

Department: Community Services

Program Contact: Erin Grahek

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs: 90006A

Program Characteristics: New Request

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

Animal Control in Multnomah County is facing a critical demand for enhanced services to effectively respond to the evolving challenges within a diverse community. To address these needs, MCAS is requesting the addition of three new positions within the Field Services program: (2) Animal Control Officer 2 and (1) Animal Control Officer 1.

In alignment with our steadfast commitment to equity, we recognize that animal-related challenges affect the diverse communities within Multnomah County differently. The addition of three staff members is aimed at providing more immediate and effective responses, prioritizing the safety of both residents and animals. This strategic expansion is also driven by the immediate need to tailor our services, ensuring accessibility and equity across different demographics.

MCAS has a service area of 465 square miles and, according to the 2022 census, almost 800,000 residents. On an optimal day, the current staffing ratio translates to 1 officer for every 46.5 square miles, but for three days of the week, this ratio escalates to 1 officer for every 232.5 square miles. The repercussions of this staffing insufficiency are acutely felt in compromised response times, an inability to commit to specific arrival times and consequential stress on our officers, impacting individual case load and overall operational efficiency. Particularly concerning is the encumbrance on cases related to animal health and well-being, where a swift response is paramount, as well as the potential compromise to public safety due to stretched resources during emergencies. These three additional staff would ensure comprehensive coverage within Multnomah County seven days a week, furthering our goal of fostering a community where both residents and animals are not only safe, but thrive. Swift response is crucial in these situations and equitable services are at the forefront of our approach, ensuring that all members of our community receive the support they need, when they need it. This addition is not merely about meeting the increasing workload, it's about elevating the quality of our services and ensuring that our responses are equitable, timely, and effective.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Number of Field Services Cases (jobs)	N/A	N/A	N/A	8,500
Outcome	Reduction of average case completion time for Priority 2 Jobs	N/A	N/A	N/A	5%

Performance Measures Descriptions

The number of cases that officers 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 prohibits dogs running at large, dangerous dogs regulations, prohibits dogs as public nuisance 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. 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	\$0	\$0	\$341,579	\$0
Materials & Supplies	\$0	\$0	\$41,566	\$0
Total GF/non-GF	\$0	\$0	\$383,145	\$0
Program Total:	\$0		\$383,145	
Program FTE	0.00	0.00	3.00	0.00

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

Explanation of Revenues

Significant Program Changes

Last Year this program was: