



Multnomah County Animal Services

"Protecting the health, safety and welfare of people and pets in Multnomah County"



Fig. 1 – In FY2008, Animal Services ran a bus sign campaign to draw attention to the needs of animals in the shelter and invite people to go to our website to adopt a shelter animal, volunteer, or donate.

Program Offers

Animal Services is comprised three Program Offers: Field Services and Shelter Operations, and Client Services/Support.

- **Field Services** provides 24 hour a day emergency response and rescue on public health and safety emergencies involving animals; provides animal bite investigations and rabies quarantine; potentially dangerous dog program; responsible for administrative hearings program for ordinance violations; animal abuse and neglect investigations; community education, enforces city, county, state laws; and, provides services and assistance to citizens to resolve neighborhood animal nuisances.
- **Shelter Operations** provides humane shelter and care 365 days a year for lost, homeless, stray, injured, sick, abandoned, abused and neglected animals found in Multnomah County. The shelter is open to the public 6 days a week. Operates a veterinary hospital, shelter medicine, and behavior services.
- **Client Services and Outreach** provides support to the Field and Shelter programs by assisting the public on the phones and serving customers that visit the shelter; administers countywide pet license system, animal adoptions services coordinate and supervise volunteers that assist Shelter Services staff; and process \$1.2 million in program revenue transactions

Service Area

All of Multnomah County – including cities of Portland, Gresham, Troutdale, Fairview, Wood Village and all unincorporated areas.

MCAS by the Numbers for FY2008

- 701,000 - Citizens in our service area
- 172,335 - Dogs owned in Multnomah County
- 298,295 - Cats owned in Multnomah County
 - 9,122 - Animals cared for at the shelter last year.
 - 6.2 - Dogs and cats euthanized per 1,000 human pop. (U.S. avg 13.8)
- 67,327 - Pet's licensed last year
 - 60 - Pet license vendor locations
- 45,000 - Phones calls received from the public each year
- 1,617 - Spay-neuter surgeries performed at shelter hospital
- 40,000 - Visitors to the shelter
- 11,500 - Web visits to MultCoPets each week
- 8,887 - Citizen calls for field services
- 1,216 - Animal emergency rescue calls last year
- 1,528 - Loose aggressive dog calls for service
- 2,785 - Notices of Infraction issued
 - 23 - Response time to emergency calls (in minutes)
- 32,113 - Volunteer hours donated (equivalent to 15.4 full-time employees)
- 8,500 - Pet Licenses purchased online with Bankcards.

Mandates

Animal Services is an essential service.

1. State Law – Dogs at large; Potentially Dangerous Dogs; Requirement to impound and shelter stray, abandoned, and unwanted animals; requirements; licensing; Rabies quarantine; dogs harming livestock; exotic animals; animal abuse, neglect, and abandonment.
2. County Ordinance – animal ownership responsibilities
3. Portland Intergovernmental Agreement – Special agreement for park enforcement services.

FY08 Services Levels

1. Animal Shelter
 - Staffed 365 days a year
 - Open to the public Tuesday through Friday from 11 am to 6 pm; and, Saturday and Sunday 11 am to 4:30 pm. Closed holidays.
2. Business phone service - Monday through Friday 10:30 am to 5:00 pm.
3. Field Services
 - Emergency response and rescue 24 hours a day, 365 days a year.
 - Non-Emergency Field Service - seven days a week 8 am to 6 pm.

FY09 EXPENDITURE BUDGET			
Cost Ctr	Program	FTE	Budget
903000	Client Services	11.0	921,203
903100	Division Management	2.5	282,847
903150	Volunteer and Outreach	1.0	106,285
903200	Shelter Operations	16.5	1,983,144
903300	Field Services	13.5	1,293,578
	General Fund	44.5	\$ 4,587,057
903401	Restricted Acct – Dolly's Fund (animal care)	0.0	155,815
903402	Restricted Acct – Adoption Outreach	0.0	395,119
903403	Restricted Acct – Shelter Dreams Fund	0.0	12,800
903404	Restricted Acct – Spay and Neuter Fund	0.0	47,151
	Restricted Accounts	0.0	610,885
	TOTAL	44.5	\$ 5,197,942

