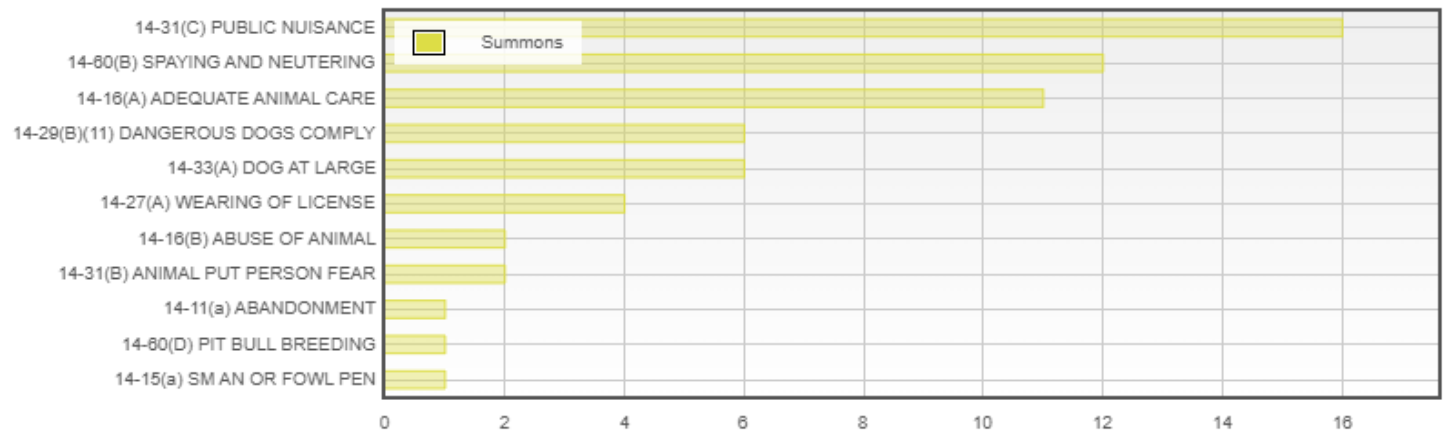


## KCPP Animal Services Division Report for December 2024

### Citations Issued / Enforcement

In December 2024, officers issued sixty-two (62) citations through the Thin Blue Line (TBL) system for review by the City Prosecutor. Prior to the issuance of citations, verbal and/or written warnings for violations may be presented by the officer, and citations are not submitted if compliance with animal ordinances are achieved within the given corrective action period.

### Types of Municipal Citations Issued in December








### Community Presence

Animal Services Officers had 6 patrol vehicles in use daily in December. Officially marked patrol vehicles spent 681 hours in the community and traveled 15,675 miles throughout the city, providing essential field services to the community.

### Animal Services Division – Total Case Activities for December

Officers were dispatched to **1,691** activities in December 2024 (*a .42% increase in calls from last month*) and were dispatched to **1,167** unique cases.

|  |  |  |  |  |
|---|---|---|---|---|
| Calls from Residents Resulting in Cases   | Online Reports Received by ASD  | Case Follow Up Activities Performed   | Total Case Activities for the Month   | % of Calls resulting in Case Creation   |
| 1,091   | 76  | 524   | 1691  | 48%   |

## Animal Services Dispatch – Call Center Metrics

During the hours of 7 AM – 10 PM every day, our Dispatch Specialists handle all incoming calls from residents through the City's 311 Call Center, direct calls to our Animal Services' Dispatch Team, and our after-hours phone queue. (They also receive reports from residents via email through our website). Each reported animal-related concern is documented by location, assigned based on priority, and logged by council district as well as zip code.

| December 2024                          | Answered | Unanswered | Total Calls | Abandoned Rate % |
|--|----------|------------|-------------|------------------|
| IN > Dispatch – 311 Queue              | 9        | 0          | 9           | 0%               |
| IN > Dispatch – Dispatch Q             | 2088     | 123        | 2211        | 6%               |
| IN > Dispatch – Dispatch After Hours Q | 334      | 48         | 382         | 13%              |
| Dispatch INBOUND Performance           | 2,431    | 171        | 2,602       | 1%               |
| Dispatch OUTBOUND Performance          | 631      | 136        | 767         | N/A              |
| Total Performance for December 2024    | 3,062    | 307        | 3,369       | 9%               |

**Dispatch 311 Queue:** Incoming calls from the KCMO 311 menu that are routed to KC Pet Project for animal control related issues.

