



Program #91005B - Animal Services Client Services License Compliance 2/20/2019

Department: Community Services **Program Contact:** Jackie Rose
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs: 91005, 91006, 91007
Program Characteristics: Out of Target

Executive Summary

As a result of budget constraints for FY20, Animal Services proposed a reduction of 1.00 FTE Office Assistant Senior (OA Senior) License Compliance position in the Client Services program. This program offer is submitted as a request to restore the position as originally funded.

Program Summary

Multnomah County requires that all owned dogs and cats be licensed and have a current rabies vaccination. The Client Services program is responsible for all pet licensing services for the county. There are approximately 90,000 current pet licenses with approximately 50,000 licensed processed each year. Pet licenses are offered in 1-, 2-, and 3-year terms and are required to be renewed for the life of the pet. Licenses may be obtained directly from Animal Services or may be purchased at veterinary offices, which work in partnership with Animal Services. License Compliance staff are responsible for processing all pet license renewals and all pet licenses sold or renewed by veterinarians in the community. This work includes the processing of all renewal mailings, enforcement mailings, database entry and collection processes for pet-owner non-compliance.

In August 2017, Animal Services implemented a new software system (Shelter Buddy) and since that time, significant process improvements have been made to streamline and increase efficiency in the area of pet licensing. As a result, Animal Services has been utilizing that additional staff capacity to begin to explore ways to increase license compliance and the corresponding revenue generated by licensing. A 1.00 FTE reduction will limit our ability to continue these efforts to create new systems for revenue generation.

The current staffing for this work function is 2.00 FTE OA Senior positions. A reduction of 1.00 FTE will result in a 50% reduction of staff dedicated to license compliance, which will have the following impact: 1) One staff member will be responsible for all work associated with license compliance, thus severely limiting their ability to take on any additional projects or work activities; 2) The program will not be able to adequately cover for staff during time off, thus potentially delaying the processing of license renewals and enforcement activities; 3) Reduced capacity will eliminate opportunities for program development and/or implementation of programmatic changes/enhancements that would potentially yield increased license compliance and revenue.

Performance Measures

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Create a comprehensive plan to identify opportunities to increase compliance and revenue related to pet licenses.	N/A	N/A	N/A	1
Outcome	Increase in license compliance and corresponding revenue compared to the previous fiscal year.	N/A	N/A	N/A	10%

Performance Measures Descriptions

The performance measured are designed to evaluate the value of restoring OA-Senior position.

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, and impoundment of dogs harming livestock requirements. ORS 609.205 pertains to prohibitions against keeping wild or exotic animals. 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.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$0	\$80,454	\$0
Total GF/non-GF	\$0	\$0	\$80,454	\$0
Program Total:	\$0		\$80,454	
Program FTE	0.00	0.00	1.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

This program is supported by County General Funds. MCAS currently processes approximately 50,000 pet licences per year which generates approximately \$1,680,000 in revenue and \$28,000 in fines related to license non-compliance (see program offer 91005A).

Significant Program Changes

Last Year this program was: FY 2019: 91005-19 Animal Services Client Services

As a result of the budget constraint, Client Services will be reduced by 1.00 FTE Office Assistant Senior (License Compliance) position in FY20. It is estimated that MCAS currently has a 32% pet owner compliance rate for dog licensing and a 16% compliance rate for cat licensing. While these rates are higher than the national average (22% for dogs and less than 10% for cats), there is room for improvement. Indeed, the 2015 audit of MCAS recommended that the Division work to increase licensing compliance and implement processes that would enable greater efficiency. MCAS has implemented a new software system, resulting in significant process improvements and efficiencies and enabling MCAS to explore ways to increase its licence compliance rate. A 1.00 FTE reduction within this work unit will have a significant impact on MCAS's ability to increase license compliance activities, limiting our ability to facilitate increased ordinance compliance and revenue.