Fig. 2 – FY2009 adopted expenditure budget

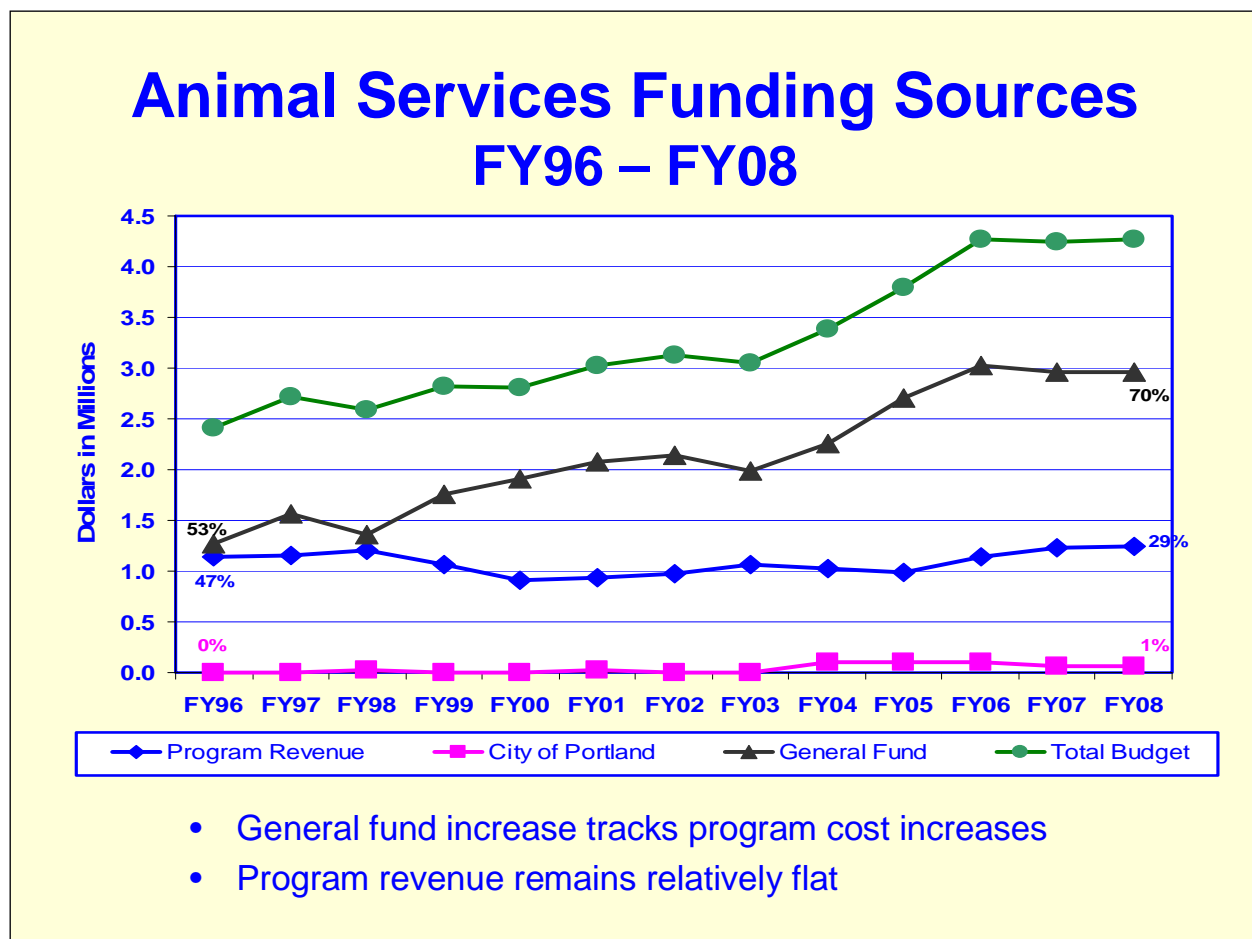


Fig. 3 – History of funding sources for Animal Services.

