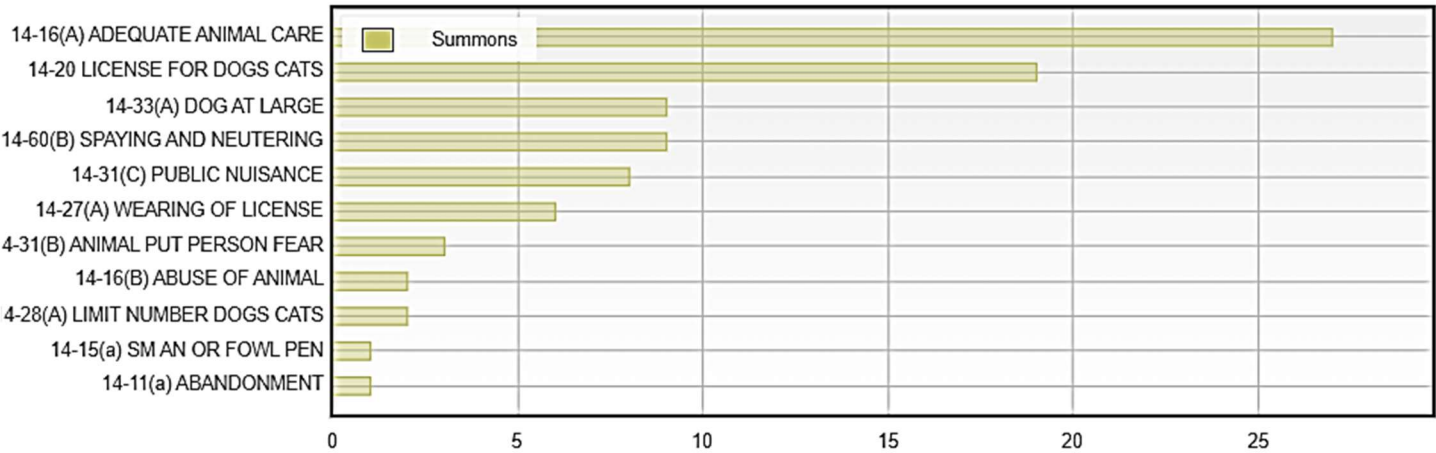


KCPP Animal Services Division Report for August 2024

Citations Issued / Enforcement

In August 2024, officers issued **ninety (90)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued thirty-five (35) verbal warnings for violations and four (4) 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. *A total of 562 criminal citations through Municipal Court have been issued so far in 2024.*

Types of Municipal Citations Issued in August



Community Presence

Animal Services Officers had 10 patrol vehicles in use daily in August. Officially marked patrol vehicles spent **1,086 hours** in the community and traveled **22,009 miles** throughout the city providing essential field services to our community.

Animal Services Division – Total Case Activities for August

Officers performed **2,147 total case activities** and were dispatched to **1,357 unique cases** in August -- 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 the 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 Performed	Total Case Activities for the Month	% of Calls resulting in Case Creation
1,169	188	790	2,147	40.5%

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 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.

August 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	24	3	27	11%
IN > Dispatch – Dispatch Q	2,336	156	2,492	6%
IN > Dispatch – Dispatch After Hours Q	525	73	598	12%
Dispatch INBOUND Performance	2,885	232	3,117	1%
Dispatch OUTBOUND Performance	540	116	656	N/A
Total Performance for August 2024	3,425	348	3,773	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.

