



KC PET PROJECT

ANIMAL SERVICES DIVISION

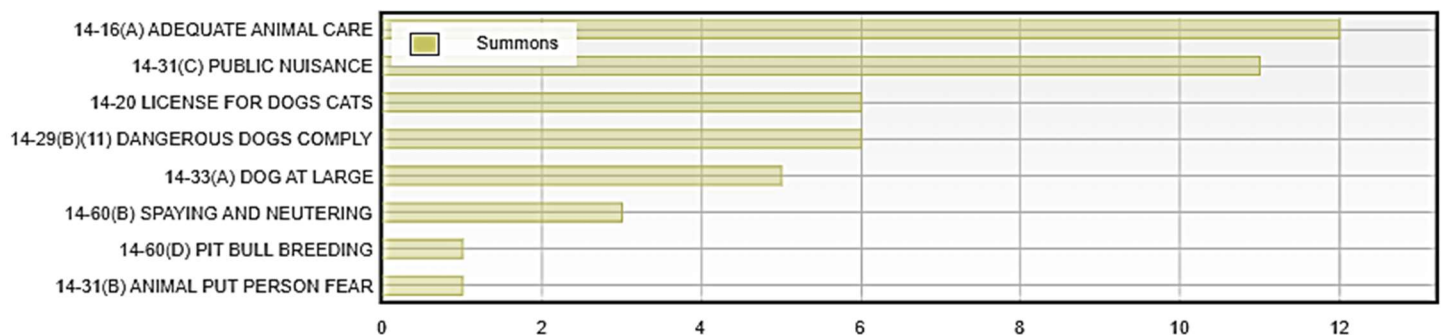
— A SERVICE FOR THE CITY OF KCMO —

KCPP Animal Services Division Report for February 2024

Citations Issued / Enforcement

In February 2024, officers issued **forty-five (45)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued forty-four (44) verbal warnings for violations and sixteen (16) 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. **One (1) case of animal abuse was referred to the Jackson County Prosecutor’s Office for state-level prosecution.**

Types of Municipal Citations Issued in February



Community Presence

Animal Services Officers had 9 patrol vehicles in use daily in February. Officially marked patrol vehicles spent **771 hours** out in the community and traveled a total of **16,660 miles** throughout the city providing essential field services to the community.

Animal Services Division – Total Case Activities for February

Officers performed **2,050 total case activities** (an 8.5% increase from last month) and were dispatched to **1,489 unique cases** in February -- 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
1,306	183	561	2,050	35.7%

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.

February 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	33	10	43	23%
IN > Dispatch – Dispatch Q	2,199	241	2,440	10%
IN > Dispatch – Dispatch After Hours Q	354	52	406	13%
Dispatch INBOUND Performance	3,655	669	4,324	15%
Dispatch OUTBOUND Performance	666	162	828	N/A
Total Performance for February 2024	4,321	831	5,152	

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.