FY09 PROGRAM REVENUES	
Source	Revenue
Beginning Working Capital	\$ 453,385
Intergovernmental-City of Portland	\$ 60,000
Licenses and Fees	\$ 820,000
Permits – Animal impound & care	\$ 160,000
Charges & Servs – Adoption Fees	\$ 165,000
Fines – Notices of Infractions	\$ 35,000
Donations – Operations	\$ 120,000
Donations – General	\$ 10,000
Donations – Shelter Dreams	\$ 27,500
TOTAL	\$1,850,885

Fig. 4 – History of funding sources for Animal Services

Issues and Challenges

Three issues continue to drive the expenditure changes in Animal Services into FY09.

- **Shelter medicine and behavior services**

Community expectations continue to call for a high standard of veterinary care for all shelter animals. As private shelters in the region refuse to take in aggressive dogs, more demands are placed on public shelters to evaluate potentially dangerous dogs—and take appropriate actions to protect the community.

- **Sustaining essential service levels within limited resources and increased demands**

The population in Multnomah County continues to grow every year. As the human population grows, so do the dog and cat population—and demands for service. Maintaining essential service levels 7 days a week is a continuing challenge with current staffing levels.

For the past five years, we have stretched staff and relied heavily on temporary employees and increased overtime to maintain minimum service levels to the public—and provide a high level of humane care for the animals in the shelter. Reduced enforcement staff over the past decade has impacted our ability to protect the public from loose, aggressive dogs (Oregonian Editorials). Increases in license compliance (with no changes in staffing levels) have created growing backlogs in processing. Complicated field investigations have steadily increased, requiring more investigative time, and resulting in backlogged cases. We are challenged daily to maintain adequate staffing levels to provide responsive and timely service.

- **Aging, deteriorating, and inadequate facility –**

The animal shelter has long outlived its useful life. Facilities Management has declared the building a Tier 3, meaning that it needs major renovation or replacement. Inadequate space for the public—small lobby, adoption counseling in hallways; Field operations in an outdated mobile home; inadequate space for cats and disease isolation.



Fig. 5 – MCAS recently built a “Cattery” at the shelter – funded exclusively with private donations

Recent Significant Changes

1. **Reduced Field Services** – Eliminate neighborhood animal nuisance enforcement services, eliminate stray animal holding service. Eliminated 2.0 FTE Officers (FY08). Reclassified 2.0 officers to dispatchers.

2. **American Animal Hospital Association Accreditation** – Since 2006 we have met these rigorous national standards of the highest quality of care for animals in the shelter. First accredited shelter in Oregon.

3. **New Rabies vaccination reporting ordinance increases licensing 48%** – The new ordinance went into effect August 2007.



Fig. 6 - MCAS volunteer at last summer’s “Animal House Adoption Party” – it was a Toga Party!

4. **High volume web services** – Online license purchasing, donations, adoptable dogs/cats, found animals—real time info.
5. **Open Paw** – An in-shelter training program powered by trained volunteers to offer a humane, revolutionary approach to sheltering that provides a list of minimum mental health requirements for shelter dogs and cats.

6. **Dolly's Fund** – Our Animal Care trust fund was re-named Dolly's Fund as the result of her inspiring case of recovery.
7. **Animal Shelter Alliance of Portland (ASAP)** – All the public and private shelters in the four county Portland metro area—and local and state veterinary association, join together to end the euthanasia of healthy treatable dogs and cats in shelters.
8. **Expanded Adoption Outreach** – We sponsor K103's Pet of the week program. Animal Magnetism is a cable TV program produced by MCAS. Regular adoption outreach in Lake Oswego, the Pearl District. And Advertising.



Fig. 7 – MCAS sponsors the popular, weekly, K103 Pet of the Week spotlighting shelter animals available for adoption.