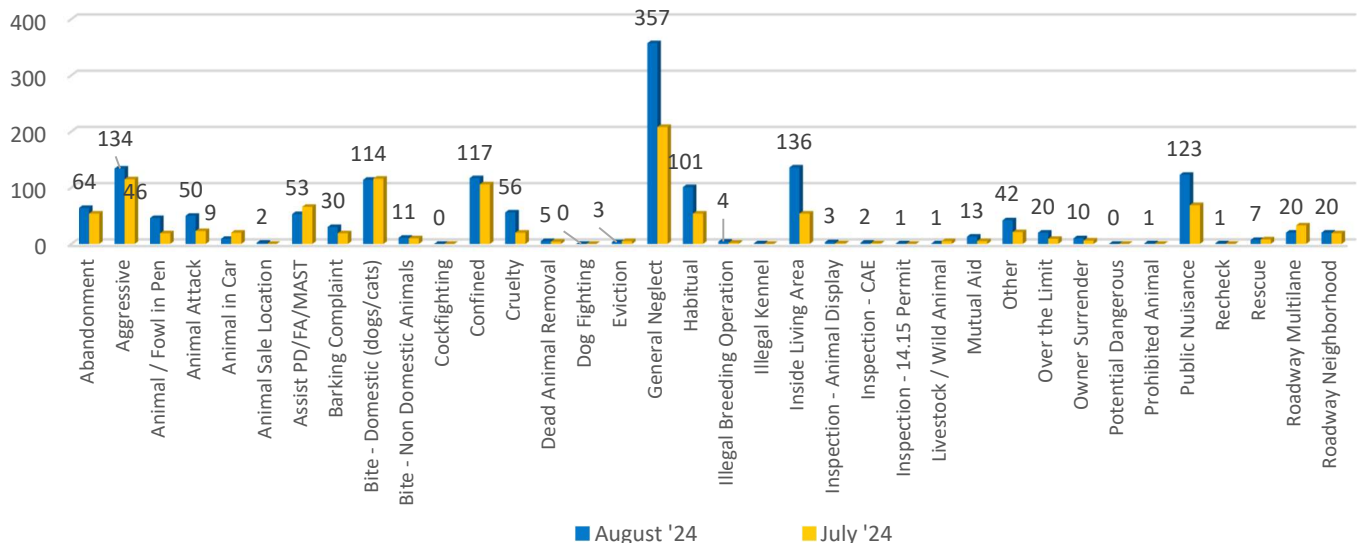
Dispatch After Hours Queue: Calls received between the hours of 7pm- 7am that are primarily answered by a designated “on-call” officer.

- ✓ Our Animal Services Dispatch team answered **2,885** live phone calls, completed **656** outbound calls, and resolved 126 voicemails.
- ✓ The Cruelty Tips Hotline received **8** calls in the month of August.
- ✓ Dispatchers spent **71** hours and 47 minutes on the phones last month and maintained an average wait time for calls to be answered at just **31** seconds in the direct Dispatch queue with a call abandonment rate of only **6%**.

Total Cases by Sub-Type Responded to in August 2024

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately **135** (25%) of the **542** 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 2024 versus July 2024



Animal Cruelty/Neglect/Abuse Cases Under Investigation

At the end of August, the Cruelty Investigations Team had 16 open animal cruelty cases under investigation.

- ✓ **14** reports of general neglect
- ✓ **2** reports of cruelty

Throughout August, the Cruelty Investigation Team investigated and closed **225** animal cruelty case activities for our community, including **51** reports of animal abandonment, **154** reports of neglect, **20** reports of cruelty.

Case Results for August 2024

Results for Cases with Animals	August 2024	July 2024	% Change
Animals Impounded by Officers	399	401	0.5% decrease
Wildlife Relocated/Transferred Out	83	45	84% increase
Animals Returned Home by Officers	26	36	28% decrease

Twenty-six (26) 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.

"I had to surrender my dog the other day. Absolutely the hardest thing I've ever done in my life. Your officers went above and beyond with the whole thing. I would like to let you know Officer March and Officer Hopkins were amazing. Thank you! "

Compliance / Inspections / Permits

In August, Compliance Officer Oertwig issued four (4) Animal Display Permits, nine (9) Commercial Animal Establishment Permits, no Domestic Animal Advocacy Permits, and no Special Exception for Fowl or Small Animal Permits issued pursuant to chapter 14-15 of the Kansas City municipal code of ordinances.

