



 **Multnomah
County
Animal Services**

CBAC Presentation

January 8, 2026





Provide equitable services to the public and ensure high quality care for the animals in our shelter.



EQUITABLE SERVICES

- Focus on underresourced communities
- Supportive, resource-based approach to animal laws
- Develop programs to keep pets with existing owners and reunite separated pets as quickly as possible



HIGH QUALITY OPERATIONS

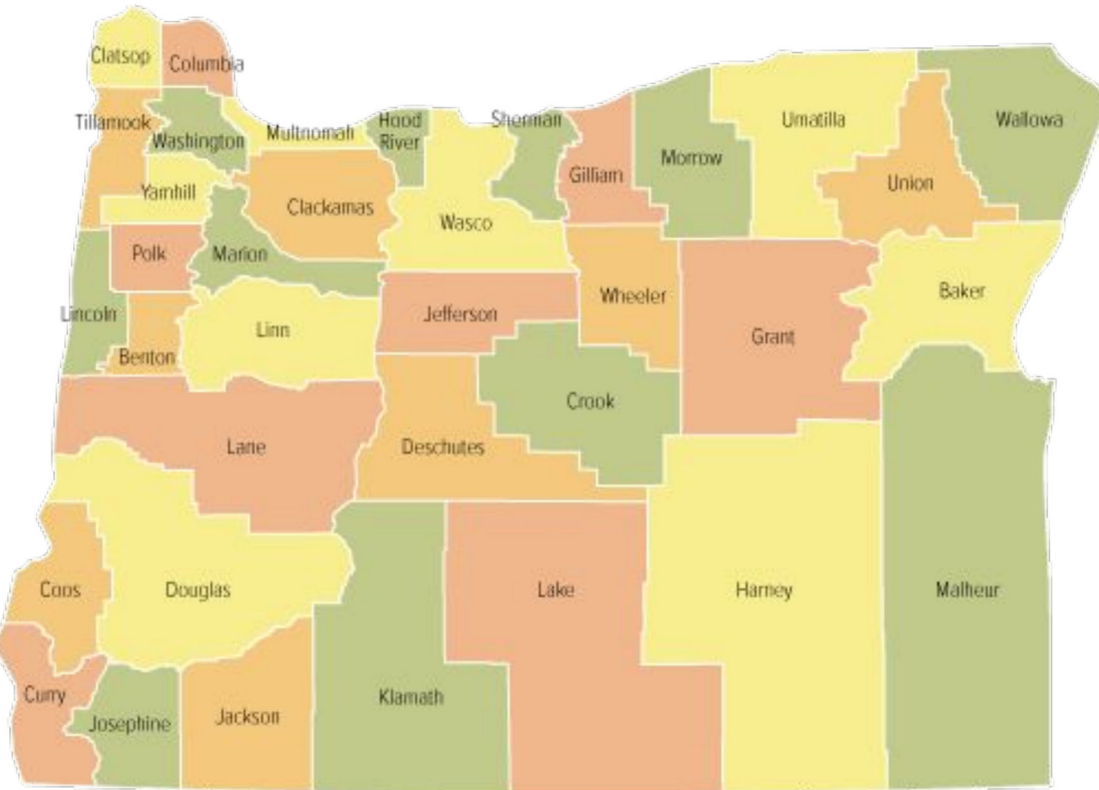
- Ensure pets are returned to their owners or rehomed through efficient processes
- Remove barriers to pet adoptions or other placements
- Decrease overall length of animal stays



CULTURE CHANGE

- Create a work environment of safety, trust and belonging
- Develop diverse teams, reflective of the communities we serve

The Community



Population

Estimated at 797,526 residents (the most populous of Oregon's 36 counties, 2025)

Geography

465 square miles (the smallest of Oregon's counties)

Cities

Fairview, Gresham, Maywood Park, Portland, Troutdale, Wood Village



Multnomah County Pet Population

Number of Households- 371,419 (2022 Census)

AVMA Pet Ownership and Demographics (2024)

- 45.5% Households Own Dogs~
 - 168,996 households with dogs
 - 1.5 dogs/household
 - 253,494 dogs in Multnomah County
- 26% Households Own Cats~
 - 119,225
 - 1.8 cats/household
 - 214,605 OWNED cats in Multnomah County

468,099 owned dogs and cats within Multnomah County



Where Does MCAS fit in Multnomah County?



