

CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS

Study Session Worksheet

Presentation Date: June 25, 2013 **Approx. Start Time:** 9:00 a.m. **Approx. Length:** 1 hour

Presentation Title: Dog Services Program Overview

Department: Department of Transportation & Development - Dog Services

Presenters: Barbara Cartmill, Acting Director; Diana Hallmark, Dog Services Manager; Diedre Landon, Senior Policy Analyst

Other Invitees:

WHAT ACTION ARE YOU REQUESTING FROM THE BOARD?

No action is requested at this time. This is the first work session in a three-part series about Clackamas County Dog Services (CCDS) and today we will provide a basic overview of the programs and the community support. During the second work session the emphasis will be on options for responding to citizen complaints relating to barking dogs (continuous annoyance). The third session will focus on the CCDS staffing and organizational structure, along with a review of the different funding models and opportunities. We would also like to invite the Board to tour the CCDS facility and operations at your convenience. After the third session staff will request Board direction.

EXECUTIVE SUMMARY:

Clackamas County Dog Services has operated in the Department of Transportation and Development (DTD) since 2001. Prior to being in DTD, Dog Services was housed in the General Services Department.

First, a few statistics about Dog Services:

- Annual Budget: \$1.69 million (five-year average, includes FY 2013-14 estimate – Attachment A)
- In 2012, we were able to save 89% of the 1,295 dogs who came through the doors
 - 1,159 animals found care and a safe haven.
 - 525 animals reunited with their families
 - 477 animals found new fur-ever families
 - 157 animals transferred to partnering agencies to get a new view
- Field Services officers respond to more than 1,700 field service requests each year.

CCDS relies heavily on volunteer support and donations (Attachment B). Without the significant community support received from businesses and citizens, Dog Services would be unable to maintain its current service levels. Since July 1, 2012:

- Community volunteers have logged more than 3,173 hours at the Animal Adoption and Education Center, which equates to a cost savings of \$97,995 (equivalent to 1.52 FTE).
- More than 345 people and organizations have donated over \$17,500; and another 172 donors have provided support of supplies and materials, such as bedding, food, medicine, toys, and crates, with an estimated value of more than \$27,000. Donors include residents and businesses like Home Depot, from in state and across the nation.

Dog Services has two formal programs that work in tandem to provide the community with essential services at the Animal Adoption and Education Center and the field services. In addition to these two primary functions, CCDS offers a robust community safety and welfare program (Attachment C).

Animal Adoption and Education Center (AAEC) - 8.1 FTE

The goal of the Animal Adoption and Education Center (AAEC) is to reduce the number of displaced pets in the community, and increase quality of life and safety for all residents. Much of that is accomplished through adoption, as well as training, education and outreach activities. These programs include a wide variety of obedience classes, behavior and training consultation, low-cost sterilization, and the loan of equipment and food as available to help residents keep their pets at home.

Adoptions

Dogs that remain unclaimed are made available for adoption to the community. This process includes a health and temperament assessment, on-going mental well-being programs, training, and behavior modification programs to ensure proper maintenance and physical well-being of each animal. Staff also works with people who want to adopt a dog to make sure they are aware of and prepared for the responsibilities and costs of adopting a dog, and that the dog they choose is a good match for their lifestyle.

Animal Care

The AAEC is the only public animal shelter in Clackamas County. The Center provides care for stray dogs, dogs turned in by owners who are no longer able to care for them, dogs in quarantine for rabies observation, and potentially dangerous dogs. The Oregon Department of Agriculture dictates the operation of the AAEC. The Center's contract veterinarian ensures that all dogs leaving the Center are sterilized and treats animals in poor health or with injuries.

Criminal Case Animal Detainment

Dog Services staff is available to assist law enforcement in Clackamas County with the care and keeping of dogs (and the occasional cat, bird or other pet) that may be involved in a criminal case. These animals often remain in care for extended periods of time (as long as 90 days), and may arrive in compromised health or demonstrate behaviors requiring extended expert care.

