



KC PET PROJECT

## ANIMAL SERVICES DIVISION

— A SERVICE FOR THE CITY OF KCMO —

### KCPP Animal Services Division Report for February 2023

#### Citations Issued / Enforcement

In February 2023, officers issued nine (9) verbal warnings for code violations and nine (9) official Notice to Correct Violation warning tickets to residents. Twenty-one (21) citations were entered into the Thin Blue Line (TBL) system for review and issuance by the City Prosecutor.

Prior to the issuance of citations, verbal and/or written warnings to gain compliance and address animal code violations may be utilized by officers. Municipal court citations may not be issued if compliance with animal ordinances is achieved within the given corrective action period.

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***Officers issued twenty-one (21) municipal court citations in February 2023 - a 200% increase in the number of citations issued in February 2022.***

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#### Community Presence

Animal Services Officers had 10 patrol fleet vehicles operational and in use for the month of February. Animal Services patrol vehicles spent **524 hours** in the community and traveled **10,824 miles** throughout Kansas City, MO providing essential field services to our community.

#### Directed Area Patrols

Frequently, our Animal Services Division receives reports from residents of roaming dogs 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 animal(s) when they arrive. To resolve on-going cases of this nature and to provide continued enforcement efforts, "directed patrols" are established whereby officers schedule frequent drive-bys through these identified areas looking for the animals (when witnesses to the offense are unwilling to testify, but still wish to file a complaint). *The following locations are currently identified as **Directed Patrol areas** where officers are looking for dogs reported as roaming, public nuisances, or aggressive dogs that haven't yet been located:*





##### District 1:

-  4500 Block of NE Parvin Road
-  N. Main Street / NE 53<sup>rd</sup> Street
-  4200 Block of N Walrond Ave




##### District 2:

-  MO-152 / North Amity Ave




##### District 3:

-  3400 Block of Monroe Ave
-  E 23<sup>rd</sup> Street / Van Brunt Blvd
-  200 Block of Garfield Ave
-  4300 Block of Benton Blvd


##### District 4:

-  W 33<sup>rd</sup> Street / Pennsylvania Ave
-  W 38<sup>th</sup> Street / Pennsylvania Ave
-  E 9<sup>th</sup> Street / Ditman Ave

##### District 5:

-  1100 Block of E 83<sup>rd</sup> Terrace
-  Blue Hills Park
-  3100 Block of E 80<sup>th</sup> Street

##### District 6:

-  None currently

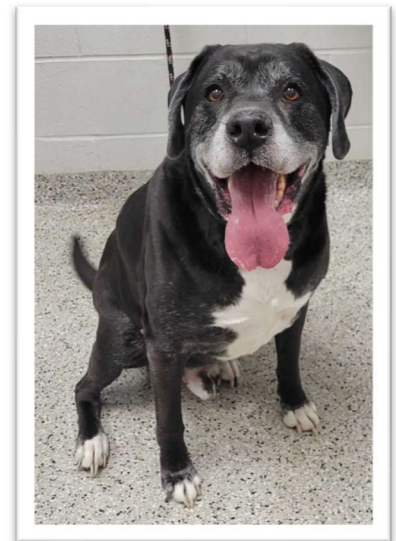
## Animal Services Division Cases

- ✓ Officers were dispatched to **1,124** new unique Animal Services cases in February (a 7% decrease in the number of number cases from last month).
- ✓ Officers and dispatchers created 1,542 case activities in February 2023
- ✓ *185 follow-up calls regarding cases were made to residents to provide the highest level of service to the community.*

## Total Calls by Case Type Responded to in February 2023

Calls related to stray/roaming animals continue to comprise over half of our monthly call volume from residents. Approximately 112 (19%) of the 604 stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.

Case Type	February '23	January '23
Enforcement	36	43
Cruelty Investigations/Neglect	208	257
Other Services (PD/Fire/MAST)	132	93
Stray Animals/Animals at Large	604	671
Wildlife	51	40
Bite – Non-Domestic Animals (bats, etc.)	4	11
Bite – Domestic (dogs/cats)	88	87



**Buddy** the dog (right) was from a KCPD assistance call on February 9<sup>th</sup> when Buddy's owner was found deceased in the home. An Animal Services Officer met KCPD officers at the residence and transported Buddy to KC Pet Project.