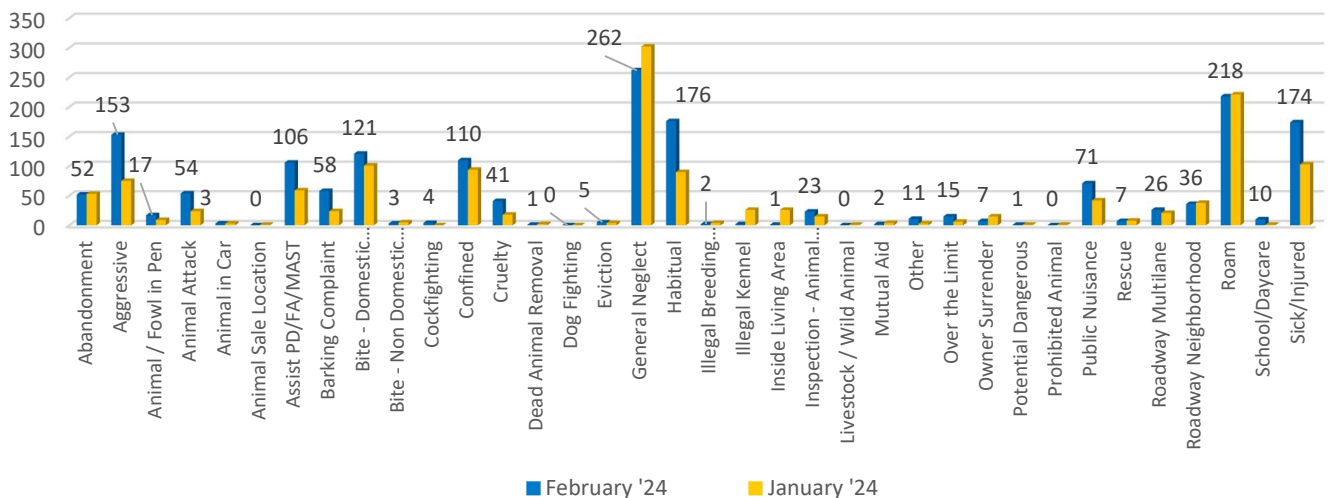
Dispatch After Hours Queue: Calls received between the hours of 7pm- 7am that are primarily answered by a designated “on-call” officer.

- ❖ Our Animal Services Dispatch team answered **3,655** live phone calls, completed **828** outbound calls, and resolved **141** voicemails.
- ❖ The Cruelty Tips Hotline received **11** calls in the month of February.
- ❖ Our average wait time for calls to be answered through the Dispatch Queue menu was **41 seconds** in February. Our Dispatch Team maintained a call abandonment rate of 10% during the hours of 7:00 AM – 7:00 PM.

Total Cases by Sub-Type Responded to in February 2024

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately 197 (26%) of the 761 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 February 2024 compared to January 2024



Animal Cruelty/Neglect/Abuse Cases Under Investigation

In February, the Cruelty Investigation Team investigated and closed **235** animal cruelty case activities for our community, including **41** reports of animal abandonment, **164** reports of neglect, **28** reports of cruelty, and **2** reports of cockfighting.

As of February 29, the Cruelty Investigations Team had **3** open animal cruelty cases under investigation (a 95% decrease from January 2024). With a fully staffed investigations team, cruelty cases are being investigated in an expeditious fashion not previously seen in Kansas City.

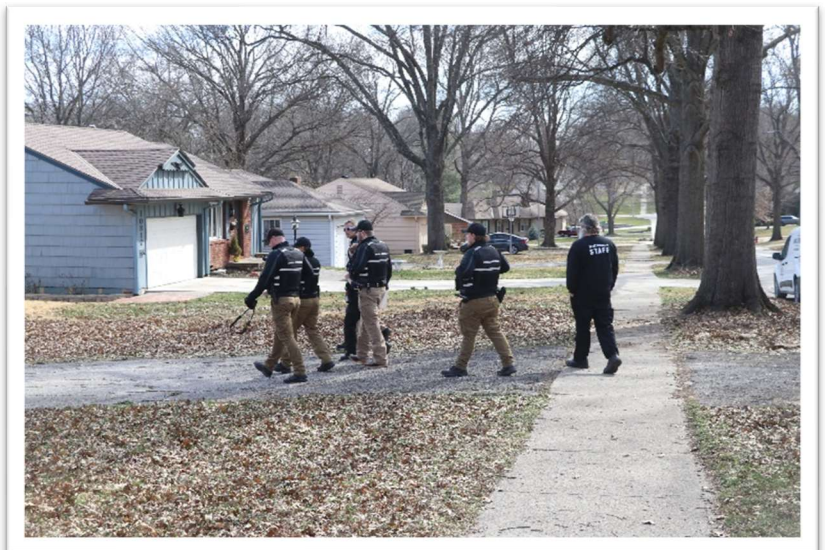
- ✓ **2** reports of general neglect
- ✓ **1** report of abandonment

Stories From the Field -- Search Warrants Executed for Animal Cruelty & Neglect

In February, the Cruelty Investigations Team obtained two search warrants from the Municipal Court to enter property and seize animals that were victims of abuse and neglect. This resulted in the successful rescue of five animals. We thank the Municipal Court of Kansas City, Missouri, for their continued commitment to animal welfare and for assisting the Animal Services Division to make our city a better place for people and animals.

