



————— KC PET PROJECT —————  
**ANIMAL SERVICES DIVISION**  
 — A SERVICE FOR THE CITY OF KCMO —

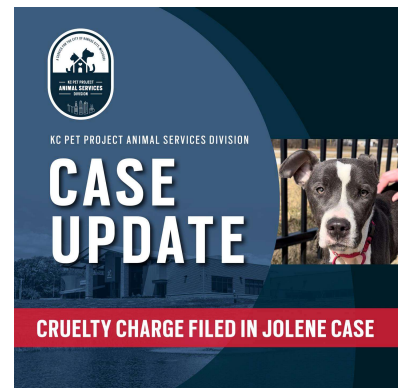
## KCPP Animal Services Division Report for April 2023

### Citations Issued / Enforcement

In April 2023, officers issued a record **one hundred and nine (109) criminal citations** through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued twenty (20) verbal warnings for violations and eight (8) official Notice to Correct Violation warning tickets to residents.

Prior to the issuance of citations, verbal and/or written warnings for violations are presented by the officer, and citations are not submitted if compliance with animal ordinances are achieved within the given corrective action period.

In April, our Animal Services Division worked with the Jackson County Prosecutor’s Office to file **STATE-level animal cruelty charges** in the case of Jolene, a dog who was discovered by KC Pet Project’s Animal Services Cruelty Investigations team left inside a wire crate, frozen, and unresponsive. Our Animal Services Division successfully pursued felony level animal cruelty charges through the Jackson County Prosecutor’s Office on several cruelty cases, and in April an arrest warrant was issued in this case. *State-level animal cruelty charges weren’t previously being filed in Kansas City*, so our Animal Services team began working with Jackson County’s Assistant Prosecuting Attorney, and the Kansas City Police Department to hold perpetrators of animal abuse in our community accountable for their actions to the highest extent of the law.



### Community Presence

Animal Services Officers had 8 patrol vehicles in use daily in April. Officially marked patrol vehicles spent **712 hours** out in the community and traveled a total of **14,872 miles** throughout the city providing essential field services to the community.

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

Calls from Residents Resulting in Cases*	Online Reports Received by ASD	Case Follow Up Activities Required	Total Case Activities for the Month
1,131	140	518	1,789

**1,789** unique case activities were performed by Animal Services Officers in April 2023 (composed of all calls received through the 311 Call Center or direct calls to Animal Services’ Dispatch Team, online reports submitted via the website by residents, and follow up activities required to resolve a case or ensure compliance). \*See Dispatch Call Center Metrics on page 2.



## Animal Services Dispatch – Call Center Metrics

During the hours of 7 AM – 10 PM every day, our Dispatch Specialists handles 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.

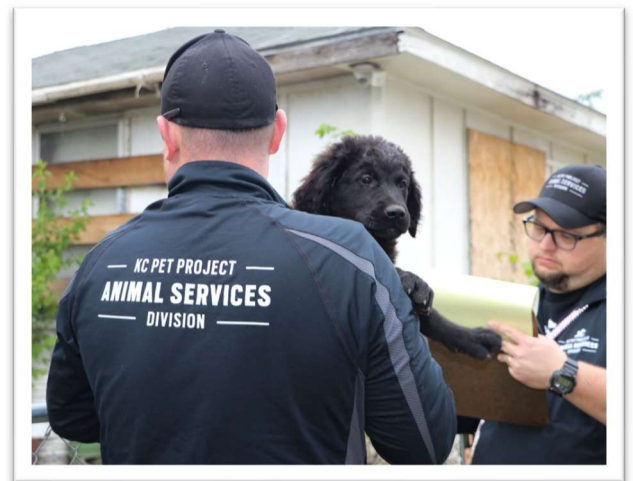
April 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	731	57	788	7%
IN > Dispatch – Dispatch Q	2,121	96	2,217	4%
IN > Dispatch – Dispatch After Hours Q	404	65	469	14%
<b>Dispatch INBOUND Performance</b>	<b>3,256</b>	<b>218</b>	<b>3474</b>	<b>6%</b>
<b>Dispatch OUTBOUND Performance</b>	<b>859</b>	<b>295</b>	<b>1154</b>	<b>N/A</b>
<b>Total Performance for April 2023</b>	<b>4,115</b>	<b>513</b>	<b>4,628</b>	<b>7.75%</b>