Disposal of Deceased Dogs

As the community continues to urbanize and add density, the options for disposal of deceased dogs often no longer include burying the body in the yard of a home. The Center offers the community proper and humane disposal of deceased bodies.

Dog Licensing

All dogs that live in the County over 30 days and are over the age of six months are required to be licensed. This function ensures that if Field Services staff were to come into contact with a dog in violation of code, or if a lost or stray animal shows up at the shelter, the owner and/or responsible party can be located.

Micro chipping

All dog owners are strongly encouraged to have a microchip -- a small, electronic chip, about the size of a grain of rice, enclosed in a glass cylinder -- implanted in their dog to help ensure the dog can be found if it becomes lost. Each microchip has a unique identification number, included in a national registry that can be seen when a scanner is passed over it. AAEC ensures that all adopted dogs have a microchip.

Owner Reclaim

The AAEC holds stray dogs for a minimum of three work days (if the dog is not wearing identification) or five days (if the dog is wearing identification) to provide owners the opportunity to locate and reclaim their pet. Information about lost and found dogs is available on the Dog Services web site. Approximately 45% of all dogs taken into the shelter are returned to their owners.

Rabies Observation Quarantine

While there has not been a reported case of canine rabies in Oregon for more than six decades, State statute requires all dogs to be vaccinated against the rabies virus to provide an appropriate

level of "buffer" between humans and wildlife. Under State statute and County Code, all dogs that bite a human and compromise the skin must be held for a 10-day rabies observation quarantine. Animals infected with rabies may be euthanized as a preventive measure to protect public health.

Rabies Vaccinations

All dogs are required to be vaccinated against rabies. In 2013 the Board of Commissioners amended County Code to require all veterinarians to submit a list of all dogs vaccinated against rabies to Dog Services to help ensure all dogs are properly vaccinated and licensed. AAEC ensures that all adopted dogs are vaccinated before they leave the shelter.

Spay/Neuter Services

AAEC provides a monthly low-cost spay/neuter clinic for members of the community who currently use public assistance or individuals under special circumstances that make it a financial hardship to sterilize their pet. This program provides sterilization services, parasite control, base vaccinations and micro-chipping.

Field Services – 5.5 FTE

The Field Services team generates approximately 49% of the funds required for its annual operations through dog licensing and other fees. Animal Control Officers have the experience and training to safely handle injured/fractious/dangerous dogs that could bite or injure a resident or law enforcement officer (or another animal) without the intervention of CCDS. The Animal Control Officers respond to a variety of community-related animal needs, including the following:

Education

The education component is focused on reducing public health problems resulting from uncared for animals in the community, including instances such as sheltering, abuse and/or neglect. This outreach reduces the demand for extended law enforcement response.

Field Service Response

The Title 5 Animal Code supports officers in helping the community with good neighbor issues and provides a continuum of avenues to resolve situations prior to statutory criminal response. Officers respond to a variety of citizen complaints, such as aggressive dogs running at large, dangerous dogs, dog bites*, neglect or abuse.

**Response to dog bites is technically a function of, and under the control of, Public Health. CCDS acts as the agent of Clackamas County Public Health in responding to dog bites. It is estimated that 80% of dog bite responses are specifically for rabies observation and control, and do not involve additional code violations. Dog Services does not receive compensation for this from Public Health; however, CCDS officers have the necessary training, skills and equipment, and the County's Public Health Officers do not.*

Law Enforcement Assistance

Field Services officers are dispatched to assist law enforcement officers in direct response to calls involving animals. Law enforcement officers are generally not trained to safely secure animals to prevent injury to the public and the animal, so they rely on CCDS to assist in these matters.

FINANCIAL IMPLICATIONS (current year and ongoing):

Dog Services is a labor intensive service that requires administrative leadership and support, animal care workers, field staff, code enforcement, education and mediation services. There are opportunities for automation to reduce staff time associated with processing licensing and adoptions, but a successful program will continue to rely on well-trained employees to successfully reduce future infractions and educate our citizens on appropriate animal handling.