## Dog/Cat Bites in February 2023

- ✓ Number of bites from dogs/cats occurring on their own property or inside a home: 55
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: **29** (a 3% decrease from Feb 2022)
- ✓ Number of bites from dogs/cats in which bite location was unclassified: 4

All animal bites reported from victims, medical facilities, and the KCMO Health Department are investigated.

## Total Number of Unique Calls for Service by City Council District for February 2023

Council District 1	115
Council District 2	81
Council District 3	341
Council District 4	161
Council District 5	272
Council District 6	147
Unassigned	5

***In February 2023, calls from Council Districts 3 and 5 represent 54.6% of our overall calls for the month.***

## Animal Services Case Results for February 2023

Results for Calls with Animals	February '23	January '23	% Change
Animals Impounded by Officers	227	191	19% increase
Wildlife Relocated/Transferred Out	22	19	16% increase
Animals Returned Home by Officers	22	20	10% increase

Twenty-two (22) loose/lost pets (22 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.

## Stories from the Field

Animal Services Officers dedicate their time, their hearts, and their lives to the work they do. But sometimes, there are cases that will stick with those officers for a lifetime. The story of **Jolene** is one of those cases. The discovery and investigation of this animal cruelty and abuse case took officers many hours of hard work but resulted in a miracle rescue and recovery for this amazing girl – and felony level animal cruelty citations for the dog owner.

On February 16<sup>th</sup>, Animal Services Dispatch received a call reporting an abandoned dog at an address on Wayne Ave. The caller said the dog was locked inside a wire kennel and they thought the dog was sick. Animal Services Officer Macan and Cruelty Investigations Manager Rohrback responded to the address. Upon arrival, no one was home and there was no evidence of a dog on the property. Macan and Rohrback began calling the reporting party, who finally answered and agreed to meet them at the residence.

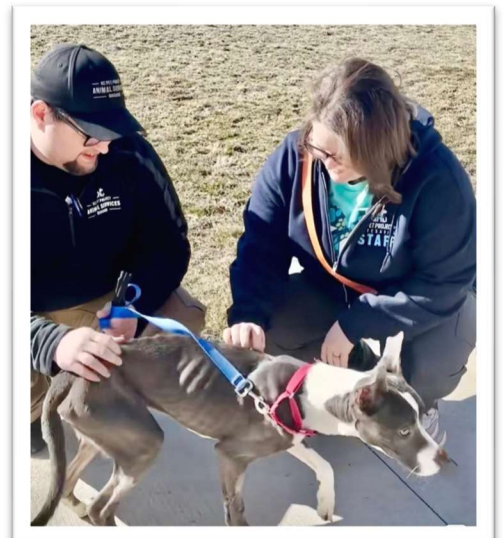
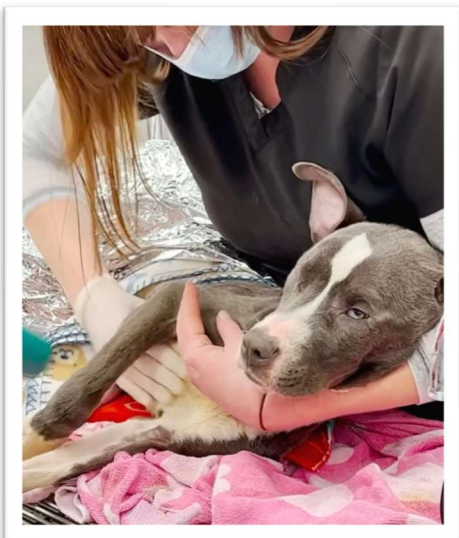
Macan and Rohrback were led around to a dark basement garage at the back of the home. In the garage, they found a wire dog crate against a wall and locked inside was an emaciated, gray and white dog lying in its own frozen excrement. The dog was unresponsive and appeared dead - her stiff, lifeless body already frozen solid to the plastic kennel tray. Then they saw the dog take a breath. They jumped into action, carrying the crate to Macan's transport vehicle, and Officer Macan transported the dog to KC Pet Project's vet clinic as quickly as he could. Rohrback stayed behind to continue the investigation.