The first search warrant was to remove a small breed dog who was reported to have been abandoned inside a home and subjected to neglect in the 10800 block of Oak Street in Kansas City, MO.

During the execution of this warrant, investigators not only discovered a very matted, elderly dog (right), but also discovered an African Grey parrot in a maggot filled cage within the home. Every room was filled with debris and was uninhabitable inside, and both the dog and the parrot required medical attention at our shelter and specialized care.

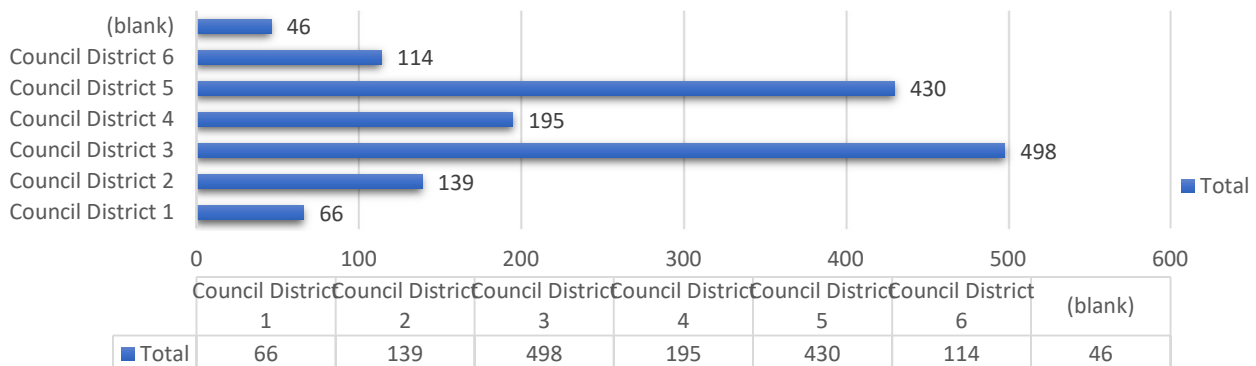


The second search warrant was in connection to an **investigation of alleged cockfighting** where approximately 25 roosters, cockfighting paraphernalia, and supplements marketed to cockfighters were uncovered by our animal cruelty investigators during a routine welfare check in the 100 block of N. Brighton in Kansas City, MO.

Several birds were removed from the property and this case is being referred to the Jackson County Prosecutor's Office for state level cruelty charges. Cockfighting is illegal in Missouri and is punishable by imprisonment in a county jail for up to one year and/or a maximum \$5,000 fine. A second offense may be charged as a felony punishable in state prison for up to three years and a fine up to \$25,000.



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



Dog/Cat Bites Investigated in February 2024

- ✓ Number of bites from dogs/cats occurring on their own property or inside a home: 75
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 27
- ✓ Number of bites from dogs/cats in which bite location is unclassified: 0