9. **Placement Partners** – We have built strong relationships with over 100 non-profit animal organizations to help find homes for shelter animals.
10. **Disaster Planning and Response** – Local, regional, and state planning for animals in a disaster. Topoff4, County EOC, Portland evac plan (State and Federal Mandate).
11. **Shelter Dreams: still alive** – A plan to provide the community with a new shelter.

Staffing History

Fiscal Year	Division Mgt	Volunteer Program	Animal Care	Field Services	Client Services	Total
FY01	6.00	0.00	11.00	19.00	12.00	48.00
FY02	3.50	0.00	11.00	19.00	12.00	45.50
FY03	1.00	0.00	12.00	14.00	11.00	37.00
FY04	1.00	1.00	12.00	15.00	10.00	39.00
FY05	1.00	1.00	15.50	15.00	10.00	42.50
FY06	2.00	1.00	15.50	15.00	10.00	43.50
FY07	2.00	1.00	15.50	15.00	10.00	43.50
FY08	2.50	1.00	16.50	13.50	11.00	44.50
FY09	2.50	1.00	16.50	13.50	11.00	44.50

Fig. 8 - The chart below shows FTEs by section over the past nine years

Performance Measures

Our Performance Measures reflect our strategic goals:

- Increase pet license compliance
- Grow our volunteer and community outreach program.
- End the euthanasia of adoptable dogs and cats in the Portland-Metro community.
- Respond in under 25 minutes to all public safety and emergency animal rescue calls; and with 48 hours on priority investigations.

Animal Services Performance Measurement									
FY08		JUNE		1/12/2009					
Div	Group	Type	Measure	FY07 Goal	Year to Date	Current Month	Trend	Comments	Data Report Name
Animal Services	Client Services	Output	Pet licenses processed	45,000	67,377	9,094	60,000	New Rabies reporting law	New and Renewal (License) Source
		Outcome	Number of volunteers expressed FTE	5.0	15.38	13.2	16.1	2,799 hrs	Volunteer Hours Report:(hours/17 4 hrs per month)
		Efficiency	License Renewal Compliance	72%	73.83%	67.02%	72%	% Licenses renewed 60 day after renewal	License Renewal Compliance Report
	Field Services	Output	Calls for Service	13,000	8,887	808	9,200		Complaints Received
		Outcome	Avg emergency response time	25 min	23.2 min	24 min	25 min		Call Response Time
		Outcome	Priority Investig. Response	10 days	6.0 days	6.73 days	6 days	Animal Bite and Cruelty Cases Response Time (days)	Officer Activity
	Shelter	Output	Animals received at shelter	13,000	9,158	739	10,000	Two officer positions eliminated in FY08	Shelter Incoming
		Outcome	% of dogs adopted, reclaimed, fostered or transferred to another shelter	72%	71.98%	80.79%	70%		Auto Dog Data FY08
		Outcome	% of cats adopted, reclaimed, fostered or transferred to another shelter	41%	41.39%	37.85%	40%		Auto Cat Data FY08
		Outcome	Euthanasia per 1,000 human pop (National measure)	7	6.2	na	7	Annual Performance measure	

Fig. 9 - Animal Services performance measures for FY2008.

Joint City of Portland-Multnomah County Animal Services Task Force

In January 2008, the Portland City Council and the Multnomah County Board of Commissioners created a joint Animal Services Taskforce. Portland Commissioner Randy Leonard and Multnomah County Chair Ted Wheeler chartered the Taskforce to study and evaluate feasible options for providing animal services in the City of Portland, make recommendations for appropriate and viable service levels and service priorities, and identify sustainable funding methods to insure continued service into the future. The Taskforce completed their report in November 2008. The Taskforce will be making a presentation to the Portland City Council and Board of County Commissioners in February 2009.