If staffing were reduced any further, the shelter and field services could not operate as they have the last 12 years. These two programs work in tandem; therefore, if the shelter was closed for dog intakes, the field services group would lack facilities to house dogs obtained through enforcement actions; if field services was discontinued, service requests would not be responded to, and at-large animals would put our citizens at risk.

LEGAL/POLICY REQUIREMENTS:

- Clackamas County Code, Title 5; Oregon Revised Statutes (various Statutes: 433 & 609).

PUBLIC/GOVERNMENTAL PARTICIPATION:

- Public participation – ongoing education and publicity is undertaken to keep people aware of available programs and services, and encourage volunteering and donations.
- Government/Non-profit – provides services for residents within cities, partners with other agencies to respond to large-scale seizures, and shares dogs with other shelters to improve adoption rates.
- Newsletter -- helps our community better understand the services available; *Trainers Corner* helps members of our community with behavior issues and *Doc Talk* offers our contract veterinarian an opportunity to address some of the regular health issues seen at the Center and in the community.
- Webpage/Social Media – expands awareness of the program, spotlights adoptable pets, markets upcoming events, and distributes other information to the community; provides a low cost alternative for increasing donor database.

OPTIONS:

N/A

RECOMMENDATION:

None at this time. Upon completion of the three-part work session series about CCDS, staff will ask the BCC to provide direction for the operating priorities (Attachment D) and organizational model for the future of the County's Dog Services program.

ATTACHMENTS:

- Attachment A – Dog Services Activity Matrix
- Attachment B – Community Donation Summary
- Attachment C – Community Services Overview
- Attachment D – CCDS Current Program Services

SUBMITTED BY:

Division Director/Head Approval _____
Department Director/Head Approval A. B. Carpenter 6-18-13
County Administrator Approval _____

For information on this issue or copies of attachments, please contact Diedre Landon
@ 503-742-4411.

Attachment A

Dog Services - Activity Matrix

Program Revenue Support	Field Services	Adoption & Education Center	Dog Services Total Revenues*
% of Total Program	40%	60%	100%
General Fund Allocation, by Program	\$ 326,119	\$ 1,046,438	\$ 1,372,557
Program Revenues that Offset GF	\$ 466,700	\$ 124,938	\$ 591,638
Estimated FY 13/14 Program Expense	\$ 792,819	\$ 1,171,376	\$ 1,964,195

*Does not include program revenue for 'continuous annoyance' enforcement.

Program	Basic Activities Performed	Revenue by Program		Justification Benefits		Justification Benefit Detail & References
		General Fund	Other Revenue Sources	Mandated Program (State and/or County)	Public Policy (Community Benefit)	
Field Services	Field Service Response Violations	\$ 326,119	\$ -	x		ORS 609.030 Title 5, Clackamas County Animal Code
	Capture dogs @ large		\$ 11,000	x		ORS 433.375 - 433.380 Title 5, Clackamas County Animal Code
	Licensing		\$ 451,200	x		ORS 433.375 Title 5, Clackamas County Animal Code
	Dog Bites: Response & Quarantine		\$ -	x		ORS 433.345 ORS 433.360 Title 5, Clackamas County Animal Code
	Public Service Outreach and Education		\$ 4,500	x	x	ORS 609.153 - Limited to \$ avail.
	Humane Education		\$ -	x	x	ORS 609.153 - Limited to \$ avail.
Adoption & Education Center	Animal care	\$ 1,046,438	\$ 65,938	x		ORS 433.385 - Impounded animals.
	Adoption		\$ 40,000	x	x	Title 5, Clackamas County Animal Code Poverty increases service demand.
	Rabies Quarantine		\$ -	x		ORS 433.360 Title 5, Clackamas County Animal Code
	Training & Community Education		\$ 17,000	x	x	ORS 609.153 - Limited to money available.
	Spay/neuter		\$ 1,000		x	Reduce future expense to community by managing dog population and associated costs.
	Vaccination		\$ 1,000	x	x	ORS 433.360 - 433.370 - At owner expense.
	Criminal Case - Animal Detention		\$ -	x		ORS 433.385 ORS 609.090 Title 5, Clackamas County Animal Code
	Body Disposal - Euthanasia		\$ -	x		ORS 433.350 ORS 609.090 Title 5, Clackamas County Animal Code