**Dispatch Queue:** Calls received from residents who call us directly to report an animal control related issue or concern.

**Dispatch After Hours Queue:** Calls received between the hours of 7pm- 7am that are primarily answered by a designated "on-call" officer.

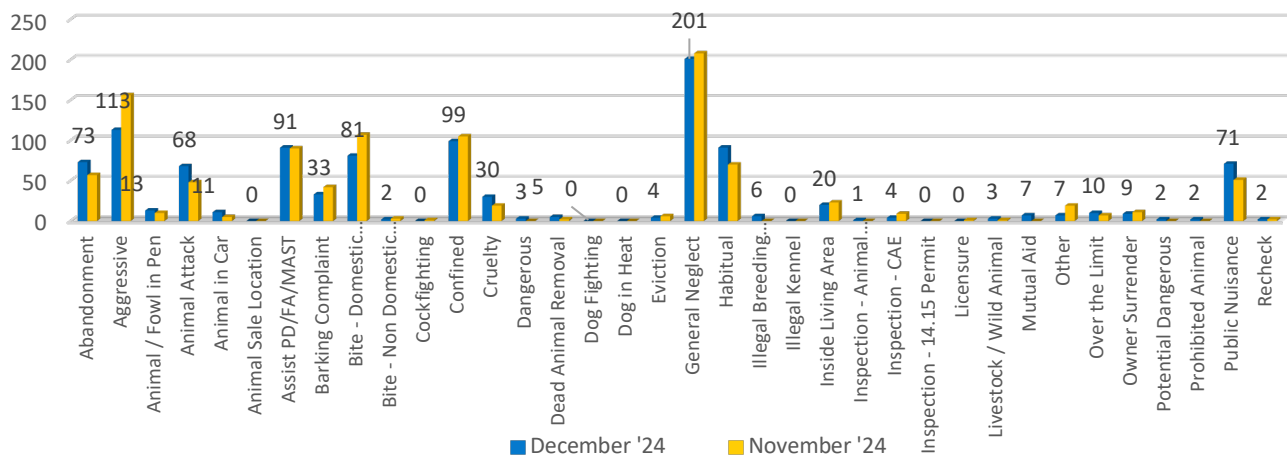
- ❖ Our Animal Services Dispatch team answered **2,431** live phone calls, completed **767** outbound calls, and resolved **92** voicemails.
- ❖ Dispatchers spent a total of **55 hours and 48 minutes** on the phone in the month of December.
- ❖ Maintain an **average call wait time of 29 seconds** for the direct dispatch Queue.
- ❖ The Cruelty Tips Hotline received **9** calls in the month of December.
- ❖ In 2024, voicemails received by Animal Services Dispatch consisted of: **16%** of resolved voicemails were Animal Services requests (*inquiries regarding ordinance, citations, and/or division complaints*), **14%** were stray roaming calls (*calls regarding stray animals roaming at-large and unconfined*), and **12%** were calls for case follow-up (*inquiries and repeat calls about active and/or closed animal services cases, or return calls requesting to speak to a specific officer*)

## Total Cases by Sub-Type Responded in December 2024

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents.

Approximately **154** of the **541** stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.