**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.

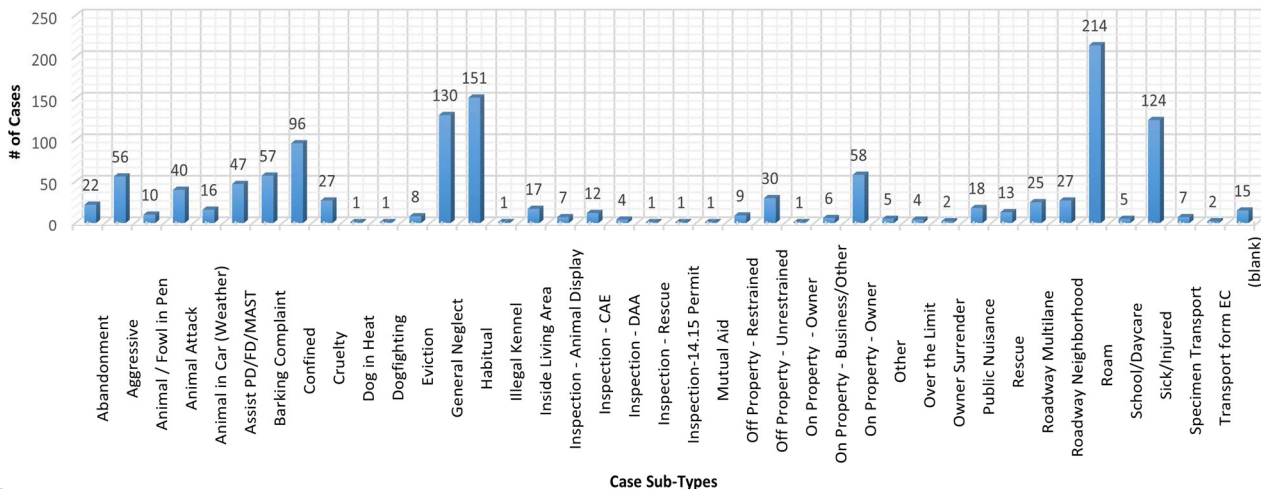
- ❖ Our Animal Services Dispatch team answered **4,115** live phone calls, completed **1,154** outbound calls, and resolved **136** voicemails in April.
- ❖ The Cruelty Tips Hotline received **0** calls in the month of April.
- ❖ The two most common reasons in 2023 for calls have been reporting stray animals at large (18%) and barking dog complaints (17%).



## Total Cases by Type in April 2023

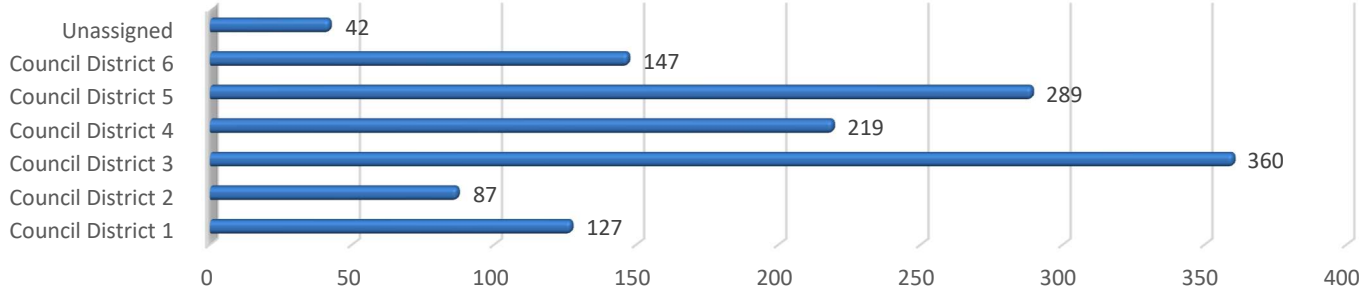
Cases related to stray/roaming animals continue to comprise more than half of the monthly volume of cases from residents. 108 (16%) of the 655 stray/loose animal reports were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.

Animal Services Cases for KCMO in April 2023



## Total Number of Animal Services Cases by City Council District for April 2023

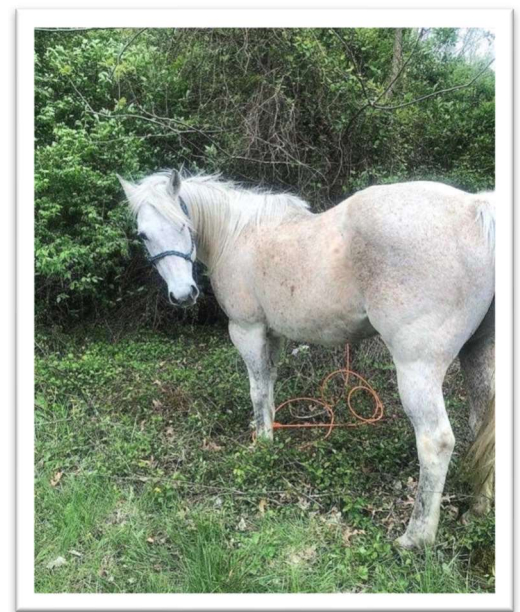
**Cases by Council District April 2023**



