



300 Country Club Road, Eugene, OR 97401

www.eugene-or.gov/animalservices

541-687-4060

Program Manager 541-682-5748

Licensing Questions 541-682-6234

animalservices@ci.eugene.or.us Feedback Welcome

Frequently Asked Questions

ENFORCEMENT

EUGENE ANIMAL SERVICES

Eugene resident who need animal services to address a found animal, animal at large, animal abuse, etc. can contact the animal services dedicated line at 541-687-4060 which is answered 24 hours a day, seven days a week. Dial 9-1-1 for emergencies. The City of Eugene has two Animal Welfare Officers who provide service seven days a week from 9:30 a.m. to 5:30 p.m. These two officers have over 30 years of combined experience in the field of animal services. Animal Welfare Officers respond to:

- **Dogs at large**
- **Sick and injured dogs at large**
- **Injured or very sick cats at large**
- **Potentially dangerous dogs**
- **Found dogs that need to be transported to shelter**
- **Animal abandonment, abuse and neglect**
- **Animals left in hot cars**
- **Dogs off leash**
- **Barking dogs only as time allows**
- **Animal Welfare Officers also provide dog licensing and Eugene Animal Code information**

Animal Welfare Officers do not respond to calls about healthy feral cats in Eugene. Greenhill Humane Society has a Trap Neuter and Return program for feral cats. For more information call 541-689-1503 or visit www.green-hill.org and click on Trap Neuter Return Program under Programs and Services. Animal Welfare Officer's do assist with injured or very sick feral cats.

Seriously injured animals are taken to either the Emergency Vet Hospital (541-746-0112) located at 103 W. Q Street in Springfield or Animal Urgent Care (541-485-0761) located at 3845 W. 11th in Eugene.

To report a deceased animal in or along the roadway:
Contact City of Eugene Public Works at 541-682-4800

For injured, ill or orphaned wildlife:
Contact Willamette Wildlife Rehabilitation at 541-485-8440

For injured, ill or orphaned birds of prey:
Contact Cascades Raptor Center at 541-485-1320

For other wildlife issues including nuisance wildlife:
Contact the Springfield office of the Oregon State Department of Fish and Game at 541-726-2505.

LANE COUNTY ANIMAL SERVICES

If you live in the unincorporated area of Lane County and need animal services or a dog license, please call 541-682-3645, visit www.lanecounty.org and click on services, or visit Lane County Public Works at 3050 N. Delta Hwy. in Eugene. Lane County does not respond to barking dog complaints. Lane County also does not pick up stray animals. Stray animals found in the county can be brought to the public shelter located at 3970 W. 1st Avenue in Eugene during normal operating hours. Lane County Animal Services' hours of operation are 9 a.m. to 4 p.m. Monday through Friday. **If you aren't sure if you live in Lane County, please visit www.eugene-or.gov/liveineugene.**

CITY OF SPRINGFIELD ANIMAL SERVICES

Please contact 541-726-3634 or the non-emergency number of the Springfield Police Department at 541-726-3714.

1st AVENUE SHELTER

The 1st Avenue Shelter serves the Cities of Eugene and Springfield, and Lane County. On July 1, 2012, Greenhill Humane Society began providing sheltering and adoption activities at the former Lane County Animal Services facility. Greenhill now operates two facilities in Eugene - one on Green Hill Road and one on W. 1st Avenue. Under Greenhill's guidance, the 1st Avenue Shelter cares for stray animals, reunites owners with their pets, provides medical attention to those animals in need, and finds new loving homes for animals who go unclaimed.

- 3970 W. 1st Avenue in Eugene
- Tuesday through Friday 10 a.m. to 6 p.m. and Saturday 10 a.m. to 5:30 p.m.
- 541-844-1777
- www.green-hill.org

LOST AND FOUND - If you have lost a pet anywhere in Lane County, including the City of Eugene, check the 1st Avenue Shelter. The phone number for the shelter is 541-844-1777. Animals in the shelter are viewable on-line at www.green-hill.org. Lost dogs can also be reported to City of Eugene Animal Services by calling 541-687-4060. Many community members also use Craigslist to list lost and found dogs.

How does the City of Eugene monitor how the shelter is doing?

The City of Eugene's contract with Greenhill Humane Society emphasizes the importance of providing for animal health and welfare and achieving a live-release rate of 90 percent or better for animals in the program. The City will exercise oversight of the public shelter program and adoption services provided under contract, and will require ongoing detailed reporting of the public shelter program outcomes to maintain quality and ensure transparency. Program outcomes will be posted on the City's animal services website monthly at www.eugene-or.gov/animalservices under 1st Avenue Shelter.

Does the animal shelter need volunteers?

Yes, volunteers are vital. The shelter operates a community volunteer and foster family program which provide essential help to the animals at the public shelter facility. For more information contact Greenhill's Volunteer and Foster Care Program at 541-689-1503.

