



KC PET PROJECT

ANIMAL SERVICES DIVISION

— A SERVICE FOR THE CITY OF KCMO —

KCPP Animal Services Division Report for August 2023

Citations Issued / Enforcement

In August 2023, officers issued **fifty-nine (59)** criminal citations through the Thin Blue Line (TBL) system for review by the City Prosecutor. In addition, officers issued eleven (11) verbal warnings for violations and one (1) official Notice to Correct Violation warning tickets to residents. **One (1) case was referred to the Jackson County Prosecutor’s Office for State level animal cruelty charges.**

*In the first 8 months of 2023, **513** criminal citations have been issued by our Animal Services Officers through Municipal Court.*



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.

Community Presence

Animal Services Officers had 8 patrol vehicles in use daily in August. Officially marked patrol vehicles spent **712 hours** out in the community and traveled a total of **15,300 miles** throughout the city providing essential field services to the community.

Animal Services Division – Total Case Activities for August

Officers worked **1,678** unique cases in August 2023 (*an .9% increase in calls from last month*) and were dispatched to 2,144 case activities.

2,144 unique case activities were composed of all calls from residents received through the 311 Call Center or direct calls to Animal Services dispatch team, online reports submitted via the website by residents, and 466 additional follow up activities required to resolve cases or ensure compliance.

Calls from Residents Resulting in Cases*	Online Reports Received by ASD	Case Follow Up Activities Conducted	Total Case Activities for the Month	% of Calls resulting in Case Creation
1,511	167	466	2,144	41.5%

*See Dispatch Call Center Metrics on page 2

Compliance / Inspections / Permits

In August, Compliance Officer Oertwig issued three (3) Animal Display Permits, three (3) Commercial Animal Establishment Permits and, two (2) Special Exception for Fowl or Small Animal permit was issued pursuant to chapter 14-15 of the Kansas City municipal code of ordinances.

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. (Dispatchers also receive reports from residents via email though 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.

August 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	802	66	868	7.6%
IN > Dispatch – Dispatch Q	2,302	114	2,416	4.7%
IN > Dispatch – Dispatch After Hours Q	536	92	628	14.6%
Dispatch INBOUND Performance	3,640	272	3,912	6.9%
Dispatch OUTBOUND Performance	1,171	288	1,459	Ring Time to Dispatch: 26.5 Seconds
Total Performance for August 2023	4,811	560	5,371	

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.

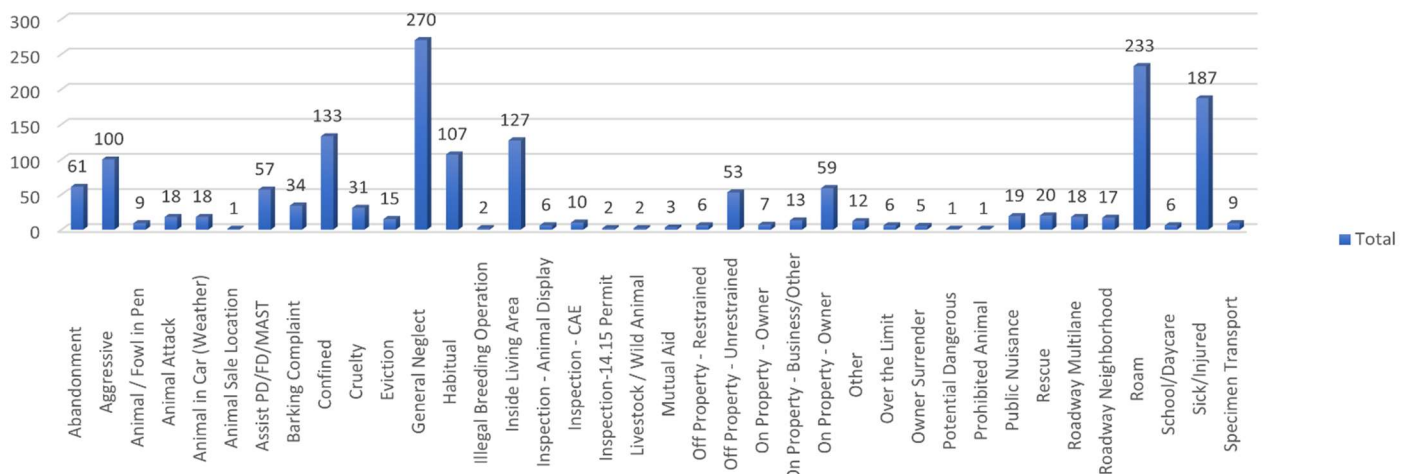
Dispatch After Hours Queue: Calls received between the hours of 7pm- 7am that are primarily answered by a designated “on-call” officer.