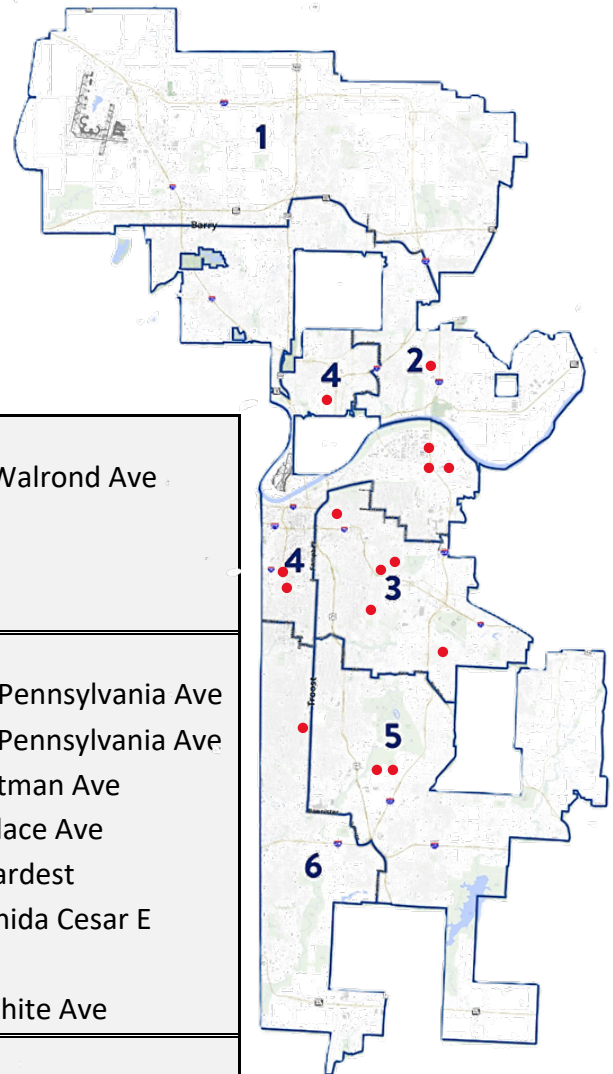
Animal Services Cases in KCMO December '24 vs. November'24



## Directed Patrol Areas

Frequently, our Animal Services Division receives reports from residents of dogs habitually roaming a neighborhood or dogs that have become a public safety concern or nuisance problem for a specific neighborhood. However, many times officers are unable to locate the dog(s) when they arrive. To resolve ongoing cases of this nature and to provide continued enforcement efforts for these issues, directed patrols have been established whereby officers schedule frequent drive-bys through these specific areas looking for the dogs. The following locations are currently identified as **Directed Patrol Areas** where officers are looking for dogs reported as habitually roaming, public nuisances, or aggressive dogs:

|  |  |
|--|--|
| <b><u>Council District 1 Areas:</u></b><br>✓ No Directed Patrols currently   | <b><u>Council District 2 Areas:</u></b><br>✓ 4200 block of N Walrond Ave   |
| <b><u>Council District 3 Areas:</u></b><br>✓ Lykins Park Area<br>✓ 4500 block of Hanover Court<br>✓ 5000 block of S Benton Blvd<br>✓ E 23 <sup>rd</sup> St & Van Brunt<br>✓ 3400 block of Monroe Ave<br>✓ 2600 block of Askew Ave<br>✓ E 23 <sup>rd</sup> St & Lydia Ave<br>✓ E 47 <sup>th</sup> Ter & Sycamore Aven | <b><u>Council District 4 Areas:</u></b><br>✓ W 33 <sup>rd</sup> Street & Pennsylvania Ave<br>✓ W 38 <sup>th</sup> Street & Pennsylvania Ave<br>✓ E 9 <sup>th</sup> Street & Dittman Ave<br>✓ 400 block of Wallace Ave<br>✓ 300 block of N Hardest<br>✓ 600 block of Avenida Cesar E Chavez<br>✓ 500 block of N White Ave |
| <b><u>Council District 5 Areas:</u></b><br>✓ 3100 & 3200 block of E 80 <sup>th</sup> St<br>✓ 7200 block of E 89 <sup>th</sup> Ter  | <b><u>Council District 6 Areas:</u></b><br>✓ Loose Park Area   |



## Dog/Cat Bites Investigated in December 2024

- Number of bites from dogs/cats occurring on their own property or inside a home: 39
- Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 42
- Number of bites from dogs/cats in which bite location is unclassified: 0