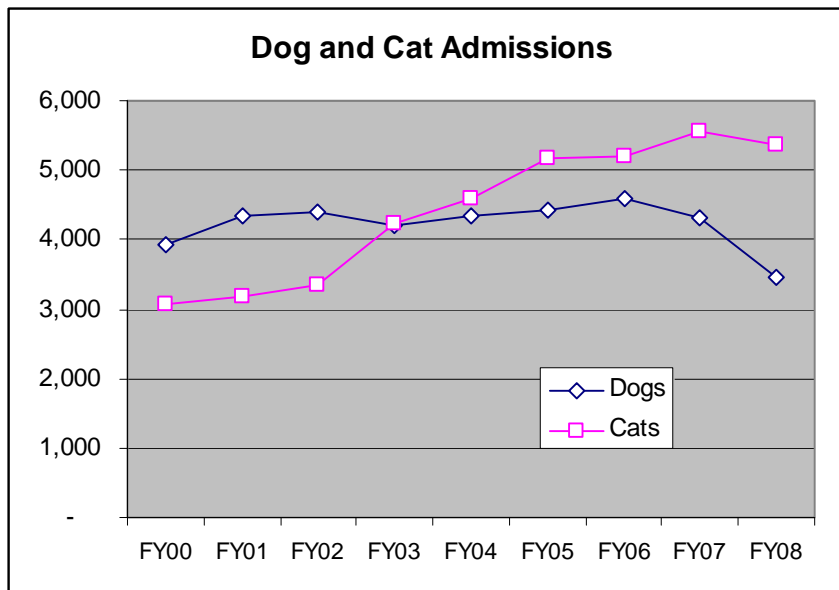


Fig. 10 - Dog and cat shelter intake for the past nine years.

