

**Lead Agency:** Community Services

**Program Contact:** Mike Oswald

**Program Offer Type:** Existing Operating

**Related Programs:** 91005, 91007

**Program Characteristics:** In Target

### Executive Summary

The Field Services program provides 24 hr public safety emergency response to calls concerning animals attacking and injuring people, and animals; 24 hr emergency animal rescue for injured, sick, and abused animals; Investigation services for animal bite cases, and animal abuse and neglect cases; enforce city, county and state laws; and provides community education and assistance in resolving neighborhood animal nuisances. Service is provided to the community 7 days-a-week, including all holidays. This program serves all cities and unincorporated areas in Multnomah County.

### Program Description

The Field Services program delivers the following services: 1) Emergency Public Safety Response: respond to calls on dangerous dog attacks injuring people and other animals. 2) Emergency Animal Rescue: respond and rescue injured, sick, abused and neglected animals. 3) Public health protection: investigate reports of animal bites, quarantine animals for rabies and enforce state rabies laws. 4) Animal welfare protection: investigate cases of animal neglect, abuse and abandonment; dogfighting; and, ensure humane standards of animal care in licensed animal facilities. Team with law enforcement agencies and District Attorney on criminal cases involving animals. 5) Promote neighborhood livability: assist the public in resolving neighborhood nuisances involving animals, regulate potentially dangerous dog ownership, impound stray animals, and, enforce Portland Park Off-Leash areas. 6) Community education: promote responsible pet ownership. Enforce city, county, and state laws involving animals. 7) Manage the administrative hearings process to resolve ordinance violations.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Calls for Service	8,491	11,500	10,000	10,000
Outcome	Avg Emergency Response Time (minutes)	25	35	22	20
Outcome	Priority Investigation Response Time (days)	7	10	7	5

### Performance Measure - Description

Calls for service is an output measure of service demand. The other measures capture response time across two priorities: Emergency Response Time (1st Priority) measured in minutes; and Priority Investigation Response Time (cases involving animal cruelty, animal bites, Potentially Dangerous Dogs) measured in days from initial call to first contact. In FY10, Field Services responded to 8,491 calls for service: 2,075 emergency calls; 617 bite investigations; 1,857 animal cruelty/welfare investigations; 1,659 dead animal service calls; 1,391 neighborhood nuisance complaints

## 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. The County has an Intergovernmental Agreement with City of Portland to provide Off-Leash Park Enforcement services. The IGA is renewable each year.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2011	2011	2012	2012
Personnel	\$1,126,840	\$0	\$1,137,263	\$0
Contracts	\$66,000	\$0	\$68,000	\$0
Materials & Supplies	\$49,595	\$0	\$52,100	\$0
Internal Services	\$191,699	\$0	\$131,719	\$0
Cash Transfer	\$0	\$105,000	\$0	\$108,000
Total GF/non-GF:	<b>\$1,434,134</b>	<b>\$105,000</b>	<b>\$1,389,082</b>	<b>\$108,000</b>
Program Total:	<b>\$1,539,134</b>		<b>\$1,497,082</b>	
Program FTE	15.00	0.00	15.00	0.00
<b>Program Revenues</b>				
Fees, Permits & Charges	\$0	\$0	\$108,000	\$0
Intergovernmental	\$0	\$65,000	\$0	\$68,000
Other / Miscellaneous	\$286,796	\$40,000	\$0	\$40,000
Total Revenue:	<b>\$286,796</b>	<b>\$105,000</b>	<b>\$108,000</b>	<b>\$108,000</b>

## Explanation of Revenues

Revenue from Notice of Infractions fines: Projected 2,000 Notices of Infraction issued @ \$20/notice collection = \$40,000. The Intergovernmental Agreement with Portland for Off-Leash Park Enforcement services = \$68,000 for FY11.

## Significant Program Changes

**Last year this program was:** #91006A, Animal Services Field Services  
No significant changes