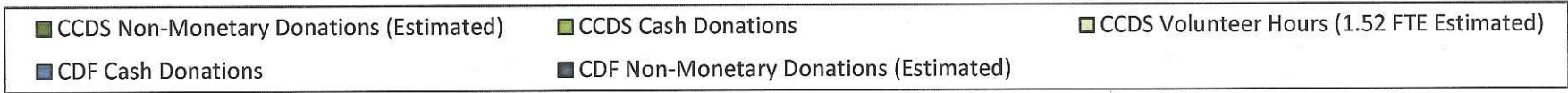
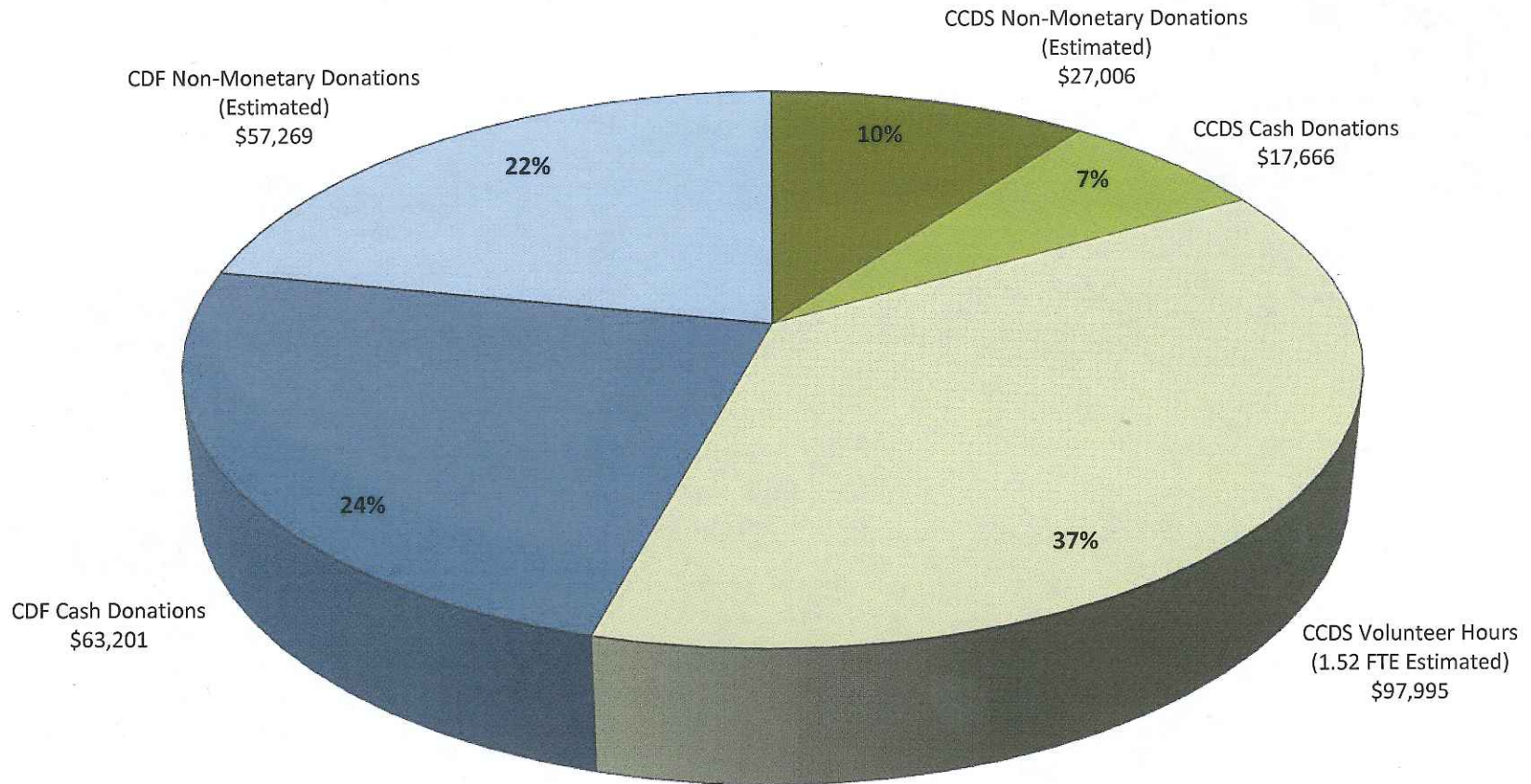
ORS 433.380 - Tag Fees: A fee for the tag and replacement tag may be fixed in each county by the governing body of the county in such amount as it finds necessary to enable the county to carry out the provisions of ORS 433.365, 433.370 and 433.380 to 433.390 and the regulations promulgated hereunder and shall not be considered a license or tax within the meaning of ORS 609.100.

