

**Priority:** Vibrant Communities  
**Program Offer Type:** Existing Operating  
**Related Programs:** 91001A, 91003A

**Lead Agency:** Community Services  
**Program Contact:** Mike Oswald

**Program Characteristics:**

**Executive Summary**

Multnomah County Animal Services (MCAS) Field Services program provides 24 hour response and rescue to public health and safety emergencies involving animals throughout all jurisdictions in Multnomah County. Officers investigate animal bite reports and quarantine animals for rabies; investigate animal abuse and neglect cases; enforce city, county, and state laws; and provide community education and assistance in resolving neighborhood animal nuisances. This offer is a reduction to current service levels. Service during holidays will be reduced to emergencies only.

**Program Description**

Public safety and animal welfare emergency call response includes: rescue of injured and sick animals; aggressive, dangerous dogs attacking people; and, assistance to law enforcement agencies. Public health protection includes: investigation of reported animal bites, quarantine of animals for rabies, and enforcement of inoculation requirements. Animal welfare protection includes: investigation of animal neglect, abuse and abandonment cases, dog fighting, and, standards of care in licensed animal facilities. Officers respond and assist the public in resolving neighborhood nuisances involving animals. Services include: regulation of potentially dangerous dog ownership, impounding stray animals, removal and dispose of dead animals from public property, provide community education and neighborhood mediation referral, and enforcement of city, county, and state laws. Resolution of violations involves pet ownership education, mediation referral, issuance of Notices of Infraction, and misdemeanor/felony prosecution by District Attorney in criminal cases.

**Program Justification**

The mission of Animal Services is to protect the health, safety and welfare of people and animals in Multnomah County. Nearly one-half of all households in neighborhoods throughout Multnomah County own a dog and/or cat. Every day, seven days a week, the Field Services program assists the public in resolving neighborhood nuisances involving animals. The services provided by this program directly accomplish the top priority strategy to support clean, healthy neighborhoods that contribute to a vibrant sense of community. Field Services protects human, health and animal welfare; to promote healthy, safe neighborhoods and community. Field Services provides citizen's with access to essential emergency services 24 hours/day. MCAS is the sole animal service provider for all cities and unincorporated areas within Multnomah County.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Number of field service calls	13,512	14,000	14,000	15,000
Outcome	Average emergency response time in minutes	0	0	25	20
Outcome	Percent of animal bite and cruelty investigations initiated within 72 hrs	0%	0%	70%	65%
Outcome	Percent of neighborhood nuisance complaints with reponse time less than 10 days	0%	0%	50%	45%

**Performance Measure - Description**

Number of Field Service calls is a measure of service demand. Average emergency response time in minutes, Percent of animal bite and cruelty investigations initiated within 72 hrs and Percent of neighborhood nuisance complaints with reponse time less than 10 days are all measures of our responsiveness to the public. The goal for these measures are 15 minutes, 90% and 90%, respectively, however, due to staffing levels, these goals are currently not realistic. Listed goals reflect reduced service levels.

Calls for Field Service are coded in three priorities: Priority 1 - Emergency response; Priority 2 - Urgent response: one hour; Priority 3 - Standard response: time available. In FY05, Field Services responded on 13,512 calls for service: 3,201 emergency calls; 1,002 bite investigations; 1,982 animal cruelty/welfare investigations; 2,056 dead animal service calls; 4,925 neighborhood nuisance complaints. Calls for service in FY05 increased 5% over FY04.

## Legal/Contractual Obligation

ORS 609.010 to 609.190 pertains to Animal Control mandates. Includes: Dogs running at large; Dogs as Public Nuisance; Impoundment and shelter requirements; Dog Licensing; Impoundment of Dogs harming livestock. ORS 609.205 prohibits keeping wild or exotic animals. ORS 433 Rabies Control includes requirements to report animal bites; impoundment, quarantine, and disposition; inoculation against rabies; records requirements; and requirement for fees to go to the County dog control fund. The County has an Intergovernmental Agreement with City of Portland to provide Off-Leash Park Enforcement services. The IGA expires in FY08. On Jan. 1, 2006 a new dangerous dog state law took effect with some criminal sanctions.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2006	2006	2007	2007
Personnel	\$1,079,511	\$0	\$1,113,485	\$0
Contracts	\$60,000	\$0	\$60,000	\$0
Materials & Supplies	\$31,000	\$0	\$37,500	\$0
Internal Services	\$143,106	\$0	\$185,941	\$0
Cash Transfer	\$0	\$165,000	\$0	\$175,000
Subtotal: Direct Exps:	<b>\$1,313,617</b>	<b>\$165,000</b>	<b>\$1,396,926</b>	<b>\$175,000</b>
Administration	\$0	\$0	\$67,532	\$0
Program Support	\$0	\$0	\$409,210	\$240,484
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$476,742</b>	<b>\$240,484</b>
Total GF/non-GF:	<b>\$1,313,617</b>	<b>\$165,000</b>	<b>\$1,873,668</b>	<b>\$415,484</b>
Program Total:	<b>\$1,478,617</b>		<b>\$2,289,152</b>	
Program FTE	0.00	0.00	15.00	0.00
<b>Program Revenues</b>				
Fees, Permits & Charges	\$0	\$45,000	\$0	\$30,000
Intergovernmental	\$0	\$100,000	\$0	\$100,000
Other / Miscellaneous	\$165,000	\$20,000	\$175,000	\$45,000
Program Revenue for Admin	\$0	\$0	\$229,167	\$240,484
<b>Total Revenue:</b>	<b>\$165,000</b>	<b>\$165,000</b>	<b>\$404,167</b>	<b>\$415,484</b>

## Explanation of Revenues

All Notices of Infraction carry fines and penalties established by County Code.

Revenue from Notice of Infractions fines: Projected 2,000 Notices of Infraction issued @ \$10/notice collection = \$20,000. The Intergovernmental Agreement with Portland for Off-Leash Park Enforcement services = \$100,000 per year.

## Significant Program Changes

**Last year this program was:** #90003, Animal Services - Field Services

Service levels in FY06 include being open to the public on days immediately before and after holidays. This program offer reflects a reduced service level to the public on holidays and some days immediately before and after. A new state law in ORS 609 went into effect January 1, 2006. The new law creates criminal penalties for some potentially dangerous dog cases.