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***“The dog was unresponsive and appeared dead - her stiff, lifeless body already frozen solid to the plastic kennel tray.”***

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At KC Pet Project's vet clinic, the staff began emergency measures to save her life. For hours, doctors and technicians did everything they could to raise her body temperature. By 10:00 PM, vet clinic staff had done all they could do to save her, yet the dog they named **Jolene**, was still unconscious and cold. They placed Jolene in a warm kennel in our hospital ward overnight, and hoped she would make it through the night.

The morning of February 17<sup>th</sup>, vet clinic staff arrived to find Jolene not only alive but awake and standing! Although weak and emaciated, she was walking, able to eat, and barking. Jolene had persevered. Jolene spent a week recovering in our shelter’s veterinary hospital, then doctors recommended she should finish recovering in a foster home. Cruelty Investigation’s Manager Rohrback jumped at the chance to take Jolene home as her foster to give her the love and care she so deserved. Jolene is well on her way to a full recovery and is gaining weight and growing stronger every day.

Manager Rohrback is working with the Jackson County Prosecutor’s Office on this case, and we are pursuing felony level animal cruelty charges against the dog’s owner.

### Animal Services Dispatch Statistics

During the hours of 7 AM - 10 PM every day, the Dispatch team handles incoming calls automatically transferred through the city's 311 call center, as well as direct calls automatically transferred through KC Pet Project’s call center, and our after-hours phone queue. We also receive reports via email through our website. The dispatch team is responsible for answering, documenting, and dispatching hundreds of calls a week and thousands of calls a month with a very dedicated team of six (6) staff operating 7 days a week. Each incident location of an animal-related call is confirmed via a KCMO District map and each case is logged by council district.

When the case is created, the response priority level is also assigned, and a Dispatch Specialist reviews current officer locations in the city, which officer(s) will respond, and how quickly that response needs to happen. All response and arrival times, as well as results are recorded in Petpoint, our Case Management system.

February 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	510	56	566	10%
IN > Dispatch – Dispatch Q	1,932	113	2,045	6%
IN > Dispatch – Dispatch After Hours Q	273	42	315	13%
Dispatch INBOUND Performance	3,627	973	4,600	21%
Dispatch OUTBOUND Performance	719	265	984	27%
<b>Total Performance for February 2023</b>	<b>4,346</b>	<b>1,238</b>	<b>5,584</b>	<b>22%</b>

- ✓ Our Animal Services Dispatch team answered **3,627** live phone calls, completed **984** outbound calls, and resolved **135** voicemails. *This was a 50% increase the number of calls over February 2022.*
- ✓ The top three reasons in 2023 for calls to Dispatch have been: 1) Inquiries regarding ordinances, citations and/or cases (16%), 2) reporting roaming stray animals (15%), and 3) case follow-up (13%).

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

Compliance Officer Oertwig issued two (2) Animal Display Permits, eight (8) Commercial Animal Establishment permits and conducted eight (8) inspections. No Small Animal permits or Domestic Animal Advocation permits were issued in February. No exceptions were made for section 14-15 to the keepers of fowl or other small animals.

### Dangerous Dog Investigations

In February, Dangerous Dog Case Administrator Jessica Steele issued seven (7) dangerous or potentially dangerous dog declarations and attending four (4) court appeal hearings. **Three (3) municipal court citations were issued for non-compliance for failing to meet the requirements for ownership of a dangerous or potentially dangerous dog as outlined in the city code.** As of February 28<sup>th</sup>, there were thirteen (13) Dangerous or Potentially Dangerous Dog cases actively under investigation.



## Animal Cruelty/Neglect/Abuse Cases Under Investigation

In February, the Cruelty Investigations Team had **100 open** animal cruelty cases under investigation:

- **11** reports of animal abandonment
- **74** reports of animal neglect
- **15** reports of animal cruelty

The Cruelty Investigation Team investigated and **closed 162** animal cruelty case activities for our community in February, including 27 reports of animal abandonment, 117 reports of neglect, and 18 reports of cruelty.