- ❖ Our Animal Services Dispatch team answered **3,640** live phone calls, completed **1,459** outbound calls, and resolved **279** voicemails.
- ❖ The Animal Services Dispatch Team had a record-breaking month by maintaining an abandon call rate of **6.9%** when the national best practice standard for call centers is 12%.
- ❖ We saw a 275% increase in the number of animals impounded in August as a result of calls for evictions.
- ❖ Jona Gerlt was promoted to Dispatch Supervisor and brings with her new innovative ideas to further the growth and development of our dispatch program.

Total Cases by Sub-Type in August 2023

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately **137** of the **639** 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 August 2023



Animal Cruelty/Neglect/Abuse Cases Under Investigation

As of July 31st, the Cruelty Investigations Team had **13** open animal cruelty cases in various stages of investigation.

- ✓ **3** reports of animal abandonment
- ✓ **9** reports of general neglect
- ✓ **1** report of animal cruelty

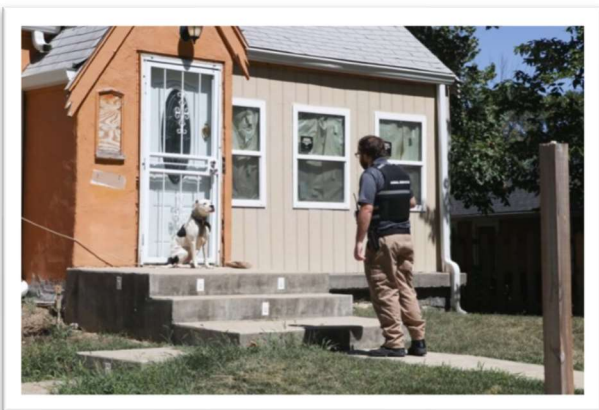
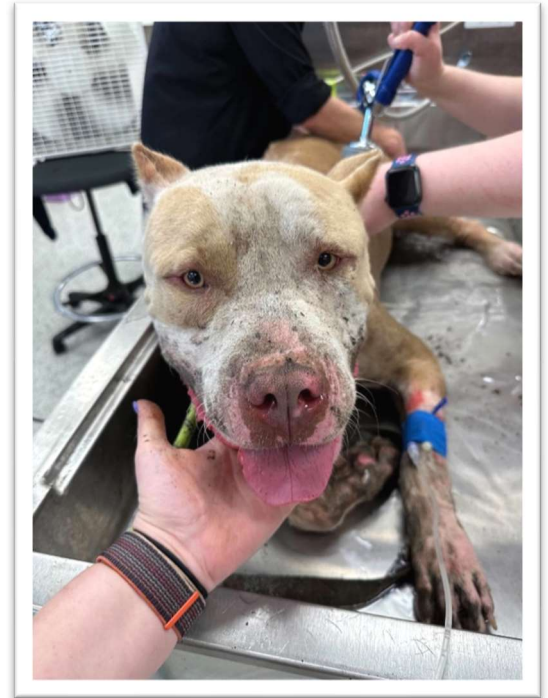
In August, the Cruelty Investigation Team closed **359** animal cruelty case activities for our community, including **61** reports of animal abandonment, **268** reports of neglect and **30** reports of cruelty (abuse).

Stories from the Field – Officers Save Dogs Suffering from Heat Stroke

On August 19th, KC Pet Project Animal Services Officers responded to an emergency report of two dogs experiencing heat distress that had been left tied up in the sun on the front porch of a home. Animal Services Manager LaDue and Officer Hodges immediately responded and discovered two Pitbull-type dogs showing extreme signs of heat-related distress. Both officers knew that without immediate intervention the dogs would die due to the extreme heat. After several unsuccessful attempts to contact the owner, one of the dogs fell off the side of the porch and began to hang by his collar. The dog was lethargic and going into a state of heat stroke.

Animal Services Officers immediately seized both dogs under an exception for a warrantless seizure because the circumstances were considered exigent/emergent. Both dogs were rushed to KCPP's vet clinic for immediate emergency treatment for heat stroke. Doctors confirmed the seizure of these dogs saved their lives on this day.