7 Departments &
3 Non Departments

4 Divisions under DCS
(MCAS being one of them)

- Departments:
 - Community Justice
 - Community Services
 - County Assets
 - Human Services
 - County Management
 - Health Department
 - Joint Office of Homeless Services
- Non: Departments:
 - Auditor, Library and Sheriff Office, elected officials

- Roads
- Elections
- Animal Services
- Land Use Planning



Who Is MCAS?

MCAS is the the county's sole public animal shelter and control agency.

Breakdown of Municipal Shelters & Non Profit Shelters for Animals

Feature	Municipal Shelter	Non Profit Shelter
Operated by:	Government	Private nonprofit
Funding:	Taxes	Donations/grants
Intake Policy:	Open Intake	Limited/selective intake
Focus:	Public safety & Animal Care	Animal welfare & rehoming
Euthanasia :	More Common	Limited
Mission :	Legal Compliance	Rescue & Advocacy



MCAS Regulatory

- Enforcement and Administration
 - Citations and Infractions
 - Hearings
- Licensing, and Inspection
 - Pet Licensing Administration
 - Facility Licensing and Inspections
- Public Safety and Animal Control
 - Potentially Dangerous Dog
 - Enforcement
 - At Large, Nuisance Complaints, Animal Welfare
- Public Education and Other Services
 - Spay and Neuter Programs
 - Lost and Found Animal Services
- Upholding State and Other Laws



MCAS Sheltering



- Facility Operations
 - Operate, maintain facility for animal sheltering
 - To receive, care for and safely confine animals delivered into custody
 - Be accessible to the public during reasonable hours for conducting business related to impounded animals
- Animal Intake And Custody
 - Grounds for Impoundments
 - Code Violations
 - Protective Custody
 - Official Order
 - Found Animals
 - Owner Surrender (*allowed to conduct not required to*)
- Impoundment Procedures
 - Holding Periods
 - With ID (6 days)
 - Without ID (3 days)
- Animal Disposition and Outcomes
 - Redemption
 - Adoption and Transfer (*allowed to conduct not required to*)
 - Humane Euthanasia
- Collection of Fees (example License, Adoption, Notice of Infractions)
 - Board Note for a Fee Study In Process