DOG LICENSING

Prior to July 1, 2012 Lane County issued dog licenses for all dogs in the county, including the City of Eugene. Those licenses will remain valid for the term of the license, regardless of whether the dog resides in Eugene or unincorporated Lane County. Beginning July 1, 2012 all dogs in the City of Eugene that need a new license will be issued their license through the City of Eugene and those licenses will be a City of Eugene license. All former county licenses for dogs in the City of Eugene that will expire after July 1, 2012 will be renewed through the City of Eugene and they will now be given City of Eugene licenses. City of Eugene dogs will no longer need a Lane County dog license.

Eugene dog licenses are only for dogs that live inside the city limits of Eugene. If you aren't sure if you live in the city limits, please visit www.eugene-or.gov/liveineugene.

Where can I purchase a new City of Eugene dog license or renew my dog's current license?

- Online at www.petdata.com/for-pet-owners/eug
- By phone 1-855-328-1400
- In person at Eugene Police Department public information counter located at 300 Country Club Road in Eugene. Their hours of operation are 24 hours a day, seven days a week.
- In person at the Public Shelter located at 3970 W. 1st Ave. in Eugene.
- In person at the City of Eugene's Spay and Neuter Clinic also located at 3970 W. 1st Avenue.
- New licenses can also be purchased through many local veterinary offices.

What extra information will I need to get my pet licensed?

Proof of a current rabies vaccination is required to obtain a City of Eugene dog license. You can provide a copy of your current rabies certificate or rabies license number.

How much does a license cost?

City of Eugene Dog Licensing Fees		
Altered Dog		
Regular	1 Year	\$18
	2 Year	\$30
	3 Year	\$42
*Senior Citizen	1 Year	\$12
	2 Year	\$20
	3 Year	\$30
Fertile Dog		
Regular	1 Year	\$42
	2 Year	\$66
	3 Year	\$84

*Must be 65 years or older and dog is sterile

Where can I purchase a service dog license?

- Online at www.petdata.com/for-pet-owners/eug
- In person at Eugene Police Department public information counter located at 300 Country Club Road in Eugene. Their hours of operation are 24 hours a day, seven days a week.
- A service dog is a dog individually trained to do work or perform tasks for the benefit of an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. A dog only providing emotional support is not eligible for a service dog license.

What method of payment is accepted?

Online: credit card

Eugene Police Records front counter: cash, check and credit card

Veterinary Clinic: cash, check or credit card will most likely be accepted

Public Shelter: cash, check and credit card

Spay and Neuter Clinic: cash, check and credit card

CITY OF EUGENE SPAY AND NEUTER CLINIC

The City of Eugene Spay and Neuter Clinic operates out of the same location as the public shelter. The clinic provides low cost spays and neuters, vaccinations and flea control products for cats and dogs. **Spay and neuter surgeries are by appointment only.** The animal must be

within four months and five years of age. Proof of current rabies vaccination is required (or must be purchased for \$18).

Contact:

- 541-682-3643
- 3970 West 1st Avenue in Eugene, OR 97402

Walk in hours:

- 1 p.m. to 5:30 p.m. Monday through Friday
- 10 a.m. to 12:30 pm. and 1 p.m. to 5:30 p.m. on Saturday

ZONING AND NUISANCE CODE COMPLAINTS

The City of Eugene code compliance section can answer questions about how many dogs a Eugene residence may have (it's 3), are chickens allowed, etc. To contact this section, please call 541-682-5819 or go online

<http://www.eugene-or.gov/index.aspx?nid=388>

To make a complaint go to:

www.eugene-or.gov/lucomplaint

Greenhill's Euthanasia Service

Greenhill Humane Society provides euthanasia services for owned animals that are deemed appropriate by reason of illness or injury. Owners may choose to be present if desired. Euthanasias are performed by a Certified Euthanasia Technician.

Please be aware that we are not able to euthanize animals that have bitten and broken skin within the last ten days. In this case, please contact your local animal control agency.

For more information, or to make an appointment, contact Customer Service at 541-689-1503 Ext. 120 or via email.

Their goal is to make the pricing of our end of life service more affordable and to give low income families and individuals an increased discount during a very difficult time. To qualify for an additional discount of 50%, you must show proof of low income status i.e., Oregon Trail Card, etc. Please contact our customer service desk for more info at 541-689-1503.

- **Cats: \$40.00**
- **Small Animals (guinea pigs, rabbits, etc): \$25.00**
- **Dogs: Greenhill is currently unable to provide euthanasia services for dogs. We hope to provide this service again in the future.**

*Greenhill contracts with a private local company for cremation services. If you wish GHS to handle your pet's remains, there will be additional charges. **Please call our front desk at (541) 689-1503 for rates and information.***

Home Euthanasia Service

Several area vets offer home euthanasia service. Please contact them for more information regarding this service and their fees. Here are just a few:

- Dr. Roberta Boyden 541-342-5937
- Dr. Devon Trottier 541-935-7169
- Dr. Robin White 541-206-7707 - Also provides hospice care.
- Dr. Bonnie Burns Oberlander - "Eugene Mobile Vet Services" 541-510-9401