Our officers issued an "Unfit Owner" declaration to permanently remove the dogs from the home and the owner has been issued multiple citations through Municipal Court for inadequate care, failure to license, and Pitbull-related ordinances. Criminal charges of this nature require a mandatory court appearance. We are grateful to our community each time they report these situations to us so that we can respond and ensure the care and well-being of the pets in our community.



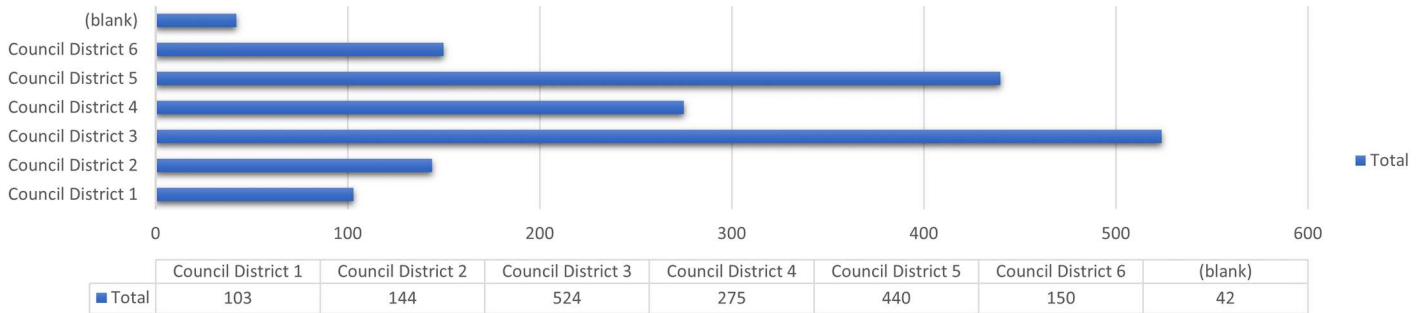
Dog/Cat Bites Investigated in August 2023

Number of bites from dogs/cats occurring on their own property or inside a home: 79

Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 59

Number of bites from dogs/cats occurring at a business or similar location: 13

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



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 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:

Council District 1

- 4500 block of NE Parvin Road
- N. Main Street / NE 53rd Street
- 4200 block of N Walrond Ave

Council District 2

- US 152 / North Amity Ave

Council District 3

- 3400 block of Monroe Ave
- E 23rd Street / Van Brunt
- 200 block of Garfield Ave
- 4300 block of Benton Blvd

Council District 4

- W 33rd Street / Pennsylvania
- W 38th Street / Pennsylvania
- E 9th Street / Ditman
- 400 block of Wallace Ave

Council District 5

- 3100 block of E 80th St
- 5700 block of Agnes Ave
- 100 block of E 83rd Ter
- E 63rd Street / Brooklyn Ave
- 3100 block of E 80th Street

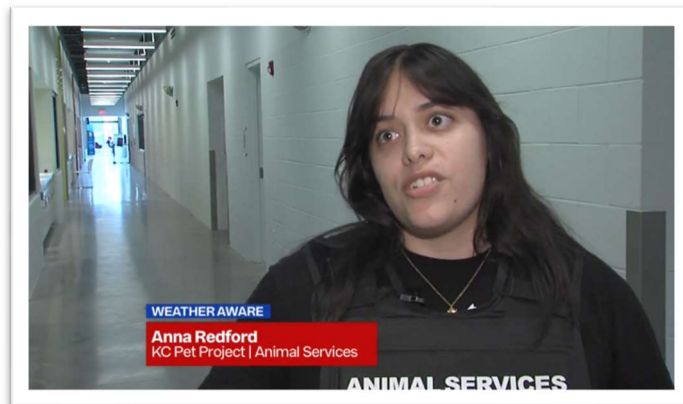
Council District 6

- No locations listed

Media Coverage/Public Education/Community Engagement

- ❖ On August 4th, Chief Ryan Johnson and Director of Community Programs Atlas Gatten, were joined by Cruelty Investigations Manager Rohrback and Field Manager LaDue at the quarterly progress meeting for the Identify-Connect-Unite (ICU) Program with staff members from Synergy Services and Rose Brooks. This one-of-a-kind partnership is helping more victims of domestic violence and their pets.
- ❖ August 10th- 12th, President/CEO Teresa Johnson, Chief Communications Officer Tori Fugate, Chief of Animal Services Ryan Johnson, and Director of Canine Operations Tabitha Urban attended the Best Friends National Conference in Houston, TX.
- ❖ On August 16th, Chief Ryan Johnson, and Cruelty Investigations Manager Rohrback led an instructional continuing education course for KCPP volunteers discussing how progressive animal control services are delivered within our community.

