



**Program #90006A - Animal Services Field Services** FY 2025 Adopted

**Department:** Community Services **Program Contact:** Erin Grahek  
**Program Offer Type:** Operating **Program Offer Stage:** Adopted  
**Related Programs:** 90005, 90007, 90008, 90009  
**Program Characteristics:**

**Executive Summary**

Multnomah County Animal Services (MCAS) Field Services is responsible for enforcement of a broad range of city, county and state laws and provides 24-hour public safety emergency response to calls concerning animals attacking and injuring people or animals, as well as 24-hour emergency animal rescue for injured, sick and abused animals. Field Services also provides investigative services for animal bite, animal abuse and neglect and other animal nuisance cases. Field Services equitably supports the community with education and assistance in helping resolve neighborhood animal issues, provides owners with tools and resources to ensure appropriate care for their pets and coordinates with other county departments to holistically support issues and concerns.

**Program Description**

Field Services is dedicated to delivering professional animal control services with a focus on public safety and equity. The comprehensive services encompass responding to various incidents including, but not limited to, animal attacks, animals in need, facilities inspections and ensuring compliance with public health requirements for rabies through the quarantine of animals. Additionally, field officers act as first responders in collaboration with law enforcement agencies, addressing situations such as house fires, emergency hospitalization, incarceration, vehicle accidents and evictions, that impact both pets and people in the community.

Field Services officers play a vital role in responding to and investigating cases of suspected animal abuse, neglect and abandonment, as well as reports of dog fighting activities. Officers ensure that humane standards of care are maintained in all licensed animal facilities, including boarding facilities, breeding kennels and retail stores. Field Services also addresses animal nuisance complaints and actively engages in community education, providing resources and information related to responsible pet ownership and compliance with city, county, and state laws.

Officers are dedicated to assisting community members and disadvantaged pet owners in retaining and caring for their animals. This includes direct support for residents, where possible, who are experiencing low income or homelessness, as well as historically underserved marginalized communities. Services provided often involve responding to pet crises within camps for people experiencing homelessness, facilitating both emergency and non-emergency veterinary care when able, offering education and resources for stray dog issues and providing boarding during unanticipated emergency crises. Officers carry pet food and other supplies to meet the immediate needs of the community, emphasizing a compassionate and inclusive approach to animal welfare. They consider equity and possible community bias in filed complaints and respond with the goal of helping community members and disadvantaged pet owners retain and care for their animals.

**Performance Measures**

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Number of Calls Responded to by Officer	8,511	8,596	7,948	8,500
Outcome	Percentage of animal complaints resolved through non-punitive, supportive enforcement	95%	95%	95%	95%

**Performance Measures Descriptions**

The number of calls that officers (ACO-2 positions) respond to, reflects complaints received by dispatch over the course of a year. These calls include dog attacks, cruelty/neglect, nuisance and stray animal complaints and bite investigations. Complaints resolved through supportive enforcement is a performance measure that tracks complaints where community members were provided education, resources, or other guidance that did not result in a notice of infraction or citation.

## Legal / Contractual Obligation

Oregon Revised Statute (ORS) 609.010 to 609.190 pertains to state Animal Control mandates, which include dangerous dogs regulations, prohibits dogs running at large and dogs as public nuisance, and requirements for impoundment of dogs harming livestock. 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. Multnomah County Code 13.150-13.999 pertains to county Animal Control mandates.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2024	2024	2025	2025
Personnel	\$1,676,760	\$0	\$1,832,010	\$0
Contractual Services	\$130,000	\$0	\$370,000	\$0
Materials & Supplies	\$41,500	\$0	\$35,000	\$0
Internal Services	\$328,711	\$0	\$271,117	\$0
Cash Transfers	\$0	\$5,500	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$2,176,971</b>	<b>\$5,500</b>	<b>\$2,508,127</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$2,182,471</b>		<b>\$2,508,127</b>	
<b>Program FTE</b>	14.00	0.00	15.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$5,500	\$0	\$0
Financing Sources	\$5,500	\$0	\$10,000	\$0
<b>Total Revenue</b>	<b>\$5,500</b>	<b>\$5,500</b>	<b>\$10,000</b>	<b>\$0</b>

## Explanation of Revenues

General Fund revenue represents the cash transfer from the Animal Services Fund to the General Fund. It includes revenue from facility licensing fees, Dangerous and Potentially Dangerous Dog fees, appeal fees, public record fees plus fines collected for notices of infractions related to enforcement of Multnomah County Code.

## Significant Program Changes

**Last Year this program was:** FY 2024: 90006 Animal Services Field Services

One additional dispatcher was added in FY 2024 (moved from Program Offer 90008A). The phone system was also switched to call center technology to ensure more nimble phone response and better data tracking.

In FY 2025, what was previously accounted for in "other funds", is now a separate program offer for donation funds (PO 90004).