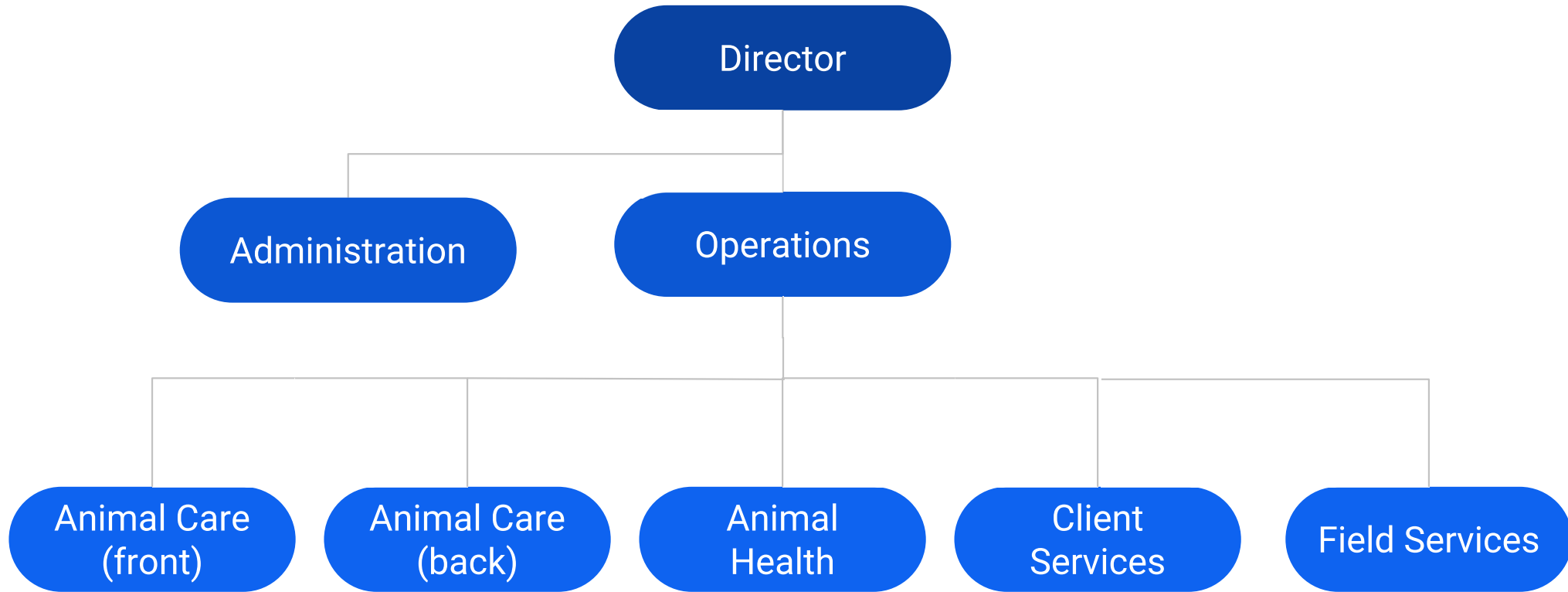


Animal Sheltering Trends

- In Municipal and Non-profit
- Community Based Approaches
 - Education and Training on Pet Ownership
 - Outreach Events
 - Retention Efforts
 - Veterinary Services
 - Behavior Support for Owned Animals
 - Rehoming Options (before having to surrender to a physical location)
 - Animal Control Liaisons /Support Team
 - Unit that tries to intervene before Notice of Infractions need to issued
 - Having various resources available to offer to address this issue
 - Animal Laws/ Ordinances
 - Updated laws and county codes to help address gaps that exist in various areas



Organizational Structure



Fiscal Year 2026 Budget

- **General Fund: \$12,844,829**
- **Other Funds: \$1,829,800**

Donation Funds: \$1,319,174

- Dolly's fund: \$801,000
- Adoption Outreach: \$697,000
- Shelter Dreams Fund: \$44,500
- Spay and Neuter Fund: \$87,100
- Property Sale Fund: \$191,200



Program Services - Administrative

- FTE: 6

Services Provided:

- Division director
- Operations management
- Project management
- Administrative support
- Development & communications
- Volunteer services



Program Services - Client Services

- **FTE: 14**

Services Provided:

- Resource and Informational Call Center
- Animal Admissions Support
- Lost and Found Coordination
- On-Site Client Management and Outcome Coordination
- Owner Reunification of Lost Pets
- Pet Licensing
- Financial Processing and Management



Program Services - Field Services

- **FTE: 18**

Services Provided:

- Potentially Dangerous Dogs Situations
- Animal Bite Investigation
- Animal Abuse and Neglect Investigations
- Responsible Pet Ownership Information and Enforcement
- Facilities Inspections
- Neighborhood Services: Dead Animal Removal, Animal Nuisances, License Enforcement
- Community Support and Engagement



Program Services - Animal Care

- **FTE Front of House: 9**
- **FTE Back of House: 18**

Services Provided:

- Shelter and Care for 7,163 domestic animals
- Placement Programs through:
 - Pet Adoption and Counseling Services, Working Cat Program, Foster Care Program, Transfer Placement Programs
- Basic Animal Admissions
- Enrichment Programs
 - Daily Playgroups, In-Kennel Enrichment for domestic animals



