



**Program #91006A - Animal Services Field Services** 4/25/2019

**Department:** Community Services **Program Contact:** Jackie Rose  
**Program Offer Type:** Existing Operating Program **Program Offer Stage:** As Proposed  
**Related Programs:** 91005, 91007  
**Program Characteristics:**

**Executive Summary**

The Animal Services Field Services program provides 24-hour public safety emergency response to calls concerning animals attacking and injuring people and animals; 24-hour emergency animal rescue for injured, sick and abused animals; investigation services for animal bite cases and animal abuse and neglect cases; enforcement of city, county and state laws; and community education and assistance in helping resolve neighborhood animal nuisances. Service is provided to the community seven days a week. This program serves all cities and unincorporated areas in Multnomah County.

**Program Summary**

The Animal Services Field Services program delivers comprehensive, 24-hour animal control services with the primary function of providing public safety to all cities and unincorporated areas in Multnomah County. Such services include, but are not limited to, responding to dangerous dog attacks, investigating reports of animal bites, quarantining animals due to suspected rabies exposure, picking up stray animals and assisting law enforcement agencies as first responders for animal related situations (house fires, arrests, vehicle accidents, etc.). This program is also responsible for ensuring the welfare of the animals in our county by responding to and investigating all cases involving suspected animal abuse/neglect/abandonment, investigating reports of dog fighting activities and ensuring that humane standards of care are provided to all animals in licensed animal facilities (boarding facilities, breeding kennels, retail stores, rescue entities, etc.). Additionally, Field Services responds to calls regarding deceased animals in public areas, animal nuisance complaints (barking dogs, free-roaming cats, etc.) and provides community education and information related to responsible pet ownership and compliance with city, county, and state laws involving animals. Lastly, this program is responsible for handling all public records requests and for the coordination of all administrative hearings involving animal-related county ordinance violations.

The primary function of the Field Services program is to ensure public safety and adherence to all applicable laws/ordinances while also ensuring the safety and well-being of animals in Multnomah County. Daily services are provided county-wide and directly benefit all persons in Multnomah County. Due to the high number of low-income and homeless persons in the county, a large percentage of time is dedicated to assisting these populations. Such services often include, but are not limited to, responding to dog bites within homeless camps, emergency veterinary needs, stray dog issues due to limited secure enclosures or leash compliance and emergency boarding needs due to incarceration, eviction or owner medical/mental health crises. As such, the Field Services program provides extremely important service to many disadvantaged pet owners who would not be able to retain their animals without the assistance of these services.

**Performance Measures**

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Number of calls responded to by officers	7,681	8,000	8,000	6,400
Outcome	Citations issued in response to calls	422	280	375	300

**Performance Measures Descriptions**

Number of calls responded to by officers reflects complaints received by dispatch that ACO-2 positions are able to respond to. FY18 and FY19 numbers are based on 8.00 FTE and the FY20 number is based on 7.00 FTE. This measure includes finalized calls and calls that are still being worked by officers. Citations issued in response to calls reflects enforcement citations issued by ACO-2 positions in the field. It does not include citations for pet license noncompliance.

## Legal / Contractual Obligation

ORS 609.010 to 609.190 pertains to Animal Control mandates, which 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, 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, inoculations against rabies requirements, records requirements, and requirement for all fees to go into the Animal Services 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	2019	2019	2020	2020
Personnel	\$1,303,287	\$0	\$1,308,331	\$0
Contractual Services	\$165,000	\$0	\$137,500	\$700
Materials & Supplies	\$39,700	\$0	\$38,000	\$0
Internal Services	\$271,933	\$0	\$337,359	\$0
Cash Transfers	\$0	\$9,500	\$0	\$11,300
<b>Total GF/non-GF</b>	<b>\$1,779,920</b>	<b>\$9,500</b>	<b>\$1,821,190</b>	<b>\$12,000</b>
<b>Program Total:</b>	<b>\$1,789,420</b>		<b>\$1,833,190</b>	
<b>Program FTE</b>	14.00	0.00	13.00	0.00

Program Revenues				
Fees, Permits & Charges	\$0	\$4,500	\$0	\$4,500
Other / Miscellaneous	\$0	\$5,000	\$0	\$7,500
Financing Sources	\$9,500	\$0	\$11,300	\$0
<b>Total Revenue</b>	<b>\$9,500</b>	<b>\$9,500</b>	<b>\$11,300</b>	<b>\$12,000</b>

## Explanation of Revenues

This program is supported by County General Funds.

## Significant Program Changes

**Last Year this program was:** FY 2019: 91006-19 Animal Services Field Services

The current staffing pattern for Field Services consists of 8.00 FTE Animal Care Officer-2 (ACO-2) positions covering five districts, seven days per week. In order to provide the greatest amount of coverage each day, these positions are scheduled for 10-hour shifts for 4 days per week, with contracted services providing emergency-only coverage during the evening/night time hours. There are only four (4) ACO-2 positions working any given day to cover the entire county. As a result of the budget constraint, Field Services will be reduced by 1.00 FTE ACO-2 position in FY20. It is estimated that this reduction will have a 15%-20% impact on operational performance and response public safety functions. The proposed budget constraint will increase response times to dispatched calls and reduce capacity for investigations. We anticipate that these changes will have the greatest impact on vulnerable low-income and homeless populations.