ORS Reference and additional information found online at: http://www.animallaw.info/statutes/stusorst433_340_609_994.htm#s433_375

Attachment B

Community Donation Summary

Clackamas County Dog Services (CCDS) & Clackamas Dog Foundation (CDF)
(FY12-13 YTD = \$263,137)



Attachment B

Community Donation Summary

Anonymous

In-State (Oregon):

Albany
Aurora
Beavercreek
Beaverton
Boring
Brightwood
Canby
Clackamas
Colton
Damascus
Eagle Creek
Estacada
Forest Grove
Gates
Gladstone
Gresham
Happy Valley
Hubbard
Lake Oswego
Milwaukie
Molalla
Mulino
Oregon City
Portland
Rhododendron
Salem
Sandy
Scappoose
Scotts Mills
Sherwood
Sunriver
Tigard
Tualatin
West Linn
Wilsonville

Out of Area:

Palm Harbor	FL
West Palm Beach	FL
Bozeman	MT
Princeton	NJ
Kanab	UT
Medina	WA
Vancouver	WA

Clackamas County Dog Services Community Services Overview



ACTIVITY LEVELS

First, a few statistics about Dog Services:

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- In 2012, we were able to save 89% of the 1,295 dogs who came through the doors
 - 1,159 animals found care and a safe haven.
 - 525 animals reunited with their families
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 - 157 animals transferred to partnering agencies to get a new view
- Field Services officers respond to more than 1,700 field service requests each year
- CCDS is the second most contacted county office, after 9-1-1 emergency services

Pet Dogs and Cats in Clackamas County

Animal Type	Number of Households with Pets	Number of Pets
Dogs	55,685	94,605
Cats	48,500	106,730

(These figures do not include thousands of domestic animals not cared for in households, or other types of animals that are kept as household pets.)

OUTLYING COMMUNITY SERVICES

Multiple Dog Inspections

Field Services Officers inspect all Multiple Dog License Holders to ensure compliance with the County's Title 5 Animal Code. The officers verify that appropriate conditions exist for the care and keeping of the animals and offer mediation, working with local law enforcement, when conditions may warrant criminal action.

Emergency Operations Planning

As a recipient of Federal funding, Clackamas County is required to have an emergency plan that includes animals. Over the past 3-4 years, the regional Animal MAC-G (Multi-Agency Coordinating Group) has developed a regional emergency plan in cooperation with other agencies and has created Standard Operating Procedures (SOP) for a sheltering emergency in Clackamas County.