Dog/Cat Bites Investigated in August 2024

- ✓ Number of bites from dogs/cats occurring on their own property or inside a home: 69
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 45

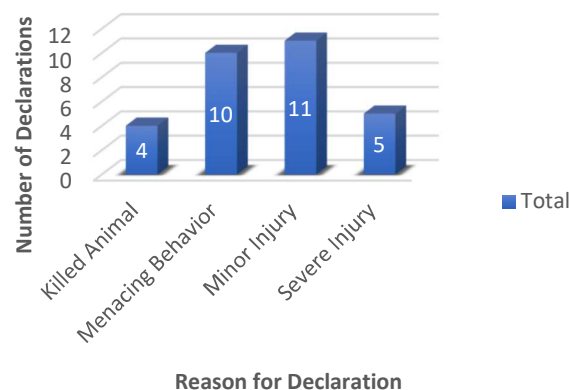
Public Safety & Dangerous Dogs

The Animal Services Division provides residents of Kansas City, MO with the highest level of public safety, and to accomplish this we utilize a combination of criminal ordinances citations and/or declare dogs either dangerous or potentially dangerous depending on objective criteria set forth in our KCMO city ordinances.

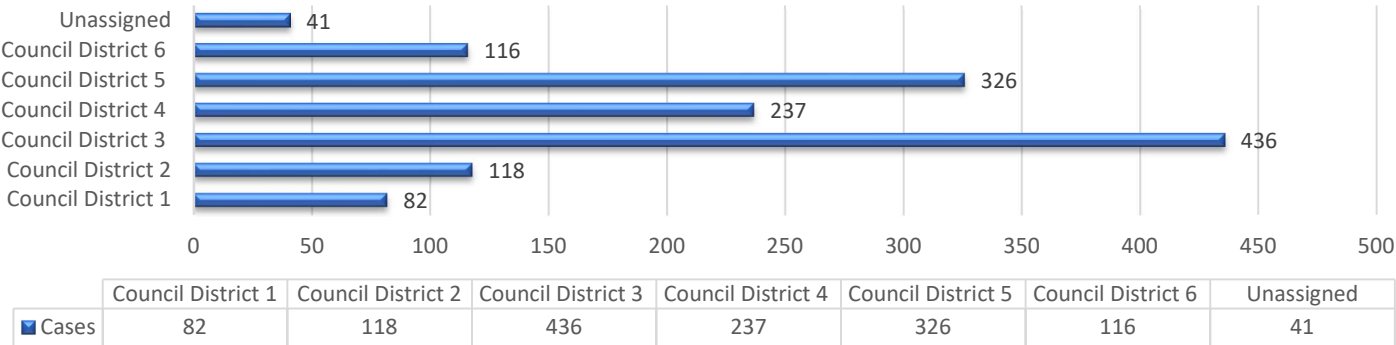
Since January 1, 2024, our Animal Services Division has

- ✓ **issued criminal citations for 111 cases of dogs creating a public nuisance, and**
- ✓ **has declared 30 dogs either dangerous or potentially dangerous.**

Dogs Declared Dangerous in 2024











Total Number of Animal Services Cases by City Council District for August 2024



Reasons for Animals Impounded by Officers in August 2024

Animal Services Division Seizures/Impounds	August 2024	July 2024
Abandoned in Home/Yard	42	38
Bite Quarantine	22	19
Cruelty/Neglect	0	8
Death of Owner	11	6
Dead on Arrival	8	12
Evictions	3	7
Left in Hot Car	2	0
Other Ordinance Violations	3	28
Medical Emergency	4	7
Meet Police/MAST/Fire	0	0
Police Arrests	8	7
Sick	0	0
Signed Over by Owner in Field	61	42
Stray/At Large	235	227
Total Animals Impounded:	399	401

Impoundments by Species	
 Dogs: 273	 Cats: 90
 Bat: 5	 Duck: 8
 Goat: 3	 Chicken: 16
 Pigeon: 1	 Raccoon: 1

*The number of dogs impounded by Animal Services was up **24%** in August and is up **15%** year-to-date. The number of cats impounded year-to-date is up more than **40%** over 2023 due to several large scale over-the-limit neglect cases.

