018 |
| Personnel | \$1,242,573 | \$0 | \$1,276,195 | \$0 |
| Contractual Services | \$96,854 | \$0 | \$96,854 | \$0 |
| Materials & Supplies | \$62,200 | \$0 | \$62,200 | \$0 |
| Internal Services | \$220,975 | \$0 | \$222,936 | \$0 |
| Cash Transfers | \$0 | \$20,000 | \$0 | \$0 |
| Total GF/non-GF | \$1,622,602 | \$20,000 | \$1,658,185 | \$0 |
| Program Total: | \$1,642,602 | | \$1,658,185 | |
| Program FTE | 14.00 | 0.00 | 14.00 | 0.00 |

| Program Revenues | | | | | | | | |
|-----------------------|----------|----------|-----|-----|--|--|--|--|
| Other / Miscellaneous | \$0 | \$20,000 | \$0 | \$0 | | | | |
| Financing Sources | \$20,000 | \$0 | \$0 | \$0 | | | | |
| Total Revenue | \$20,000 | \$20,000 | \$0 | \$0 | | | | |

Explanation of Revenues

This program is supported by County General Funds.

Significant Program Changes

Last Year this program was: FY 2017: 91006A Animal Services Field Services

Field Services has no significant changes in this program offer.