We currently are working with the Jackson County Prosecutor's Office and KCPD on charges in several felony-level cruelty cases.



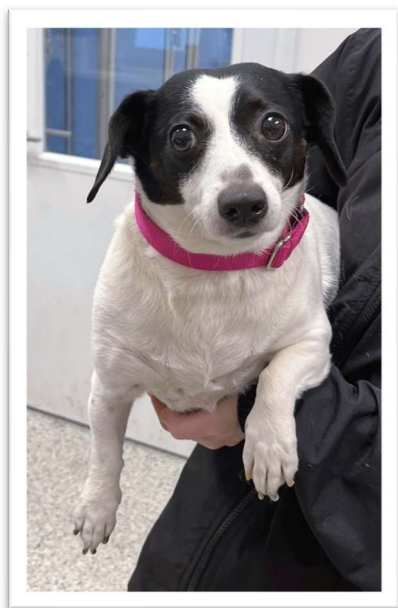
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*The Jackson County Prosecuting Attorney's office reported a record number of felony-level animal cruelty cases are now being referred to their office and being charged since KC Pet Project took over Animal Services in Kansas City.*

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## More Stories from the field

The job of a KCPP Animal Services Officer is not only to pick up stray pets or write citations. Officers share information, lend a hand to residents, act as a social worker, and connect families to both human and pet-related resources. This was evident in the case of Bonnie and Peanut.



On February 3<sup>rd</sup> members of the Kansas City Fire Department transported to us a dog named Peanut. KCFD had responded to a medical call at a home on N. Hardesty. During the call, they observed a dog in the home that was alive but was immobile and appeared to be suffering. KCFD knew the dog needed veterinary assistance and brought the dog to KCPP, where she was humanely euthanized.

Animal Services was brought in to investigate Peanut's apparent neglect. During the investigation, KCFD told the Animal Services Officer there was another dog in the home, and it appeared Peanut's owner was cognitively impaired and could no longer care for her dogs.

Animal Services Officers Macan and Mingrone went immediately to the home and met with the owner of Peanut. They found another dog, named **Bonnie** (left) also lived in the home. Animal Services Officer Mingrone, with her previous work experience in mental health trauma, spoke with the dogs' owner and the owner agreed to voluntarily seek mental health help for herself.

An ambulance was called to take the woman to a treatment center, and Bonnie the dog was transported by our officers to KC Pet Project where she was assessed by our veterinary staff before being picked up by one of the owner's family members.

Bonnie's owner loved both of her dogs and was very concerned about them, but finally realized she needed help to take care of herself first. Bonnie will continue to live with other family members, and her owner will still be able to keep tabs on how she's doing.

## Media Coverage/Public Education/Community Engagement

- ❖ On February 13<sup>th</sup>, Chief Executive Officer Teresa Johnson, Chief Communications Officer Tori Fugate, Chief of Animal Services Ryan Johnson, Cruelty Investigations Manager Richard Rohrbach and Field Services Supervisor Anna Redford met with the new KCMO Chief of Police, Stacey Graves, along with our new KCPD liaison Captain Lionel Colon at our Campus for a tour of the facility and a discussion about how to better partner on cruelty/abandonment cases, serving warrants, and officer safety concerns.
- ❖ We had a total of 185 media stories and mentions during the month of February.
- ❖ Estimated media reach for the month for all animal services and sheltering stories was **1,038,464,585 billion people**. We had 4 stories featured on MSN.com last month and did an interview with the CBS affiliate in Philadelphia.



## Other February Activities

- ❖ In February, Animal Services welcomed two new Animal Services Officers, Teryn Dukark and Malissa Pennington. Additionally, our dispatch team welcomed a new Dispatch Specialist, Deborah Jacobs, to the team.
- ❖ On February 28<sup>th</sup>, Animal Services began the second in-house Animal Services Training Academy to be held in 2023.

Submitted by,

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

Ryan Johnson, Chief of Animal Services, KC Pet Project