Case Results for February 2024

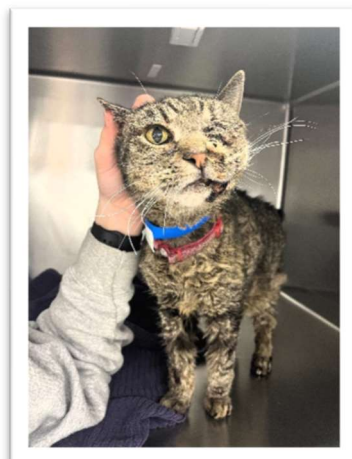
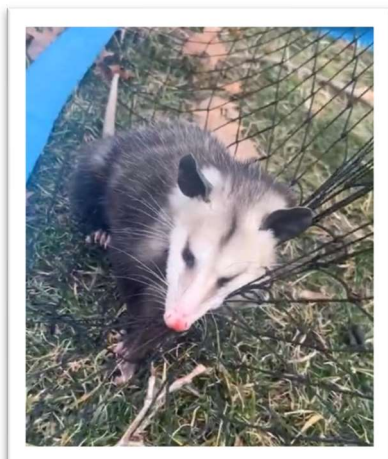
Results for Cases with Animals	February '24	January '24	% Change
Animals Impounded by Officers	300	361	17% decrease
Wildlife Relocated/Transferred Out	32	22	45% increase
Animals Returned Home by Officers	17	12	42% increase

Seventeen (17) 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 February 2024

Animal Services Division Seizures/Impounds	February 2024	January 2024
Abandoned in Home/Yard	62	42
Bite Quarantine	14	12
Cruelty/Neglect	4	19
Death of Owner	2	0
Dead on Arrival	7	10
Evictions	12	5
Injured	1	6
Other Ordinance Violations	0	1
Medical Emergency	2	6
Meet Police/MAST/Fire	0	0
Police Arrests	9	2
Sick	0	27
Signed Over by Owner in Field	42	82
Stray/At Large	145	150
Total Animals Impounded:	300	362

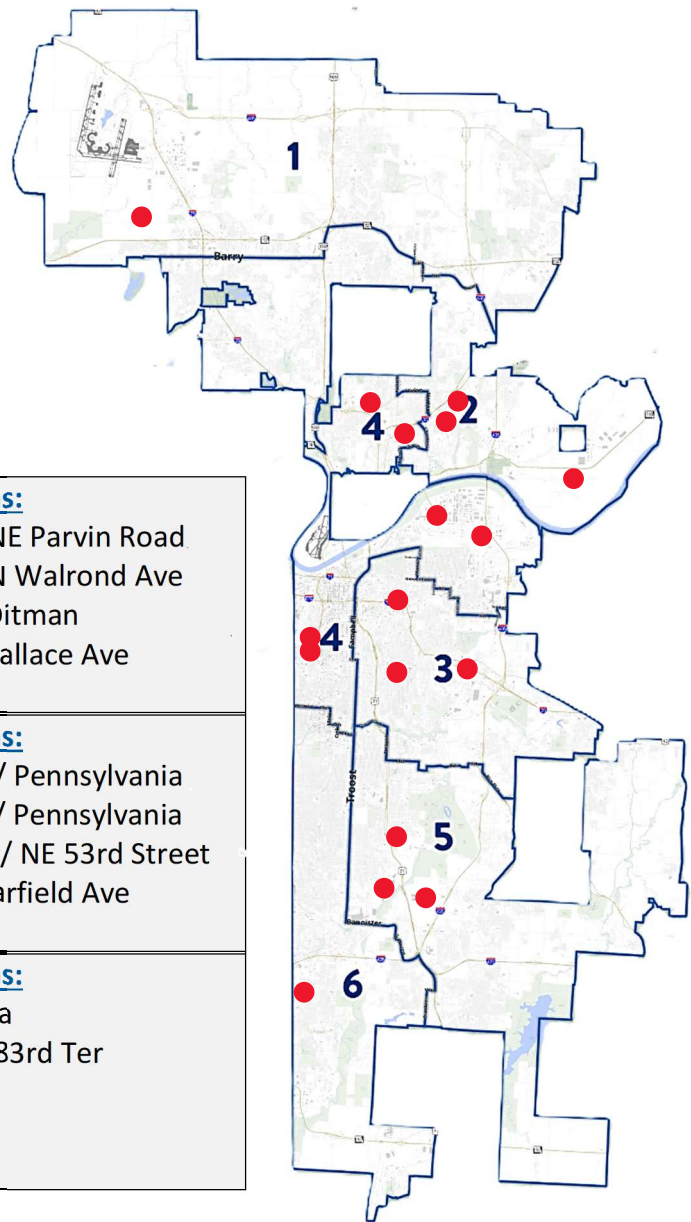
Impoundments by Species	
 Dogs: 263	 Cats: 32
 Chickens: 3	 Pigs: 1
 Parrot: 1	 Other: 0