Program Services - Animal Health

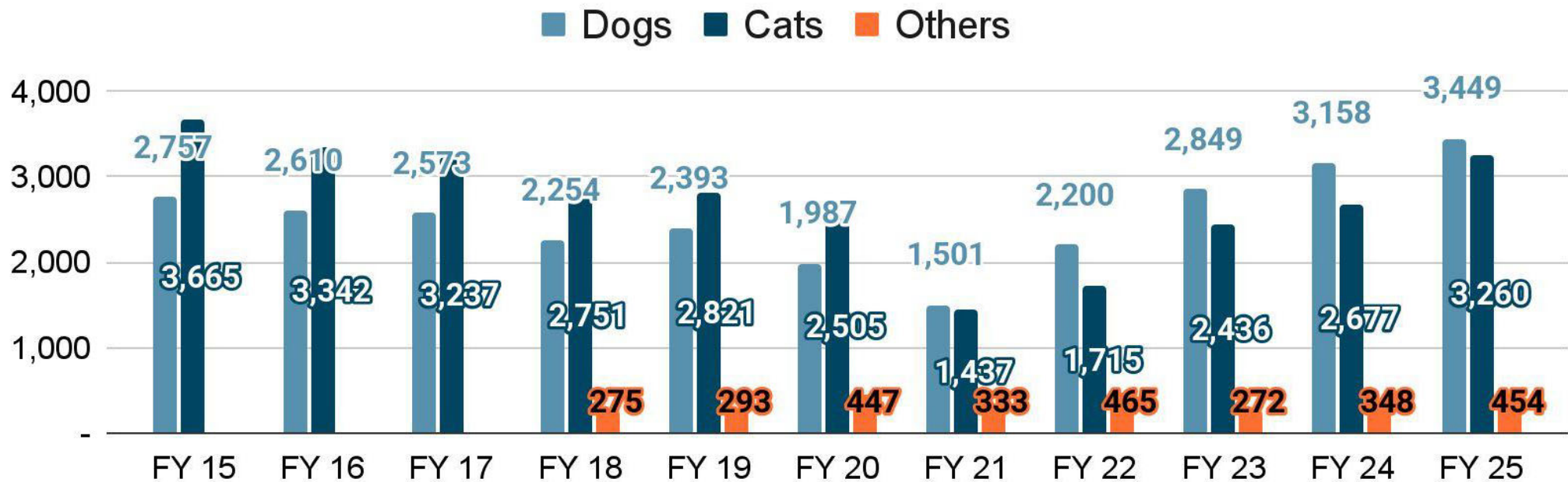
- **FTE:13**

Services Provided:

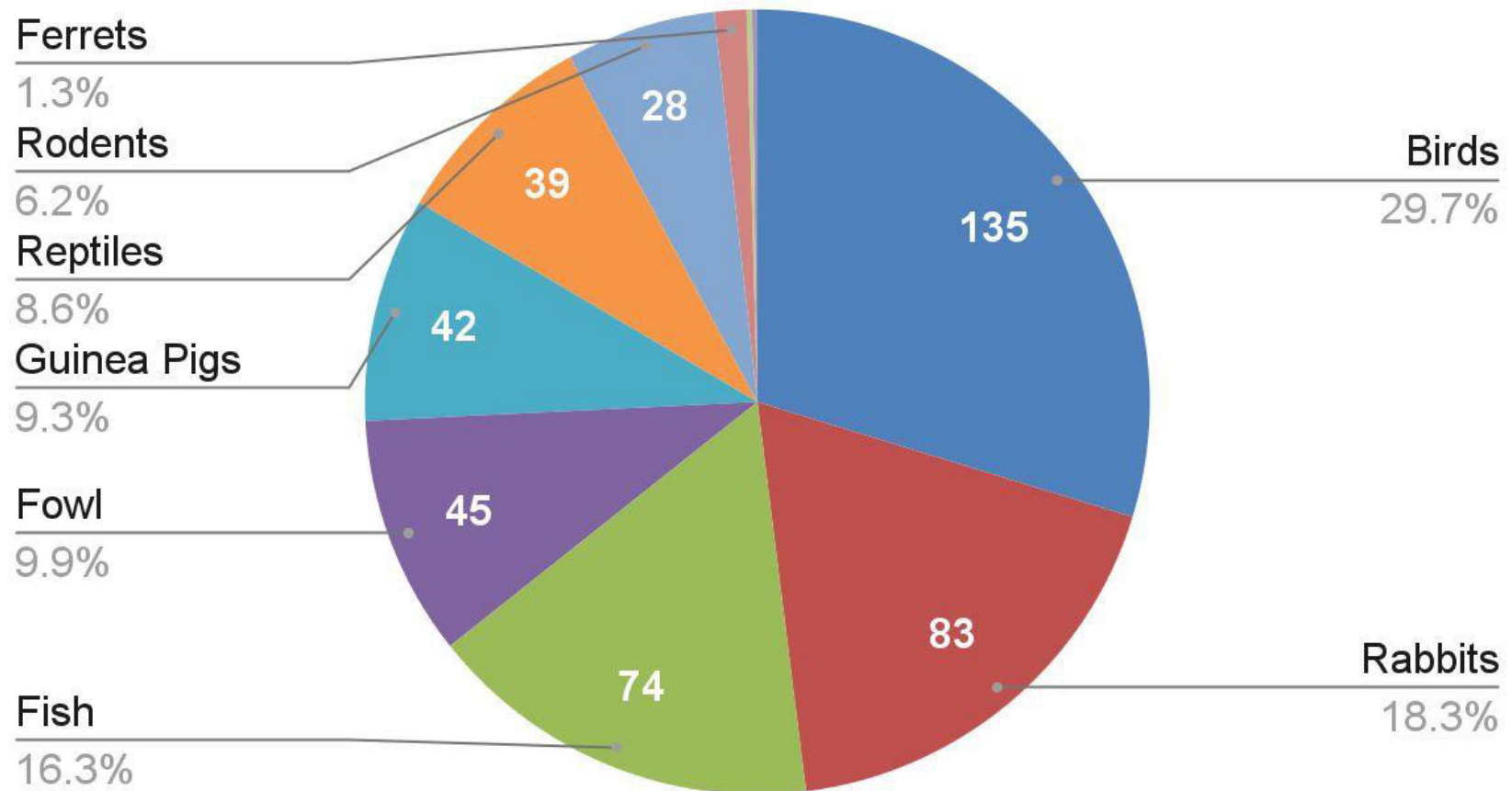
- Provide the following for all MCAS pets:
 - General Health Examination
 - Species & Age Appropriate Vaccines
 - Flea and Tick Treatment
 - Microchip
- Spay and Neuter Surgery (as able)
- Diagnostic Services (as needed)
- Surgical Interventions (as needed)