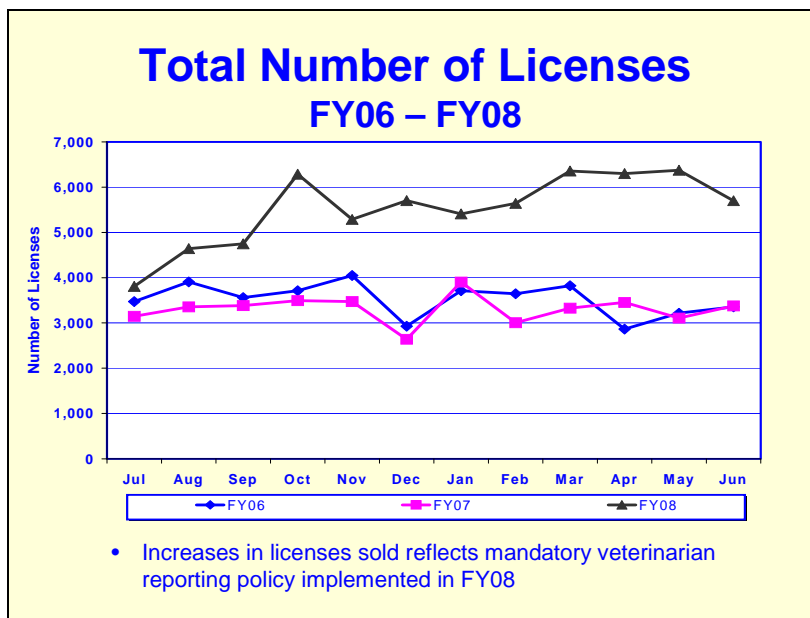


Fig. 11 - Dog and cat licenses processed each month over the past three years

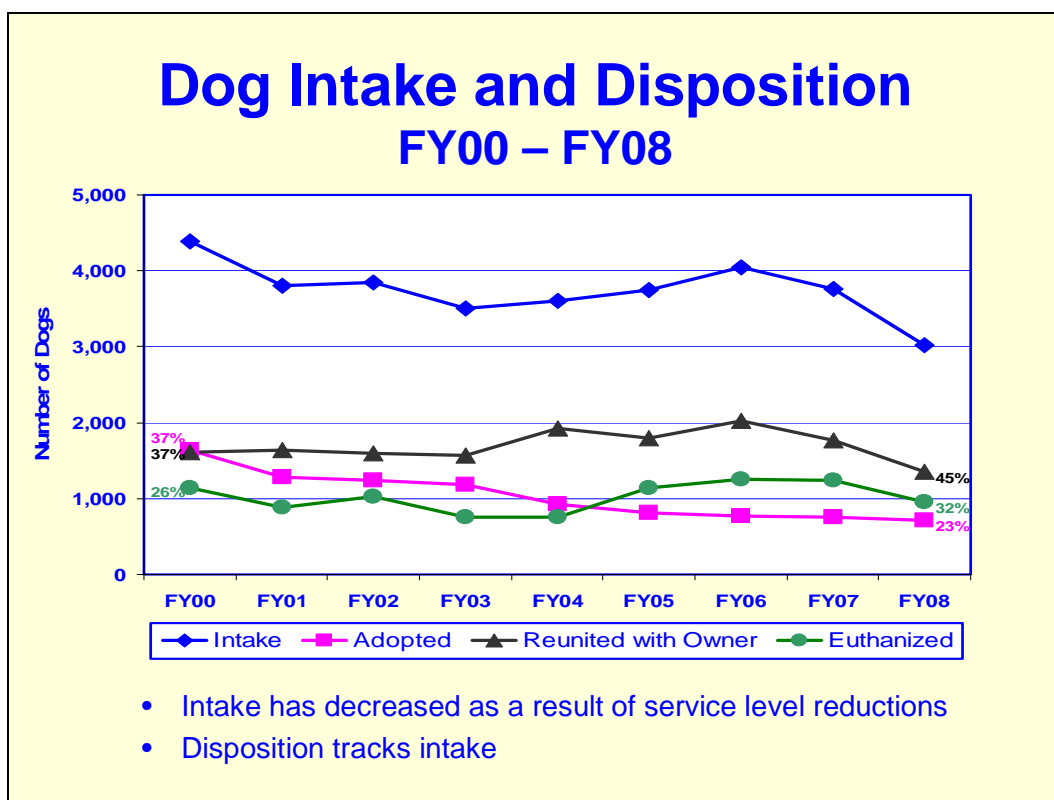


Fig. 12 - Dog intake and dispositions for the past nine years

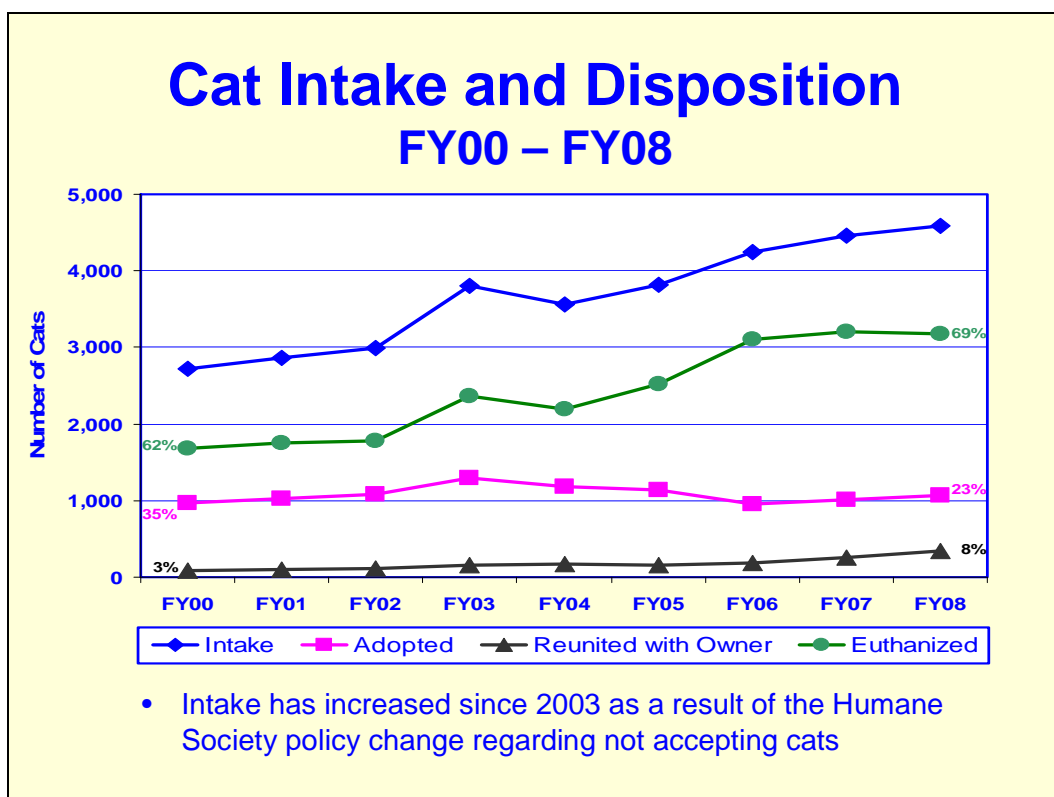


Fig. 12 - Cat intake and dispositions for the past nine years

Pet Licensing and Rabies Vaccination Reporting

On August 1, 2007 a new law (Ordinance 1093) went into effect that requires all veterinarians to transmit a copy of all rabies vaccinations to Multnomah County Animal Services.

Multnomah County pet owner responsibilities:

- All dogs and cats are required to be vaccinated for rabies;
- All dogs and cats are required to be licensed.
- A current rabies vaccination is required for pet licensing.

Pet licensing

- is life-saving identification for your pet.
- is a record that your pet is protected against rabies.
- provides dedicated revenue to fund 24-hour animal rescue services, emergency veterinary care, and shelter for homeless animals.
- can be done online at www.MultCoPets.org

Most veterinarians offer the convenience of pet licenses at their clinics.

**Ask your veterinarian
today about pet
licensing!**



**Multnomah County
Animal Services**



503-988-PETS

www.MultCoPets.org

Fig. 13 - Copy of the poster that has been distributed to all veterinary clinics in Multnomah County as part of the rabies prevention program to encouraging pet licensing and rabies vaccination reporting

