

**Program #90005 - Animal Services Client Services** 4/21/2021

**Department:** Community Services **Program Contact:** Wade Sadler  
**Program Offer Type:** Existing Operating Program **Program Offer Stage:** As Proposed  
**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 services, and communication activities. Support is prioritized based on equity considerations including income level and housing status.

**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 six days a week, typically providing approximately 50 hours of service each week. Due to COVID-19, the hours of operation for the Client Services call center were limited to approximately 40 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 by assisting with lost and found reports, provide tracing and contact services for owners whose pets have come to the shelter with identification, and help owners reclaim lost animals that are at the shelter. Programs are established to reduce or waive impound and boarding fees for owners who face financial barriers that would otherwise prevent them from being reunited with their lost pet.

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 50,000 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.

**Performance Measures**

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Pet licenses processed	38,116	50,000	38,100	50,000
Outcome	Private Donations (dollars)	\$161,579	\$115,000	\$140,000	N/A
Output	Calls from the public	N/A	N/A	N/A	22,000

**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 retiring donations as a performance measure and replacing it with calls to better capture services provided. 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	Proposed General Fund	Proposed Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$1,568,505	\$0	\$1,691,056	\$0
Contractual Services	\$91,000	\$14,240	\$70,000	\$14,240
Materials & Supplies	\$27,300	\$9,968	\$28,556	\$11,717
Internal Services	\$116,117	\$0	\$114,121	\$0
Cash Transfers	\$0	\$1,399,792	\$0	\$1,398,043
<b>Total GF/non-GF</b>	<b>\$1,802,922</b>	<b>\$1,424,000</b>	<b>\$1,903,733</b>	<b>\$1,424,000</b>
<b>Program Total:</b>	<b>\$3,226,922</b>		<b>\$3,327,733</b>	
<b>Program FTE</b>	16.00	0.00	16.00	0.00

Program Revenues				
Fees, Permits & Charges	\$0	\$1,374,000	\$0	\$1,374,000
Other / Miscellaneous	\$0	\$50,000	\$0	\$50,000
Financing Sources	\$1,399,792	\$0	\$1,398,043	\$0
<b>Total Revenue</b>	<b>\$1,399,792</b>	<b>\$1,424,000</b>	<b>\$1,398,043</b>	<b>\$1,424,000</b>

## Explanation of Revenues

In the General Fund, the revenue (\$1,398,043) 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 2021: 90005 Animal Services Client Services

Animal Services is continuing to pursue a legislative change to amend a state requirement for proof of rabies at time of an animal license issuance. The legislative update is forecasted to increase revenues from license sales by improving access to pet owners and creating pathways to overcome barriers to pet licensing. Forecasted revenues are expected to continue to decline until proof of rabies is decoupled from the license fee process. COVID-19 has also significantly impacted licensing revenues due to limited access to veterinary services in our community to provide the mandatory rabies vaccination prior to licensing.