Total Intake

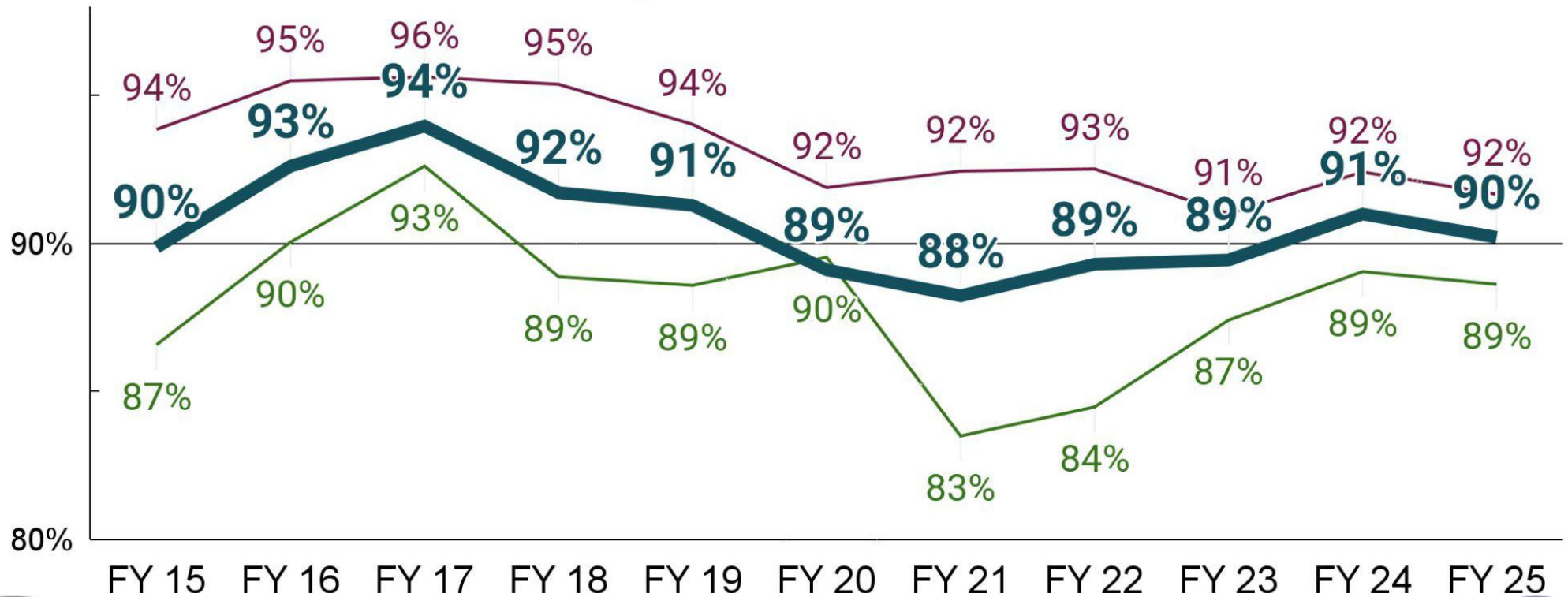


FY 2025 Other Intake Trends



Live Release Rates

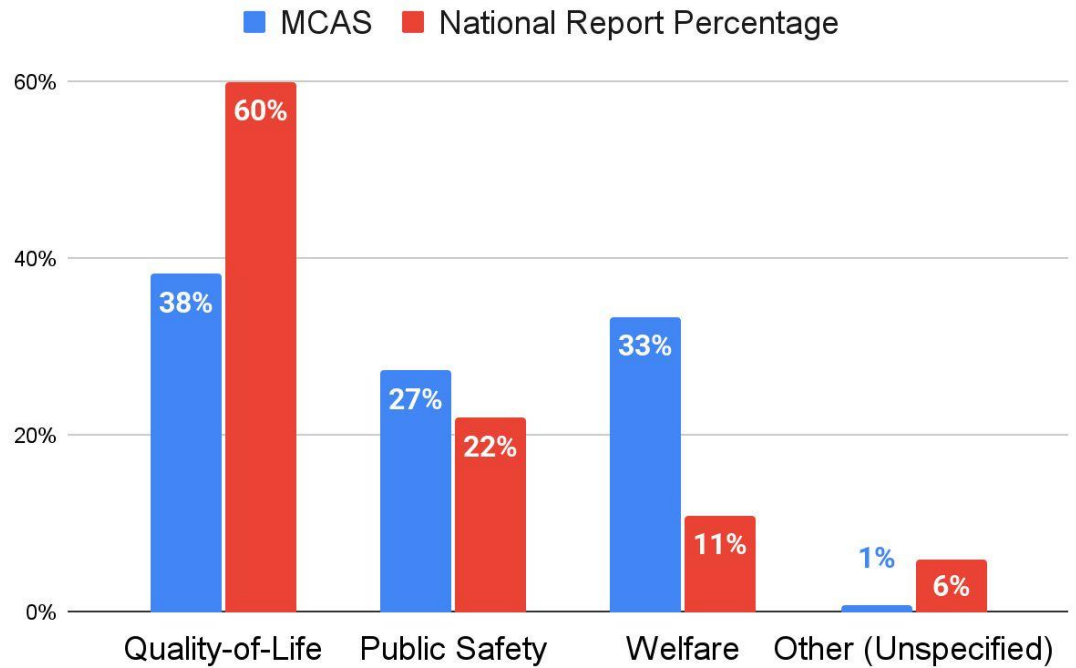
— Dogs — Cats — Total



Field Services Calls

Categories	Total Count
Quality-of-Life	2,978
Public Safety	2,132
Welfare	2,603
Other (Unspecified)	70
Total	7,783

Field Services Calls By Category (FY 2025)



