



**Program #90005A - Animal Services Client Services** FY 2024 Adopted

**Department:** Community Services **Program Contact:** Erin Grahek  
**Program Offer Type:** Existing **Program Offer Stage:** 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 services within the shelter facility, as well as support and resources for the community. Key service areas include staffing the call center, providing community information and referrals, managing the countywide pet licensing program, processing all animal services revenues, lost and found pet reunification services and communications. Support is prioritized based on equity considerations including income level and housing status, with multilingual support.

**Program Description**

The Client Services program provides services to residents of Multnomah County seven days a week, and delivers the following services: Call center staffing, pet licensing, revenue processing, lost and found services, and communications. The call center provides information, assistance and referrals for 50,000 annual phone customers. Business phone lines are staffed seven days a week, providing 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 and cruelty/neglect complaints. Call center staff are trained to provide referrals and resources to callers 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 with help filing lost and found reports, tracing and contact services for owners whose pets have come to the shelter with identification, and reclaiming lost animals that are at the shelter. During the COVID-19 pandemic, starting in March 2020, Animal Services began waiving adoption, impound and boarding fees for all owners, to remove financial barriers which may otherwise prevent owners from being reunited with a lost pet. Adoption fees will be reinstated within the next few weeks, with no set timing to reinstate impound and boarding fees. In FY2024 Animal Services will pursue a fee equity study to review all fees, with the prospect of amending county code and waiving some 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	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Pet licenses processed	30,221	40,000	35,000	35,000
Outcome	Percentage of lost/stray dogs returned to owners	58%	58%	54%	58%
Output	Calls from the public	N/A	28,000	31,282	31,000
Outcome	Percentage of lost/stray cats returned to owners	8%	10%	17%	17%

**Performance Measures Descriptions**

Pet licenses processed include licenses that have been issued, but not licenses that are out of compliance and being managed by staff. Added performance measures include percentage of animals returned to owners and phone calls from the public seeking assistance with licensing, rehoming, adoption, lost & found pets, and a variety of other support 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	2023	2023	2024	2024
Personnel	\$1,772,139	\$0	\$1,820,581	\$0
Contractual Services	\$55,000	\$9,391	\$55,000	\$6,670
Materials & Supplies	\$32,190	\$8,723	\$58,320	\$18,722
Internal Services	\$112,736	\$0	\$119,232	\$0
Cash Transfers	\$0	\$1,096,886	\$0	\$749,608
<b>Total GF/non-GF</b>	<b>\$1,972,065</b>	<b>\$1,115,000</b>	<b>\$2,053,133</b>	<b>\$775,000</b>
<b>Program Total:</b>	<b>\$3,087,065</b>		<b>\$2,828,133</b>	
<b>Program FTE</b>	16.00	0.00	15.00	0.00

Program Revenues				
Fees, Permits & Charges	\$0	\$1,115,000	\$0	\$775,000
Financing Sources	\$1,096,886	\$0	\$749,608	\$0
<b>Total Revenue</b>	<b>\$1,096,886</b>	<b>\$1,115,000</b>	<b>\$749,608</b>	<b>\$775,000</b>

## Explanation of Revenues

In the General Fund, the revenue 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 2023: 90005 Animal Services Client Services

Current state legislation includes a requirement for proof of rabies at the time of 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 because of the COVID-19 pandemic as many veterinary clinics continue to have limited availability. Current year forecasted revenue continues to fall short of budget and in FY 2023 the plan has been lowered to better align with expectations due to enforcement of proof of rabies when licenses are issued. 1.00 FTE is reallocated from General Funds to Other funds in order to meet the department's General Fund constraint. This position will be asked to be reinstated with General Funds in FY 2025.