- ❖ On August 23rd, CEO Teresa Johnson and Chief of Animal Services Ryan Johnson gave a contract update presentation to members of the City Council’s Neighborhood and Planning Committee.
- ❖ On August 23rd, Field Services Manager Anna Redford was featured in a local Fox 4 news story, “*KC Animal Services Searching for Pets in Distress During Heat Wave.*” News Reporter Sean McDowell did a ride along to see firsthand how our division is working to interrupt the cycle of heat-related neglect cases in Kansas City, MO.
- ❖ On August 31st, Chief Johnson met virtually with representatives from the Humane Society of the United States (HSUS) and Human Animal Support Services (HASS) to discuss collaboration on future training opportunities for local law-enforcement and animal welfare professionals.



Case Results for August 2023

Results for Cases with Animals	August '23	July '23	% Change
Animals Impounded by Officers	313	368	15% decrease
Wildlife Relocated/Transferred Out	8	57	85% decrease
Animals Returned Home by Officers	15	17	11% decrease

Fifteen (15) loose/lost dogs 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.

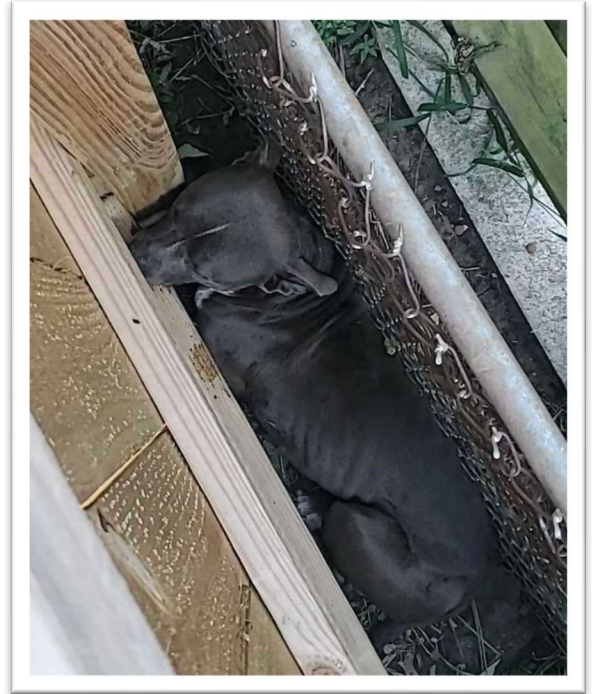
Reasons for Animals Impounded by Officers in August 2023

Animal Services Division Seizures/ Impounds	August '23	July '23
Abandoned in Home/Yard	29	74
Bite Quarantine	12	11
Cruelty/Neglect	3	2
Death of Owner	10	2
Dead on Arrival	12	8
Evictions	15	4
Injured	3	2
Left in Cars	1	1
Medical Emergency	9	10
Meet P.D./MAST/Fire	1	0
Police Arrests	5	15
Sick	1	1
Signed Over by Owner in Field	16	37
Stray / At Large	196	201
Total Animals Impounded:	313	368



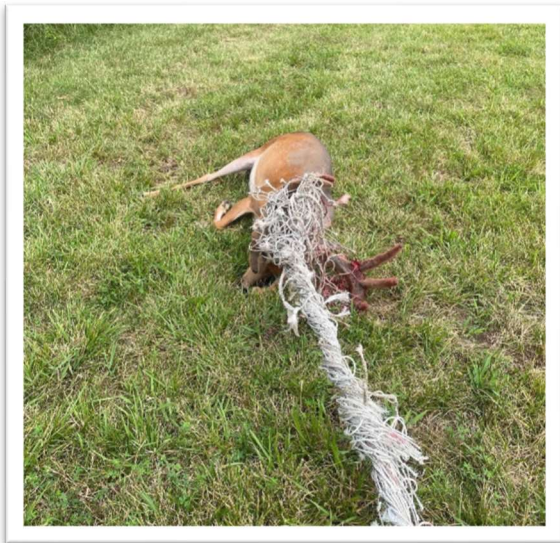
Stories from the Field – Large Dog Trapped in a Small Space