We saw a **48% increase** in February in the number of animals impounded by Animal Services after their owners abandoned them in a home/yard.

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:



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

Compliance / Inspections / Permits

In February, Compliance Officer Oertwig issued three (3) Animal Display Permits, seven (7) Commercial Animal Establishment 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.

Dangerous and Potentially Dangerous Dogs

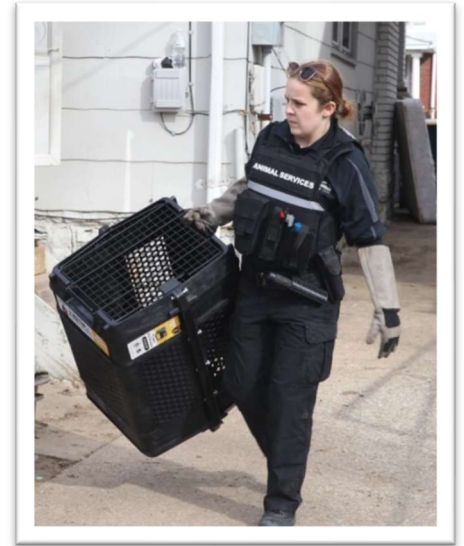
KC Pet Project's Animal Services Division declared two (2) dogs *Potentially Dangerous* in February and both declarations were upheld by default of the appeal period. Additionally, to ensure public safety and compliance with the mandatory and prohibitory requirements of owning a dog declared dangerous or potentially dangerous, **six (6) municipal court citations were issued to owners who failed to be compliant** with the imposed restrictions.

Continuing Education and Training

- ❖ On February 14th, KCPP Community Programs Administrator Alyssa Willett, CAWA, hosted an in-house training for Animal Services Division officers about the various resources and programs available to pet owners who might request to surrender a pet to help keep more residents and pets together.
- ❖ On February 15th, Chief Johnson attended the monthly National Animal Care and Control (NACA) Board meeting.

Media Coverage/Public Education/Community Engagement

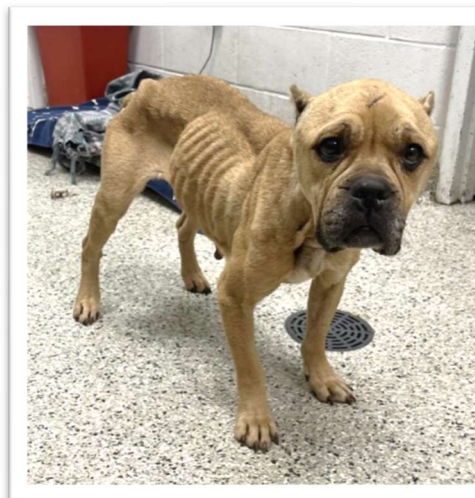
- ❖ On February 7th, KC Pet Project's CEO Teresa Johnson, CCO Tori Fugate, Chief of Animal Services Ryan Johnson, and Cruelty Investigations Manager LaDue met with KCMO City Councilmen Kevin O'Neill and Wes Rogers as well as Clay County's Prosecuting Attorney Zachary Thompson to discuss a establishing a relationship between our Animal Services Division and the Clay County Prosecutor's Office to further our ability to hold people accountable for crimes against animals in the Northland and to share information regarding our successful partnership with the Jackson County Prosecutors Office.
- ❖ On February 22nd, Chief Johnson and Manager LaDue met with Associate City Prosecutor White at the KC Campus for Animal Care to discuss the future of prosecution for animal cases and to increase communication with the local appeals court.
- ❖ On February 26th, Cruelty Investigations Manager LaDue made division history by testifying in the Associate Circuit Court for a *trial de novo* involving the appeal of several charges related to a large-scale animal cruelty case where 14 dogs were seized from a home in May 2023.
- ❖ On February 29th, Chief Johnson gave an educational presentation to the ***Child and Animal Neglect and Abuse Coalition (CANAC)*** meeting to bring awareness to our I.C.U. program – teaching Animal Services Officers to recognize the correlation between domestic violence and pet abuse and highlighting the importance of community violence prevention through progressive programs.
- ❖ We had 51 news articles and 54 broadcast mentions in February for a total reach of **725,888,692 million** people. Many of the stories and news mentions involved the work of Animal Services, including the story of a dog we named Horton that was rescued by Animal Services in February and was featured on MSN.com.
- ❖ Tori Fugate, Chief Communications Officer, worked with NACA on several national promotions, including being asked by Fox Broadcasting to feature the trailer of the upcoming season of *Animal Control*, which thanked the real animal control officers in our field.