	Council District 1	Council District 2	Council District 3	Council District 4	Council District 5	Council District 6	Unassigned
<b>Number of Cases</b>	<b>127</b>	<b>87</b>	<b>360</b>	<b>219</b>	<b>289</b>	<b>147</b>	<b>42</b>

### Case Results for April 2023

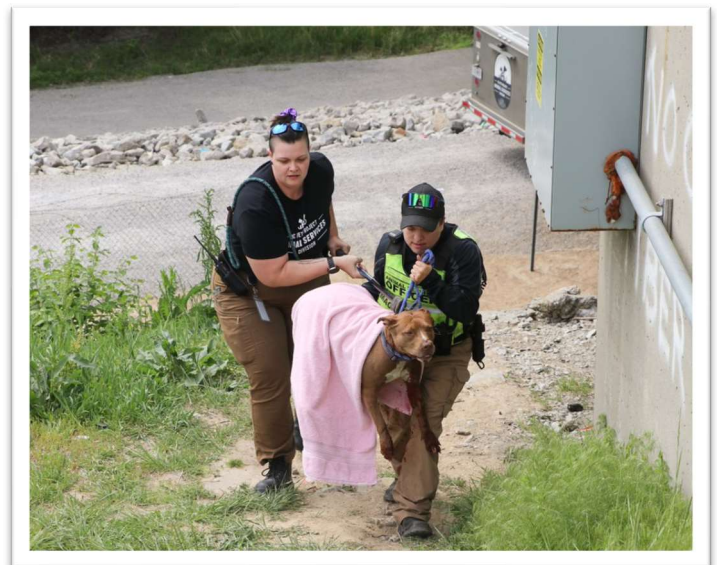
Thirty-eight (39) loose/lost pets (30 dogs, 8 cats, and 1 horse) that could be returned to the field were reunited with their owners by officers, rather than impounding them at the shelter. This practice allows our officers to build trust-based relationships with our community, keeps pets safe at home, and allows for connection to resources, if needed. Additionally, it preserves limited shelter resources for those animals truly in need of sheltering.



Results for Cases with Animals	April '23	March '23	% Change
Animals Impounded by Officers	275	245	12% increase
Wildlife Relocated/Transferred Out	24	21	14% increase
Animals Returned Home by Officers	39	24	62% increase

### Reasons for Animals Impounded by Officers in April

Abandoned in Home/Yard	19
Bite Quarantine	20
Animal Cruelty	2
Death of Owner	2
Deceased Upon Arrival	16
Eviction	10
Injured	1
Left in Car	1
Medical Emergency	6
Meet P.D.	1
Police Arrest	26
Sick	1
Signed over by owner in field	5
Stray/At large	165
<b>Total Animals Impounded</b>	<b>275</b>



## 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 on-going cases of this nature and to provide continued enforcement efforts, 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 that have been reported as habitually roaming, public nuisances, or aggressive dogs that haven't yet been located:

<b>Council District 1</b> <ul style="list-style-type: none"><li>•4500 block of NE Parvin Road</li><li>•N. Main Street / NE 53rd Street</li><li>•4200 block of N Walrond Ave</li></ul>	<b>Council District 2</b> <ul style="list-style-type: none"><li>•US 152 / North Amity Ave</li></ul>	<b>Council District 3</b> <ul style="list-style-type: none"><li>•3400 block of Monroe Ave</li><li>•E 23rd Street / Van Brunt Blvd</li><li>•200 block of Garfield Ave</li><li>•4300 block of Benton Blvd.</li></ul>
<b>Council District 4</b> <ul style="list-style-type: none"><li>•W 33rd Street / Pennsylvania Ave</li><li>•W 38th Street / Pennsylvania Ave</li><li>•E 9th Street / Ditman</li><li>•400 block of Wallace Ave</li></ul>	<b>Council District 5</b> <ul style="list-style-type: none"><li>•72nd Street / Indiana Ave</li><li>•5700 block of Agnes Ave</li><li>•100 block of E 83rd Ter</li><li>•E 63rd Street / Brooklyn</li><li>•3100 block of E 80th Street</li></ul>	<b>Council District 6</b> <ul style="list-style-type: none"><li>•Currently none listed</li></ul>

## Stories From The Field – Cruelty Investigation

On April 15<sup>th</sup>, Animal Services was notified that two dogs had been found deceased on the railroad tracks near **E. 99<sup>th</sup> St. and Fremont Ave.** Animal Services Supervisor LaDue and Cruelty Investigator Collins responded to the scene and discovered two German Shepherd dogs that initially appeared to have been struck and killed by a train. However, it was immediately clear to the officers that something was suspicious about the situation.