Media Coverage/Public Education/Community Engagement

- ❖ On August 1st, Chief Johnson and Cruelty Investigations Manager LaDue attended a day-long trial in circuit court and gave testimony in a first-of-its-kind state-level animal cruelty case referred by KCPP. *The court found the defendant guilty, and we anticipate sentencing within the first part of September.*
- ❖ On August 2nd, Chief Johnson met with representatives from “Neighbors by Ring” and we are currently testing a user account which is designed to help reunite lost pets back home quicker through an online neighborhood portal.



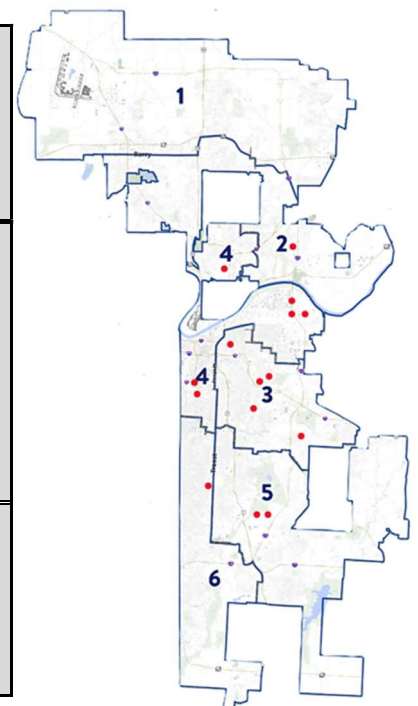
- ❖ On August 6th, Animal Services Officer Hopkins and Officer Blushwood represented the Animal Services Division at the annual “Night Out Against Crime” community event hosted by elected officials in the city's fourth council district.
- ❖ On August 12th, Chief Johnson and Chief Communications Officer Tori Fugate, attended a meeting with the Director of Neighborhoods to discuss several current and ongoing cases and partnership opportunities.
- ❖ On August 13th, Chief Johnson and Manager LaDue attended our CANA coalition meeting and saw a presentation from Dr. Julie Brinker, DVM regarding animal cruelty case evidence and ways to enhance prosecutions.
- ❖ On August 19th, Chief Johnson, Manager LaDue and Investigator Sirico gave a presentation at the 3rd District monthly meeting.
- ❖ KC Pet Project had 31 news stories and 88 broadcast mentions in August, reaching an audience of **297,016,363 million** people.

“I live in a Midtown condo building and in the past 3 days I’ve needed to contact KCPP Animal Control twice to remove bats from my top floor dwelling. Both teams were very professional and equally friendly, and today’s team (Officers’ Bryant and March) were especially informative, all of which was very much appreciated! Thank you for all the work KC Pet Project does!” -- Rita Baker, Resident of Oak Hall

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:

<u>Council District 1 Areas:</u> ✓ No Directed Patrols currently	<u>Council District 2 Areas:</u> ✓ No Directed Patrols currently
<u>Council District 3 Areas:</u> ✓ Lykins Park Area ✓ 4521 Hanover Court ✓ E 23 rd St & Lydia Ave ✓ 2630 Askew Ave	<u>Council District 4 Areas:</u> ✓ W 33 rd St & Pennsylvania Ave ✓ W 38 th St & Pennsylvania Ave ✓ E 9 th Street & Dittman Ave ✓ 400 block of Wallace Ave ✓ 500 block of N White Ave
<u>Council District 5 Areas:</u> ✓ 3100 block of E 80 th St ✓ 7200 block of E 89 th Terrace	<u>Council District 6 Areas:</u> ✓ Loose Park area