More Stories from the Field

On February 6th, Animal Services Officers Germain and Richardson responded to the 4900 block of Park Ave on a report of a very emaciated stray dog that had been roaming the area for weeks. After multiple attempts to capture this very emaciated dog, they set a trap and were able to successfully confine the scared dog.

The dog was immediately taken to KC Pet Project where she began receiving emergency medical treatment in our shelter's



vet clinic. After additional investigation, we were able to locate the dog's owners who reported losing the dog *6 months prior* and had been searching tirelessly for her. While in our care, the dog began to gain weight and her health improved enough to be reunited with her owners. Our Animal Services Division is following up to ensure the dog's condition continues to improve over the next few months.

City Council District Overview for February 2024

<p>Council District 1:</p> <p>Total Unique Animal Services Cases in District: 66 Zip code with greatest number of case activities: 64155 Stray/Animals at Large: 35 Cruelty Investigations/Neglect: 6 Dog/Cat Bites Investigated: 8 Other Services (Police/Fire/MAST/Evictions): 8</p>	<p>Council District 4:</p> <p>Total Unique Animal Services Cases in District: 195 Zip code with greatest number of case activities: 64111 Stray/Animals at Large: 83 Cruelty Investigations/Neglect: 31 Dog/Cat Bites Investigated: 14 Other Services (Police/Fire/MAST/Evictions): 9</p>
<p>Council District 2:</p> <p>Total Unique Animal Services Cases in District: 139 Zip code with greatest number of case activities: 64119 Stray/Animals at Large: 59 Cruelty Investigations/Neglect: 21 Dog/Cat Bites Investigated: 13 Other Services (Police/Fire/MAST/Evictions): 13</p>	<p>Council District 5:</p> <p>Total Unique Animal Services Cases in District: 430 Zip Code with greatest number of case activities: 64132 Stray/Animals at Large: 241 Cruelty Investigations/Neglect: 45 Dog/Cat Bites Investigated: 41 Other Services (Police/Fire/MAST/Evictions): 23</p>
<p>Council District 3:</p> <p>Total Unique Animal Services Cases in District: 498 Zip code with greatest number of case activities: 64127 Stray/Animals at Large: 277 Cruelty Investigations/Neglect: 72 Dog/Cat Bites Investigated: 26 Other Services (Police/Fire/MAST/Evictions): 29</p>	<p>Council District 6:</p> <p>Total Unique Animal Services Cases in District: 114 Zip Code with greatest number of case activities: 64114 Stray/Animals at Large: 45 Cruelty Investigations/Neglect: 24 Dog/Cat Bites Investigated: 18 Other Services (Police/Fire/MAST/Evictions): 3</p>

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