Animal Services enlisted the assistance of a Federal Special Agent who accompanied officers back to the remote scene to collect the remains. It appeared the dogs had not passed away from the impact of the train but, rather, appeared to have been placed on the tracks post-mortem, and both dogs had been beheaded. This was deeply disturbing to everyone involved in this case and a large-scale cruelty investigation was launched. A mechanics-of-injury study performed in the field led investigators to believe the dog's bodies were placed systematically over the tracks post-mortem in an effort to cover up the manner of death.

The bodies of both dogs were sent immediately for a forensic necropsy at the University of Missouri - Columbia. Animal Services Officers conducted a number of in-person interviews with neighbors and residents near the area and spent a substantial number of hours looking for leads in the case. At this time, no person has come forward with information and there are no new leads as to how these two German Shepherds may have died or who placed their bodies on the train tracks in that location. Our officers will remain alert to any similar cases, tips, or clues that may lead our Cruelty Investigations Team to eventually solving this horrific case.



## Animal Cruelty/Neglect/Abuse Cases Under Investigation

As of April 30th, the Cruelty Investigations Team had **24 open** animal cruelty cases under investigation:

- ❖ 1 report of animal abandonment
- ❖ 16 reports of animal neglect
- ❖ 7 reports of animal cruelty

In April, the Cruelty Investigation Team **closed 178** animal cruelty case activities in our community, including 22 reports of animal abandonment, 129 reports of neglect, 1 report of dogfighting and 26 reports of cruelty.

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***Eleven (11) criminal citations were issued to owners who failed to provide adequate care for their pets. Five (5) criminal citations were issued for illegal abandonment of an animal.***

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## Dog/Cat Bites in April 2023

- ❖ Number of bites from dogs/cats occurring on their own property or inside a home: 64
- ❖ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 37
- ❖ Number of bites from dogs/cats in which bite location is unclassified: 13

In April 2023, Investigations Specialist, Rachel Leyh, received and investigated 72 animal bite cases reported from the KCMO Health Department. It is required by law that all local medical treatment facilities report patients who require care due to an animal bite. **A total of 3 specimens were submitted to the KCMO Health Department for rabies testing and all results came back negative.**

## Dangerous Dog Investigations and Declarations

In April 2023, Dangerous Dog Case Administrator, Jessica Steele, issued six (6) dangerous or potentially dangerous dog declarations.

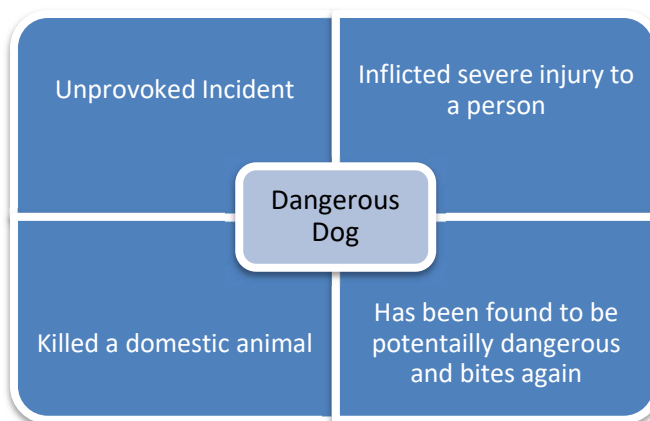
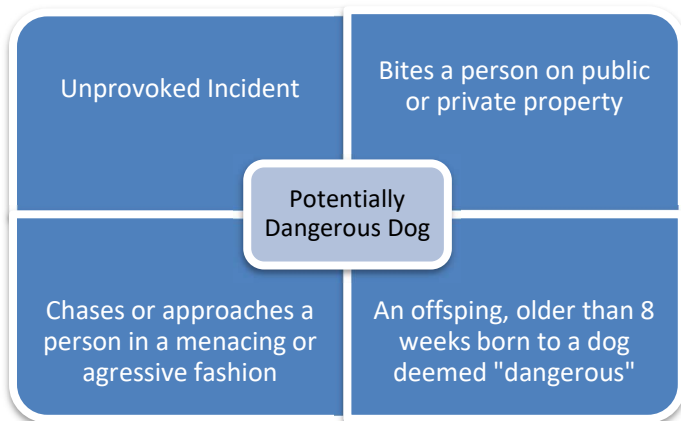
As of April 30, 2023, there were twelve (12) dangerous or potentially dangerous dog cases actively under investigation.