Education and Outreach

An effective education and outreach program helps reduce the number of officer response calls needed for enforcement and increases the number of dogs licensed. The program further educates owners to develop their companion dog as a good citizen and good neighbor, which supports quality of life for all county residents.

SPAY/NEUTER PROGRAM

The depressed economy has resulted in increased requests for low-cost sterilization services. In 2010, 33,350 people (9%) of the Clackamas County population lived below the poverty line. Pet owners with limited income often cannot afford pet sterilization services, which cost an average of \$150. To bridge this gap, Clackamas County Dog Services provides subsidized sterilization services once a month and serves an average of 100 low-income individuals annually. Responsible dog owners spend an average of \$248 on veterinary visits (vaccines, micro chipping, and well visits) annually.¹

- Since November 2011, CCDS has received more than 100 applications from low-income residents for low cost sterilization, and has only been able to respond to 50% of them.
- CCDS turns away 100 low-income applicants annually due to budgetary constraints. Their dogs will likely remain unsterilized.

Only 78% of dogs owned in Clackamas County are spayed or neutered² and less than 15% are microchipped.³ This poses a significant health and safety risk to the community because unsterilized dogs are more likely to roam, and roaming dogs result in three times as many bites as dogs that have been sterilized, trigger car accidents, cause property damage, and result in unexpected and unwanted puppies.

COMMUNITY CARETAKING

In difficult economic times, pet ownership can prove too costly for many people to maintain. When owners are unable to invest in their pets' health, the cost is inevitably passed on to the community.

- Dogs with microchips are less likely to be returned to their owners, which further burdens the community with the cost of maintaining them in shelters and finding new homes.
- If unsterilized, dogs may reproduce before being caught.
- Unvaccinated animals are capable of spreading disease to other animals and to humans.

REDUCING COUNTYWIDE COSTS

Field services officers are often the first contact a community member has when they find themselves unable to properly care for their pet. Officers have been trained to explore options with the dog owners and make recommendations that permit the dog owner to resolve the situation themselves or offer other community resources for long-term resolution.

Officers spend time working with all parties to find a resolution that meets the needs of the involved individuals, and each situation may produce different resolutions. Where feasible and legally permissible, Dog Services offers the range of enforcement opportunities to all parties, including voluntary compliance, education and mediation.

This approach, more often than not, achieves long lasting resolutions and prevents retaliatory complaints and/or escalation of neighborhood disagreements that use increasing County resources (such as code enforcement, local law enforcement or mediation services).

¹ Source: American Veterinary Medical Association

² Source: 2011-2012 National Pet Owners Survey by the American Pet Products Association (http://www.humanesociety.org/issues/pet_overpopulation/facts/pet_ownership_statistics.html)

³ The microchipping process entails inserting a small trackable chip under the pet's skin, making it easy to identify the pet if it strays.

Attachment D

CCDS Current Program Services

Animal Adoption and Education Center (AAEC), Program:

- Adoptions
- Animal Care
- Community Education and Outreach
- Criminal Case Animal Detainment
- Disposal of Deceased Dogs (Community)
- Disposal of Deceased Dogs (In-Custody)
- Field Service Response* / CC Title 5 - Animal Code, Enforcement
- Fundraising
- Licensing & Enforcement
- Local / Regional Emergency Planning
- Microchipping
- Owner Reclaim
- Rabies Observation Quarantine
- Rabies Vaccinations
- Spay/Neuter Services

***Field Services Officer, Response Activities:**

- Animal Abandonment
- Animal Neglect / Neglect Recheck
- Canine Transports (Between Agencies)
- Conditions Violations
- Continuous Annoyance (Barking Dogs)
- Dangerous Dog Investigations & Conditions Review
- Dog at Large / Stray Dog Pickup
- Dog Bites / Health Check
- Dog Rescue Activities
- Dogs and Livestock
- Multi-Dog License Inspections
- Outside Agency Assist
- Pickup & Disposal of Deceased Dogs
- Public Danger / Injured Dogs