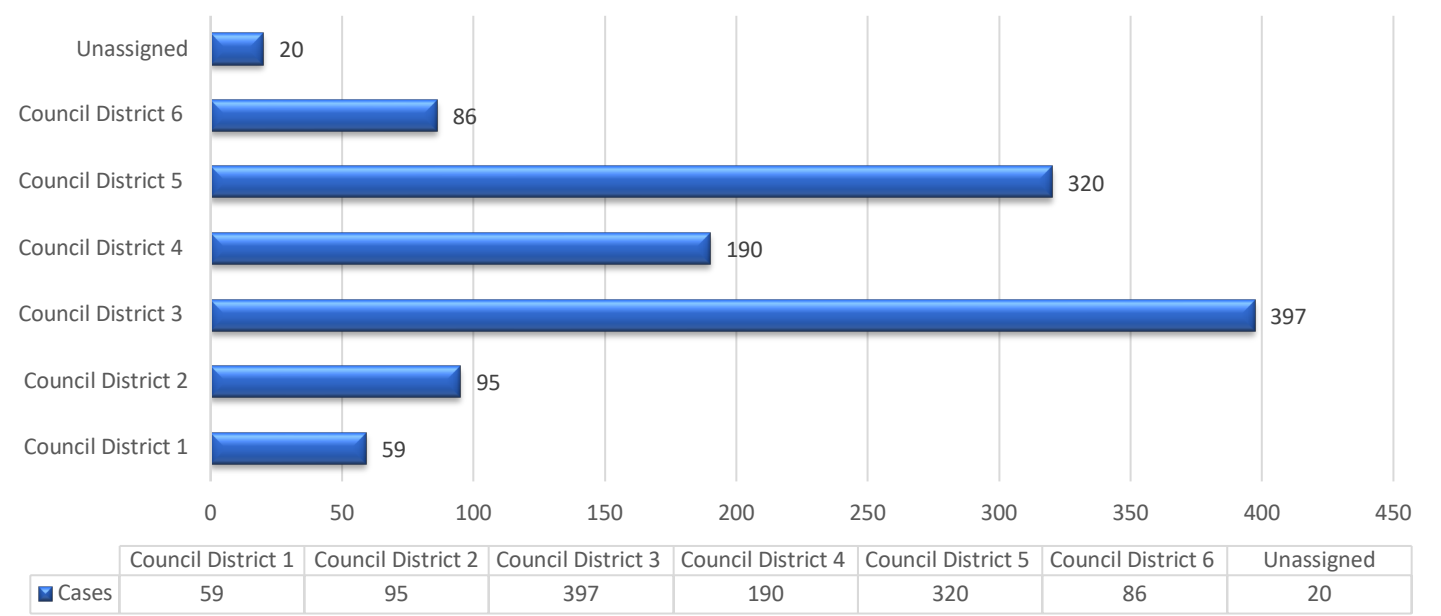
## Dangerous Dog Investigations in December 2024

- Our office declared three (3) dogs as Potentially Dangerous Dogs and one (1) dog as a Dangerous Dog for violations of Section 14-29 of the Code of City Ordinances.
- Of the four (4) declarations, one (1) owner appealed the decision, and a hearing been requested through the City Attorney's Office.
- Six (6) citations were issued through the Municipal Court of Kansas City for failing to comply with Dangerous Dog orders. The owners who received these citations have mandatory court appearances.

Compliance / Inspections / Permits

In December, Compliance Officer Oertwig issued one (1) Animal Display Permit, six (6) Commercial Animal Establishment Permits, no domestic animal advocacy permits, and no Special Exception for Fowl or Small Animal Permits issued under Chapter 14-15 of the Kansas City municipal code of ordinances.

Total Number of Calls by City Council District for December 2024



Stories from the Field

On December 24th, Animal Services Officers responded to a residence on the 2800 block of Raytown Road to investigate allegations of animal neglect. Upon arrival, our officers contacted the animal owner and conducted a thorough investigation, which revealed that several dogs on the property appeared to be living in negligent and inhumane conditions. The dogs were immediately seized and transported to the KC Pet Project Shelter for inspection as allowed by the city code. The inspections revealed several signs of inadequate care, including fractured teeth, skin infections, heartworms, and more. Our Cruelty Investigations Manager deemed the owner as an "unfit owner" pursuant to Sec. 14-5 of the city code, and the owner was denied the opportunity to reclaim the animals. The owner has been issued multiple citations and is required to appear in court.

Animal Cruelty/Neglect/Abuse Cases Under Investigation

At the beginning of January, the Cruelty Investigations Team had **37** open animal cruelty cases under investigation (a 0% change from November 2024) that carried over from December.

- ✓ **1** reports of abandonment
- ✓ **30** reports of general neglect
- ✓ **6** reports of cruelty

In December, the Cruelty Investigation Team closed **208** animal cruelty case activities for our community, including **49** reports of animal abandonment, **142** reports of general neglect, and **17** reports of cruelty.

In December, the Cruelty Investigations Manager refused the redemption of **18** animals to owners for being “unfit owners” pursuant to Sec. 14-5 of the city code.