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***Five (5) municipal court citations were issued to residents for failing to meet the compliance requirements to owning, keeping, or harboring a dangerous or potentially dangerous dog as outlined by the city code.***

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## What are the differences between a “Dangerous” and “Potentially Dangerous” dog?



## Kennel Inspections/Field Investigations of Commercial Animal Permits/Domestic Association Permits

Compliance Officer Oertwig issued four (4) Animal Display Permits, thirteen (13) Commercial Animal Establishment Permits. Five (5) Small Animal permits or Domestic Animal Advocacy permits were issued in April. One (1) exception was made for section 14-15 to the keepers of fowl or other small animals.

## Supporting Our Community – Stories From The Field

On Thursday, April 20<sup>th</sup>, staff from our Animal Services Division, KCPP's Veterinary Clinic, and our Pets For Life team visited two locations to assist people facing houselessness in our community with much needed resources for their pets, including vaccinations for 12 puppies and two adult dogs, microchips, dog food and supplies. This collaboration between departments allows us to make deeper connections with people in our community and ensure that pets stay with their families.



## Media Coverage/Public Education/Community Engagement

- ❖ On April 13<sup>th</sup>, Animal Services Leadership along with Information Technology employees from the City, met with representatives of the TBL (Thin Blue Line) software to learn about additional analytic features that would align reporting between various city departments.
- ❖ On April 14<sup>th</sup>, Amanda Gatten, Director of Community Programs, and the Animal Services Leadership team met with representatives from Synergy Services and Rose Brooks Domestic Violence Shelters in the first quarterly meeting to review our ICU (Identify Connect Unite) program to help more victims of violence that own pets.
- ❖ On April 24<sup>th</sup>, Ryan Johnson, Chief of Animal Services and Richard Rohrback, Cruelty Investigations Manager attended the Hickman Mills United Neighborhoods Association meeting in the 5<sup>th</sup> District to meet residents and offer solutions to animal-related concerns in their neighborhood.
- ❖ We celebrated and recognized our Animal Services Division during National Animal Control Appreciation Week by sharing information about our staff on social media and what their role as an officer or dispatcher means to them.
- ❖ Tori Fugate met with the Communications Directors of both Kansas City Municipal Court and the Jackson County Prosecutor's offices to connect and collaborate on future press releases and stories. Jackson County and KC Pet Project issued our first-ever joint statement to the media for the charges filed in the Jolene animal abuse case.



# City Council District Overview for April 2023

## Council District 1:

Total Unique Animal Services Cases in District: **127**  
Zip code with greatest number of case activities: 64117  
Stray/Animals at Large: 43  
Cruelty Investigations/Neglect: 17  
Dog/Cat Bites Investigated: 18  
Other Services (Police/Fire/MAST/Evictions): 4

## Council District 2:

Total Unique Animal Services Cases in District: **87**  
Zip code with greatest number of case activities: 64155  
Stray/Animals at Large: 28  
Cruelty Investigations/Neglect: 15  
Dog/Cat Bites Investigated: 9  
Other Services (Police/Fire/MAST/Evictions): 1

## Council District 3:

Total Unique Animal Services Cases in District: **360**  
Zip code with greatest number of case activities: 64127  
Stray/Animals at Large: 168  
Cruelty Investigations/Neglect: 49  
Dog/Cat Bites Investigated: 25  
Other Services (Police/Fire/MAST/Evictions): 20

## Council District 4:

Total Unique Animal Services Cases in District: **219**  
Zip code with greatest number of case activities: 64123  
Stray/Animals at Large: 74  
Cruelty Investigations/Neglect: 39  
Dog/Cat Bites Investigated: 13  
Other Services (Police/Fire/MAST/Evictions): 12

## Council District 5:

Total Unique Animal Services Cases in District: **289**  
Zip Code with greatest number of case activities: 64132  
Stray/Animals at Large: 131  
Cruelty Investigations/Neglect: 37  
Dog/Cat Bites Investigated: 21  
Other Services (Police/Fire/MAST/Evictions): 9

## Council District 6:

Total Unique Animal Services Cases in District: **147**  
Zip code with greatest number of case activities: 64134  
Stray/Animals at Large: 59  
Cruelty Investigations/Neglect: 21  
Dog/Cat Bites Investigated: 18  
Other Services (Police/Fire/MAST/Evictions): 2

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,

*Teresa Johnson*

Teresa Johnson, President/CEO & Chief Lifesaving Officer, KC Pet Project



Ryan Johnson, Chief of Animal Services, KC Pet Project