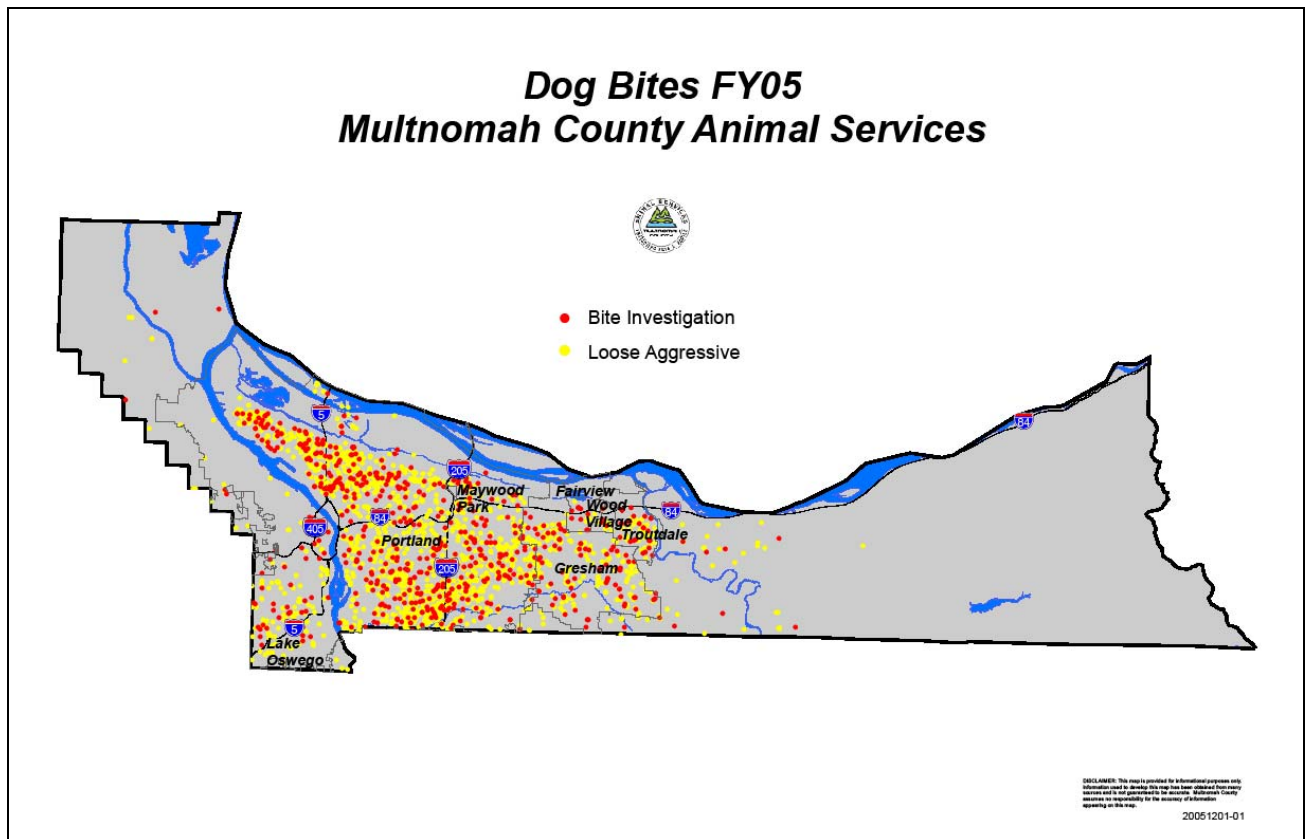


Fig. 14 - Map of all investigated dog bite cases and reports of loose, aggressive dogs for FY2005

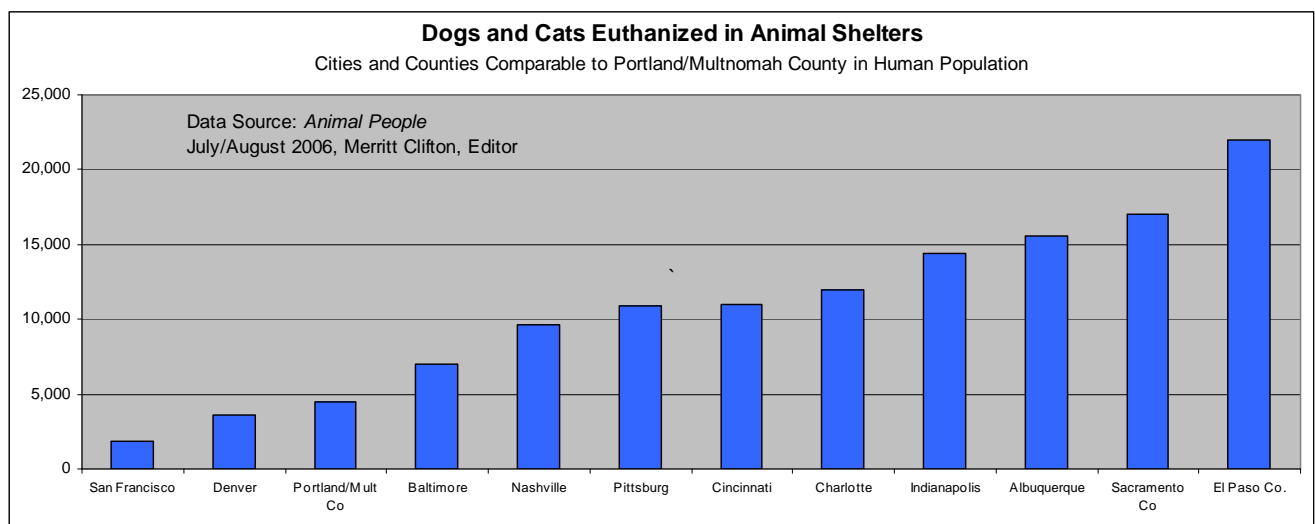


Fig. 15 – Dogs and cats euthanized in public shelter for cities and counties comparable to Multnomah County. The average is 14.25 dogs and cats euthanized per 1,000 human population. In Multnomah County the number is 6.3 dogs and cats euthanized per 1,000 human population.



Fig. 16 - "Shelter Dreams" – New shelter concept LEEDS Gold sustainable, green design (complete with a green roof, solar panels and wind turbines).