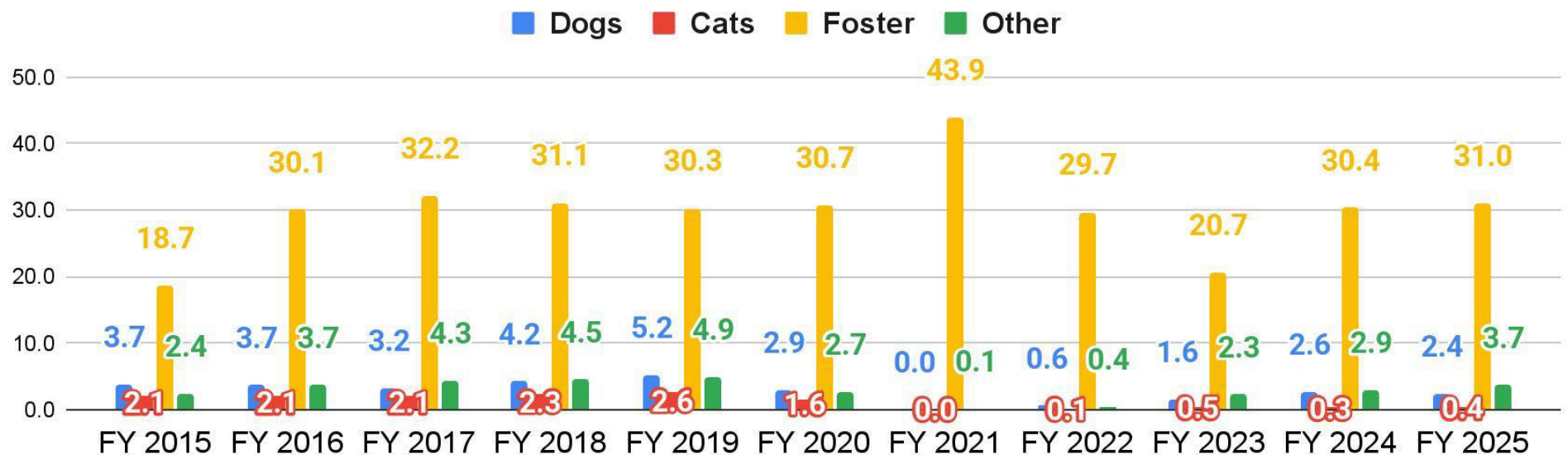
FY 2025 Return to Owner Rates

Return to Owner (RTO)*	Dogs & Puppies		Cats & Kittens		Other Domestic		Total RTO	
Stray (No ID)	671	37%	75	3%	9	6%	755	17%
Stray (With ID)	582	67%	116	30%	33	48%	731	56%
Average RTO Rate	1253	47%	191	7%	42	19%	1486	26%
Percentage of all RTO	84%		13%		3%			



Volunteer Hours FTE Estimate

Volunteer FTE Estimate by Role and Fiscal Year



MCAS Accomplishments

- Community Advisory Committee (CAC): Implemented new operating structure. Began recruitment to fill positions for 2nd year.
- Developed capacity management dashboards and staff notifications
- Modified specials and promotions strategy to better support capacity challenges
- Launched new adopter support program, Petszel.
- Piloted informational outreach program at 4 events
- Started Dog Day Out program
- Implemented new volunteer management system to align with county wide volunteer management and increase volunteer communication.



MCAS Strategic Work Plan

Background

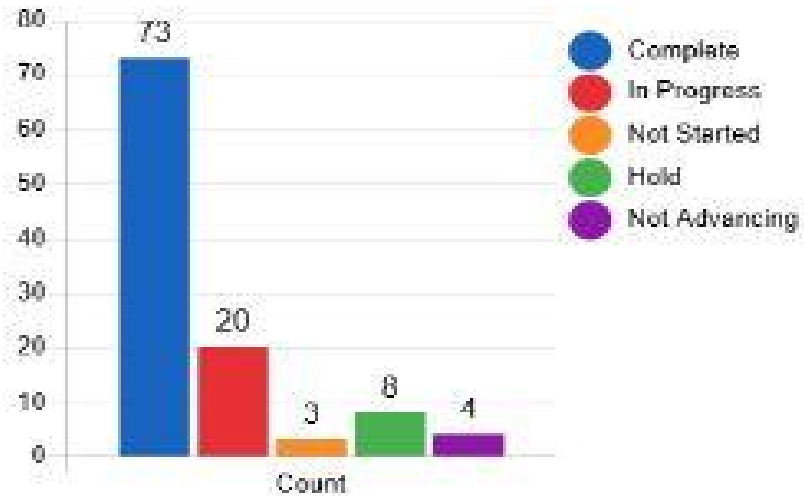
- Developed in 2023 to address multiple past audit and consulting engagement recommendations
- Move from a reactive to a more proactive, data driven, process improvement mindset
- A new strategic plan is being developed in conjunction with the County and DCS's strategic plan initiatives