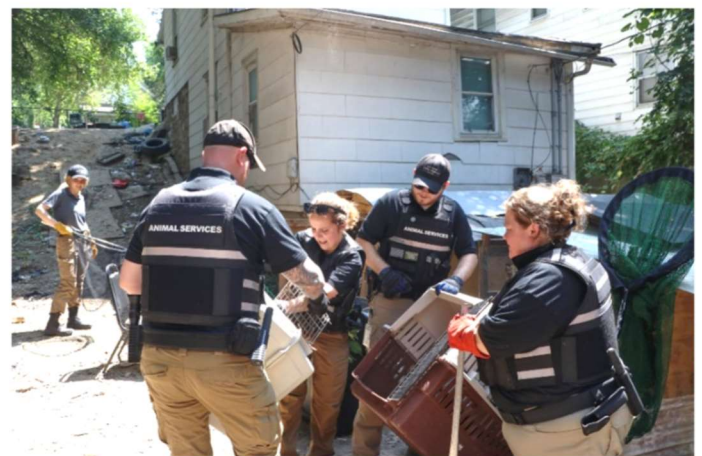
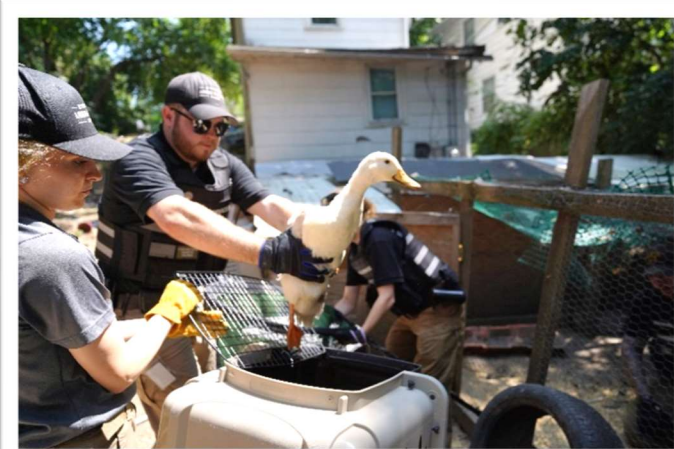
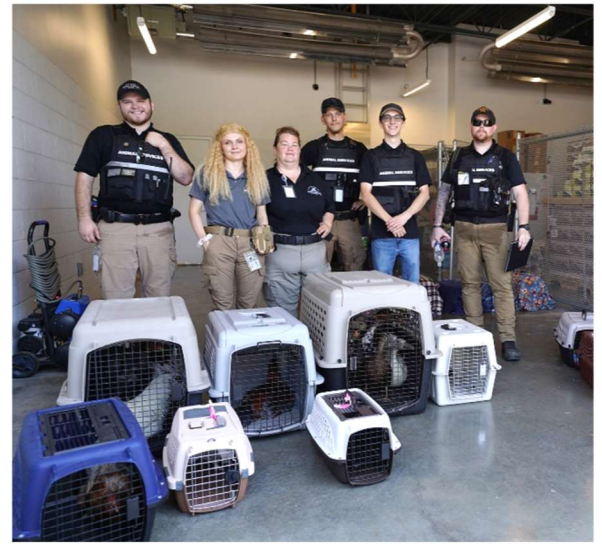
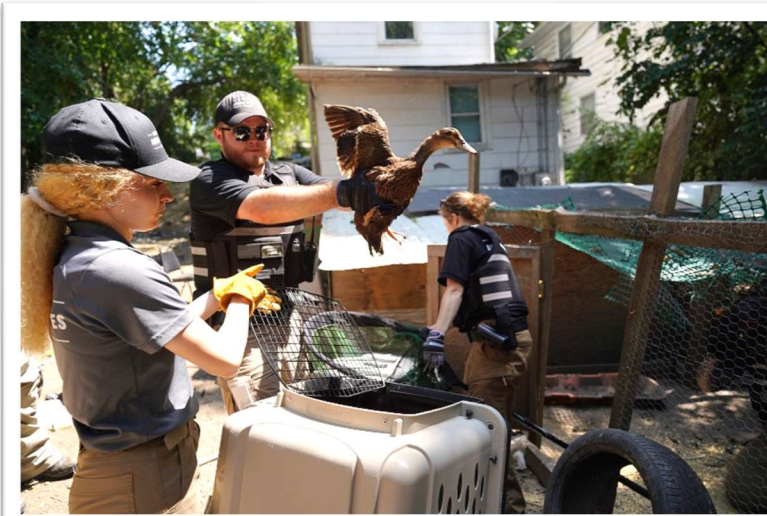


