

# Program #91005 - Animal Services Client Services

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**Department:** Community Services **Program Contact: Program Offer Type: Existing Operating Program** Program Offer Stage: As Adopted

91006, 91007 **Related Programs:** 

**Program Characteristics:** 

## **Executive Summary**

The Client Services and Community Outreach program provides customer service for shelter visitors and phone customers. and provides community-focused programs. Key service areas include: staffing the Division's call center; managing the County-wide pet licensing program; supervision of over 250 active volunteers; web and social media engagement, Community Advisory Committee, and spay-neuter services for low income cat owners through the ACT Program (Apartment Cat Team). The program processes approximately \$1.8 million annually in revenue.

## **Program Summary**

The Client Support and Community Outreach program delivers the following services: 1) Phone services provide information, assistance and referral for 50,000 annual phone customers. Regular business phone lines are staffed four days a week, providing 30 hours of service each week; 2) Visitor services assist the 90,000 walk-in customers that visit the shelter each year processing all transactions for animal intake, animal adoptions, lost and found reports, calls for field services, owners reclaiming animals, pet licensing, and general information and referral; 3) Pet licensing services process all pet licensing and animal facility licensing, including license sales and renewals through the mail, license sales by business partners in the community, e-business sales, database entry, billing and collection system for notices of infraction, deferred payment and NSF checks; 4) The Volunteer Program provides recruitment, selection, training and supervision for citizens and organizations who volunteer to assist in the delivery of services. Volunteers assist with animal care, foster shelter animals, and participate in adoption outreach and community events; and, 5) Community Outreach provides web/social media services, ACT program, Neighborhood Cat Adoption Partner program, and Community Advisory Committee.

Performance Measures								
Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer			
Output	Pet Licenses Processed	97,351	98,000	98,000	98,000			
Outcome	Number of Volunteers expressed in FTE	37.8	25.00	48.00	50.00			
Output	ACT Spay-Neuter Surgeries	223	600	400	400			
Outcome	Private Donations (dollars)	\$122,112	\$120,000	\$550,000	\$145,000			

#### **Performance Measures Descriptions**

Pet licenses processed is a workload measure. Volunteers expressed in FTE (full-time equivalent) measures the hours that volunteers commit to Animal Services. The Volunteer program participation is growing. ACT Spay-Neuter Surgeries is a measure of community members helped by the ACT Programs outreach activities - calculated on the calendar year. Private donations track donations received from individuals, foundations, and businesses. The higher donation revenue in FY15 is due to unanticipated large individual donations.

### **Legal / Contractual Obligation**

ORS 609.010 to 609.190 pertains to Animal Control mandates. 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; Impoundment of Dogs harming livestock requirements. ORS 609.205 pertains to prohibitions against keeping wild or exotic animals. ORS 433.340 to 433.390 pertains to Rabies Control - includes: requirement to report animal bites; impoundment, quarantine and disposition requirements; inoculations against rabies requirements; records requirements; and requirement for all fees to go to the County dog control fund. Multnomah County Code Chapter 13 provides local regulations for animal ownership.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2015	2015	2016	2016
Personnel	\$1,691,880	\$0	\$1,693,596	\$0
Contractual Services	\$72,408	\$0	\$25,000	\$0
Materials & Supplies	\$80,185	\$0	\$81,799	\$0
Internal Services	\$144,557	\$0	\$186,605	\$0
Cash Transfers	\$0	\$1,635,000	\$0	\$1,635,000
Total GF/non-GF	\$1,989,030	\$1,635,000	\$1,987,000	\$1,635,000
Program Total: \$3,624,030		\$3,622,000		
Program FTE	20.00	0.00	20.00	0.00

Program Revenues								
Fees, Permits & Charges	\$0	\$1,600,000	\$0	\$1,600,000				
Financing Sources	\$1,635,000	\$0	\$1,635,000	\$0				
Service Charges	\$0	\$35,000	\$0	\$35,000				
Total Revenue	\$1,635,000	\$1,635,000	\$1,635,000	\$1,635,000				

#### **Explanation of Revenues**

Dog License revenue: 49,000 licenses issued @ \$25.00/license = \$1,225,000. Cat License revenue: 30,000 licenses issued @ \$12/license = \$360,000. 150 Animal Facility licenses x \$100 = \$15,000. Total Licensing revenue = \$1,600,000. Animal Adoption revenue: 1,670 adoptions x \$21/average adoption = \$35,000.

In the General Fund, the \$1,635,000 revenue represents the cash transfer from the Animal Services Fund to the General Fund. It includes revenue from the sources described above.

## **Significant Program Changes**

Last Year this program was: FY 2015: 91005 Animal Services Client Services

No significant changes