



# Animal Services

## APPROVED FY21 BUDGET

\$7,753,529

## FULL TIME EQUIVALENTS

75.00

 THOMAS J. KOENIG, DIRECTOR

## MISSION STATEMENT

The mission of the Montgomery County Office of Animal Services (OAS) is to serve and protect the animals and citizens in our community with a high-level of competency and compassion. The Office of Animal Services strengthens the human-animal bond through education, humane law enforcement, and the promotion of responsible guardianship.

## BUDGET OVERVIEW

The total approved FY21 Operating Budget for the new Office of Animal Services is \$7,753,529. Personnel Costs comprise 78.67 percent of the budget for 74 full-time position(s) and no part-time position(s), and a total of 75.00 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 21.33 percent of the FY21 budget.




In February 2020, the County Executive transmitted an update to the County Council related to ongoing efforts to identify no cost/low-cost reorganization efforts that will strengthen the delivery of priority outcomes, realign resources with policy objectives, and improve the efficiency and effectiveness of County government. As part of this plan, the Division of Animal Services was transferred out of the Police Department and established as its own non-principal office in the Executive Branch called the Office of Animal Services.

## COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following is emphasized:

### **Safe Neighborhoods**

## INITIATIVES

-  Expand hours to provide a 16 hours-a-day, 7 days-a-week call-taking and dispatch operation responsive to the needs of our residents and the welfare of their animals through humane enforcement and education.
-  Increase participation in off-site adoption events to promote available shelter animals in areas that may be underserved or who are not familiar that shelter animals make great pets.
-  Expand free rabies clinics to enhance pet licensing compliance rate and public safety.

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- ★ Expand SafeKeep Program and new Safe Keep "Pay" offerings for the temporary boarding of animals.

## INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

- ★ Increased Animal Service's online presence through the following actions:
  - Added a new Community Relations Manager to better manage outreach initiatives.
  - Updated the website to enable it to be more user friendly, especially on mobile platforms.
  - Began tracking website and social media engagement to evaluate outreach effectiveness.
- ★ Worked with the State to permit companion animals on long-term bite quarantines to be legally cared for in foster homes instead of taking up valuable shelter housing space.
- ★ Animal Services obtained funding to cover costs of ongoing canine DNA testing to help increase adoptions of long-term resident pit bull-type dogs by determining actual breed mixture. Residents were encouraged to participate in testing experiences via social media.
- ★ Started regularly holding fee-waived adoption promotions sponsored by partners throughout the year to increase the number of adoptions performed and lower Animal Services cost of care.

## PROGRAM CONTACTS

Contact Bonnie White of the Office of Animal Services at 240.773.5641 or Trevor Lobaugh of the Office of Management and Budget at 240.777.2763 for more information regarding this department's operating budget.

## PROGRAM PERFORMANCE MEASURES

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY20 estimates reflect funding based on the FY20 Approved Budget. The FY21 and FY22 figures are performance targets based on the FY21 Approved Budget and funding for comparable service levels in FY22.

## PROGRAM DESCRIPTIONS

### ★ Animal Shelter

The Animal Shelter program maintains and operates the only open-admission shelter in Montgomery County, and provides a high standard of care for lost, abandoned, abused, and unwanted animals, as well as the County's wildlife. Dogs and cats make up the largest populations at the shelter, but many other animals also come through the shelter doors. Rabbits, guinea pigs, and mice are the most common, though it is not unusual to find turtles, lizards, and birds. The animal shelter offers a variety of programs and customer services to support the animals housed at the shelter and the community including the Adoptions Program, Volunteer Program, Foster and Rescue Programs, Community Outreach Program and the Pet Licensing Program. The shelter communicates to the public through a dedicated website and various social media outlets used to advertise and promote the Department's services and promote animals available for adoption. The shelter also conducts tours, participates in promotional events and provides outreach to student groups and housing/community organizations about responsible pet ownership and animal laws and

regulations.

<b>FY21 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY20 Approved</b>	<b>0</b>	<b>0.00</b>
Shift: Transfer of Animal Services Division	3,346,888	37.00
<b>FY21 Approved</b>	<b>3,346,888</b>	<b>37.00</b>

## Director's Office

The Director's Office provides central services in areas of budget, personnel, automated systems management, general office management, and public information. In addition, staff coordinates efforts and initiatives with other departments and agencies

<b>FY21 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY20 Approved</b>	<b>0</b>	<b>0.00</b>
Shift: Transfer of Animal Services Division	1,334,293	5.00
Increase Cost: Police Chargeback for Investigator Position	118,801	1.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(173,127)	0.00
<b>FY21 Approved</b>	<b>1,279,967</b>	<b>6.00</b>

## Field Services

Field Services is responsible for enforcing State and County animal laws and regulations to include investigating citizen complaints and responding to animal emergencies 24 hours-a-day, 7-days-a-week. In addition to enforcement efforts, Animal Services Officers distribute humane education informational brochures and materials on a variety of topics to include animal ownership requirements, reporting suspected violations, pet licensing and rabies vaccinations, wildlife mitigation, appropriate housing and restraint techniques, and livestock and poultry care standards. The Animal Services Dispatch/Call-Taking Operation is responsible for answering and dispatching animal related calls and complaints from citizens, identifying problems and making appropriate referrals. This operation provides citizens information regarding State and County laws and regulations, Department policies and procedures, and presents basic information regarding animal care and welfare for both domestic animals and wildlife. The operation is also responsible for administering the rabies prevention program.