Stories From the Field – Warrant for Large Scale Animal Neglect/Cruelty Case Leads to Rescue of 31 Animals

On August 19th, the Cruelty Investigations Team conducted a large-scale animal seizure at a residence on the 500 block of N. White in the historic northeast in Kansas City, Missouri. This action was taken in response to allegations of inadequate care for fowl and cats, as well as numerous other ordinance and codes violations observed. Our Animal Services Division rescued 31 animals where they were found living in deplorable conditions.

The animals—8 ducks, 6 roosters, 8 hens, 8 cats, and 1 pigeon— were brought to the shelter for medical examinations and care. One duck had to be euthanized due to its injuries, and one kitten passed away. The property was littered with trash, deceased animal carcasses, and dead birds. The living animals were found in inadequate housing with no access to water or ventilation and displayed signs of neglect.

The owner of the property has multiple bench warrants for failing to appear on previous animal-related charges and has now received additional citations for the conditions observed during this latest seizure. The Animal Services Division will continue to work closely with the City Prosecutor's Office and other enforcement agencies to ensure this owner is held accountable.



Continuing Education and Training

August 26th – 30th, members of the Animal Services Division completed an intensive 40-hour course through the University of Missouri's Law Enforcement Training Institute extension, earning certifications as **Professional Animal Cruelty Investigators** from LETI's **National Animal Cruelty Investigations School**. During this week-long training, our Investigators and Officers covered essential topics such as Constitutional Law, Interviewing and Investigation

Techniques, Biosecurity and Zoonosis, and other critical skills for professional investigation. We are incredibly proud of Chief Ryan Johnson, Manager Evan LaDue, Investigator Kelly Walker, Investigator Rylee Adams, and Officer Baylee Lysaght, who all successfully passed the final exam and received their certifications.

These new qualifications will enhance the level of service provided to Kansas City residents. Congratulations to all!



City Council District Overview for August 2024

Council District 1:

Total Unique Animal Services Cases in District: **82**
Zip code with greatest number of case activities: 64155
Stray/Animals at Large: 19
Cruelty Investigations/Neglect: 10
Dog/Cat Bites Investigated: 10
Other Services (Police/Fire/MAST/Evictions): 9

Council District 2:

Total Unique Animal Services Cases in District: **118**
Zip code with greatest number of case activities: 64119
Stray/Animals at Large: 40
Cruelty Investigations/Neglect: 15
Dog/Cat Bites Investigated: 19
Other Services (Police/Fire/MAST/Evictions): 10

Council District 3:

Total Unique Animal Services Cases in District: **467**
Zip code with greatest number of case activities: 64128
Stray/Animals at Large: 207
Cruelty Investigations/Neglect: 61
Dog/Cat Bites Investigated: 25
Other Services (Police/Fire/MAST/Evictions): 47

Council District 4:

Total Unique Animal Services Cases in District: **237**
Zip code with greatest number of case activities: 64111
Stray/Animals at Large: 75
Cruelty Investigations/Neglect: 19
Dog/Cat Bites Investigated: 19
Other Services (Police/Fire/MAST/Evictions): 10

Council District 5:

Total Unique Animal Services Cases in District: **326**
Zip Code with greatest number of case activities: 64132
Stray/Animals at Large: 165
Cruelty Investigations/Neglect: 49
Dog/Cat Bites Investigated: 24
Other Services (Police/Fire/MAST/Evictions): 11

Council District 6:

Total Unique Animal Services Cases in District: **116**
Zip Code with greatest number of case activities: 64114
Stray/Animals at Large: 22
Cruelty Investigations/Neglect: 17
Dog/Cat Bites Investigated: 15
Other Services (Police/Fire/MAST/Evictions): 5

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

A handwritten signature in black ink, appearing to read "Ryan Johnson".

Ryan Johnson, Chief of Animal Services, KC Pet Project