On August 17th, Animal Services Officers Copeland and Hodges responded to a call about a dog trapped between her fence and her neighbor's privacy fence. When our officers arrived, they found an emaciated grey Pitbull type dog wedged between the fences, unable to escape. The Kansas City Fire Department was called out to assist with the rescue and the homeowner insisted her fence be dismantled to save the dog. Animal Services Officers were able to safely restrain the dog, allowing KCFD personnel to pry off some boards and free the dog. Because of the quick intervention of the officers, this dog's life was able to be saved.



Stories from the Field – Deer versus Soccer Nets

On Monday, August 7th, our Animal Services Division received a call about a male deer that had become entangled in a soccer net on an elementary school soccer field (photo below). Upon arrival, our Animal Services Officer could see that the deer's antlers had become trapped while trying to escape and he had completely immobilized himself in the netting. Our officer quickly began working on cutting the netting away from the deer, and after a few minutes was able to remove all the net from the deer's head. He was tired from struggling for so long but was able to get up and then ran back into the woods. We are so grateful for our Animal Services Officers and all the unique lifesaving work they do in our community every day.



Stories from the Field – The Traumatic Work of Animal Services

As first responders to dangerous or tragic events, Animal Services Officer often encounter or experience situations that are disturbing, distressing, or threatening. Frequently, our officers find themselves being sent inside a home or to a vehicle where a person is deceased, leaving behind their beloved pet(s). On August 24th, Animal Services Officers Copeland and Hodges were called out to assist the Kansas City Police Department inside a home where an elderly gentleman was found deceased. KCPD reported that the gentleman's two dogs were still inside.

The home was in very poor condition, and it was unclear how long ago the owner had passed away. The walls and ceiling were infested with insects and all the rooms inside the home were filled with trash. Our Animal Services Officers put on their protective equipment and

entered the home to remove the two dogs – who were found sitting next to their owner's body. We are grateful to the officers who do this difficult and emotional work daily in service to the people and pets of our community.

"The work in this field can be incredibly difficult - both physically and emotionally - but you also get opportunities to really impact the life of another person and their pet. It's these interactions that fill your cup and really remind you just how much what we are doing matters." - Cruelty Investigations Manager Rohrback

City Council District Overview for August 2023

Council District 1:

Total Unique Animal Services Cases in District: **103**
Zip code with greatest number of case activities: 64115
Stray/Animals at Large: 20
Cruelty Investigations/Neglect: 21
Dog/Cat Bites Investigated: 16
Other Services (Police/Fire/MAST/Evictions): 3

Council District 2:

Total Unique Animal Services Cases in District: **144**
Zip code with greatest number of case activities: 64119
Stray/Animals at Large: 31
Cruelty Investigations/Neglect: 24
Dog/Cat Bites Investigated: 22
Other Services (Police/Fire/MAST/Evictions): 5

Council District 3:

Total Unique Animal Services Cases in District: **524**
Zip code with greatest number of case activities: 64128
Stray/Animals at Large: 172
Cruelty Investigations/Neglect: 118
Dog/Cat Bites Investigated: 32
Other Services (Police/Fire/MAST/Evictions): 26

Council District 4:

Total Unique Animal Services Cases in District: **275**
Zip code with greatest number of case activities: 64123
Stray/Animals at Large: 70
Cruelty Investigations/Neglect: 59
Dog/Cat Bites Investigated: 24
Other Services (Police/Fire/MAST/Evictions): 14

Council District 5:

Total Unique Animal Services Cases in District: **440**
Zip Code with greatest number of case activities: 64132
Stray/Animals at Large: 146
Cruelty Investigations/Neglect: 110
Dog/Cat Bites Investigated: 32
Other Services (Police/Fire/MAST/Evictions): 19

Council District 6:

Total Unique Animal Services Cases in District: **150**
Zip Code with greatest number of case activities: 64114
Stray/Animals at Large: 32
Cruelty Investigations/Neglect: 26
Dog/Cat Bites Investigated: 12
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,

T. Johnson

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



Ryan Johnson, Chief of Animal Services, KC Pet Project