### Case Results for December 2024

| Results for Calls with Animals     | December '24 | November '24 | % Change     |
|------------------------------------|--------------|--------------|--------------|
| Animals Impounded by Officers      | 364          | 283          | 29% increase |
| Wildlife Relocated/Transferred Out | 22           | 17           | 29% increase |
| Animals Returned Home by Officers  | 27           | 31           | 13% decrease |

Twenty seven loose/lost animals (26 dogs and 1 cat) that could be returned in the field were reunited with their owners by officers, rather than impounding them at the shelter. This practice allows our officers to build trust-based relationships with our community, keeps pets safe at home, and allows for connection to resources if needed. Additionally, it preserves limited shelter resources for those animals truly in need of sheltering.

### Reasons for Animals Impounded by Officers in December 2024

| Animal Services Division<br>Seizures/ Impounds | December '24 | November '24 |
|--|--------------|--------------|
| Abandoned in Home/Yard                         | 49           | 29           |
| Bite Quarantine                                | 5            | 21           |
| Court Order                                    | 0            | 4            |
| Cruelty/Neglect                                | 4            | 0            |
| Death of Owner                                 | 2            | 1            |
| Dead on Arrival                                | 10           | 1            |
| Evictions                                      | 17           | 3            |
| Inured   | 2            | 0            |
| Left in Car                                    | 2            | 2            |
| Medical Emergency                              | 5            | 0            |
| Meet P.D./MAST/Fire                            | 1            | 1            |
| Other Ordinance Violation                      | 1            | 0            |
| Police Arrests                                 | 14           | 3            |
| Sick   | 1            | 0            |
| Signed Over by Owner in Field                  | 29           | 12           |
| Stray / At Large                               | 222          | 206          |
| <b>Total Animals Impounded:</b>                | <b>364</b>   | <b>283</b>   |

| Impoundments by Species   |  |
|---|--|
| <br><b>Dogs: 293</b> | <br><b>Cats: 62</b>   |
| <br><b>Horse: 1</b>  | <br><b>Chicken: 8</b> |

## City Council District Overview for December 2024

### Council District 1:

Total Unique Animal Services Cases in District: **59**  
Zip code with greatest number of case activities: 64155  
Stray/Animals at Large: 17  
Cruelty Investigations/Neglect: 4  
Dog/Cat Bites Investigated: 11  
Other Services (Police/Fire/MAST/Evictions): 3

### Council District 2:

Total Unique Animal Services Cases in District: **95**  
Zip code with greatest number of case activities: 64119  
Stray/Animals at Large: 38  
Cruelty Investigations/Neglect: 16  
Dog/Cat Bites Investigated: 5  
Other Services (Police/Fire/MAST/Evictions): 2

### Council District 3:

Total Unique Animal Services Cases in District: **397**  
Zip code with greatest number of case activities: 64127  
Stray/Animals at Large: 196  
Cruelty Investigations/Neglect: 50  
Dog/Cat Bites Investigated: 25  
Other Services (Police/Fire/MAST/Evictions): 20

### Unassigned:

Total Unique Animal Services Cases in District: **20**  
Zip code with greatest number of case activities: N/A  
Stray/Animals at Large: 12  
Cruelty Investigations/Neglect: 1  
Dog/Cat Bites Investigated: 1  
Other Services (Police/Fire/MAST/Evictions): 2

### Council District 4:

Total Unique Animal Services Cases in District: **190**  
Zip code with greatest number of case activities: 64123  
Stray/Animals at Large: 83  
Cruelty Investigations/Neglect: 21  
Dog/Cat Bites Investigated: 14  
Other Services (Police/Fire/MAST/Evictions): 12

### Council District 5:

Total Unique Animal Services Cases in District: **320**  
Zip Code with greatest number of case activities: 64132  
Stray/Animals at Large: 154  
Cruelty Investigations/Neglect: 53  
Dog/Cat Bites Investigated: 24  
Other Services (Police/Fire/MAST/Evictions): 10

### Council District 6:

Total Unique Animal Services Cases in District: **86**  
Zip Code with greatest number of case activities: 64114  
Stray/Animals at Large: 41  
Cruelty Investigations/Neglect: 11  
Dog/Cat Bites Investigated: 3  
Other Services (Police/Fire/MAST/Evictions): 4

*Note: Numbers shown above in each district for stray animals, cruelty investigations/neglect cases, dog bite investigations, and other services reflect some of the most common Animal Services case types reported last month in the districts.*

Submitted by,



*Evan LaDue, Cruelty Investigations Manager, KC Pet Project*