MCAS Recommendation Dashboard

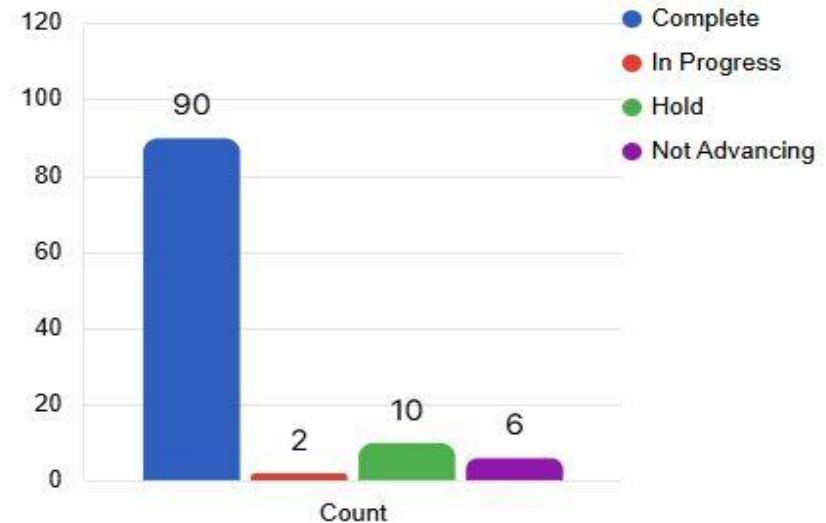
January 2025 Status

2023 Review Recommendations

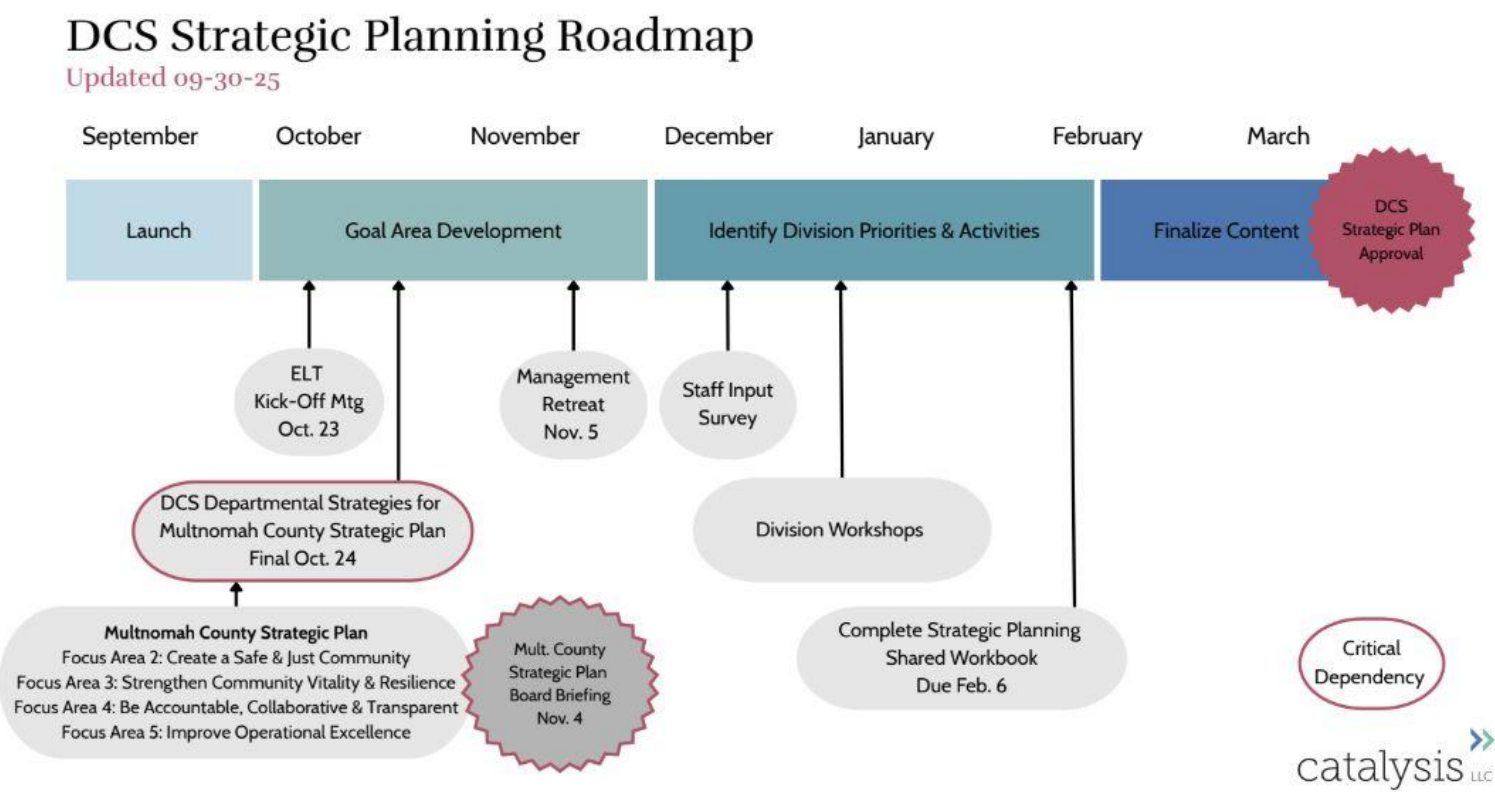


January 2026 Status

2023 Review Recommendations



DCS Strategic Planning Timeline



Current Challenges

- **Rising Intake Trends**
- **Staffing & Operational Resilience**
- **The Spay/Neuter Bottleneck**
- **Need for Collaborative & Preventative Measures To Support Pet Owners and Manage the Population**



New Facility and Shelter - FY 26 Progress

- Executive Steering Committee and funding workgroup are meeting
- Siting criteria and requirements has been completed
- RFP process for Architecture & Engineering Firm has been completed
- Preliminary siting analysis is in progress



Questions/Comments