<b>FY21 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY20 Approved</b>	<b>0</b>	<b>0.00</b>
Shift: Transfer of Animal Services Division	2,285,680	26.00
<b>FY21 Approved</b>	<b>2,285,680</b>	<b>26.00</b>

## Veterinary Services

Veterinary Services provides medical care and support to shelter animals particularly animals that are sick and/or injured. Shelter animals are vaccinated, provided with flea treatment and de-wormer and are tested for highly contagious diseases, as needed. Veterinary Services performs spay/neuter surgeries on intact animals in the shelter's surgical suite prior to adoption and works closely with other veterinary clinics and hospitals in the County with specialized treatments and surgeries beyond the scope of services provided by the shelter's highly professional veterinary staff. Veterinary staff also assist on Animal Services investigations involving inadequate care, abuse or cruelty, and neglect by performing medical exams, treatment, necropsies, and

testifying, as needed.

FY21 Approved Changes	Expenditures	FTEs
<b>FY20 Approved</b>	<b>0</b>	<b>0.00</b>
Shift: Transfer of Animal Services Division	840,994	6.00
<b>FY21 Approved</b>	<b>840,994</b>	<b>6.00</b>

## BUDGET SUMMARY

	Actual FY19	Budget FY20	Estimate FY20	Approved FY21	%Chg Bud/App
<b>COUNTY GENERAL FUND</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	0	0	0	4,566,129	—
Employee Benefits	0	0	0	1,533,852	—
<b>County General Fund Personnel Costs</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,099,981</b>	<b>—</b>
Operating Expenses	0	0	0	1,653,548	—
<b>County General Fund Expenditures</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7,753,529</b>	<b>—</b>
<b>PERSONNEL</b>					
Full-Time	0	0	0	74	—
Part-Time	0	0	0	0	—
FTEs	0.00	0.00	0.00	75.00	—
<b>REVENUES</b>					
Other Charges/Fees	0	0	0	69,240	—
Other Fines/Forfeitures	0	0	0	65,000	—
Other Licenses/Permits	0	0	0	6,300	—
Pet Licenses	0	0	0	550,000	—
<b>County General Fund Revenues</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>690,540</b>	<b>—</b>

## FY21 APPROVED CHANGES

	Expenditures	FTEs
<b>COUNTY GENERAL FUND</b>		
<b>FY20 ORIGINAL APPROPRIATION</b>	<b>0</b>	<b>0.00</b>
<b>Other Adjustments (with no service impacts)</b>		
Shift: Transfer of Animal Services Division [Animal Shelter]	3,346,888	37.00
Shift: Transfer of Animal Services Division [Field Services]	2,285,680	26.00
Shift: Transfer of Animal Services Division [Director's Office]	1,334,293	5.00
Shift: Transfer of Animal Services Division [Veterinary Services]	840,994	6.00
Increase Cost: FY21 Compensation Adjustment	176,083	0.00
Increase Cost: Police Chargeback for Investigator Position [Director's Office]	118,801	1.00
Decrease Cost: Council Compensation Adjustment	(173,127)	0.00

## FY21 APPROVED CHANGES

	Expenditures	FTEs
Increase Cost: Annualization of FY20 Personnel Costs	(176,083)	0.00
<b>FY21 APPROVED</b>	<b>7,753,529</b>	<b>75.00</b>

## PROGRAM SUMMARY

Program Name	FY20 APPR Expenditures	FY20 APPR FTEs	FY21 APPR Expenditures	FY21 APPR FTEs
Animal Shelter	0	0.00	3,346,888	37.00
Director's Office	0	0.00	1,279,967	6.00
Field Services	0	0.00	2,285,680	26.00
Veterinary Services	0	0.00	840,994	6.00
<b>Total</b>	<b>0</b>	<b>0.00</b>	<b>7,753,529</b>	<b>75.00</b>

## FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY21	FY22	FY23	FY24	FY25	FY26
<b>COUNTY GENERAL FUND</b>						
<b>EXPENDITURES</b>						
FY21 Approved	7,754	7,754	7,754	7,754	7,754	7,754
Subtotal Expenditures	7,754	7,754	7,754	7,754	7,754	7,754

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