



KC PET PROJECT

ANIMAL SERVICES DIVISION

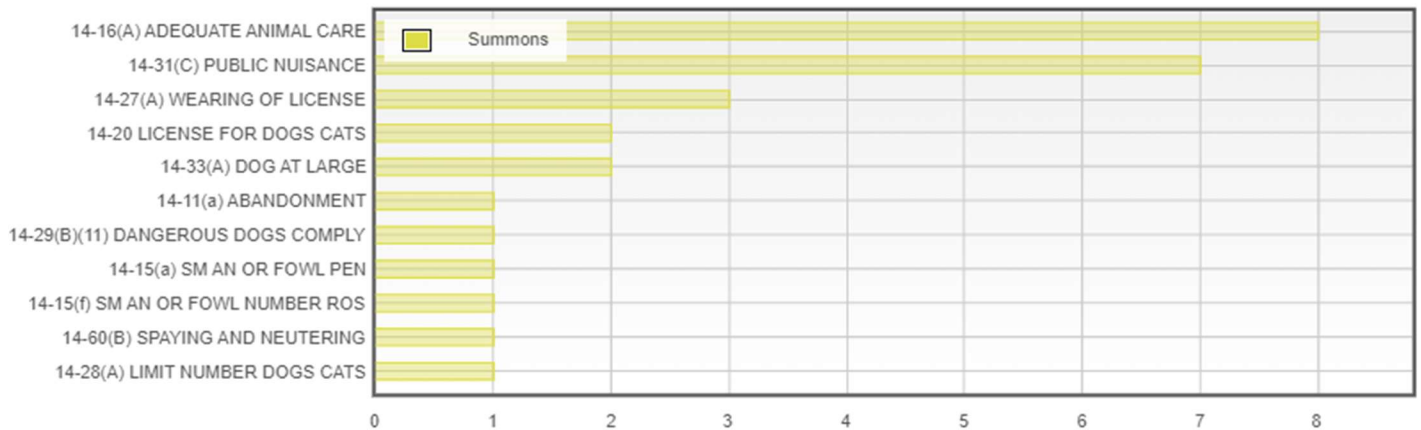
A SERVICE FOR THE CITY OF KCMO

KCPP Animal Services Division Report for January 2024

Citations Issued / Enforcement

In January 2024, officers issued **twenty-nine (29)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued fifteen (15) verbal warnings for violations and three (3) 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.

Types of Municipal Citations Issued in January



Community Presence

Animal Services Officers had 10 patrol vehicles in use daily in January. Officially marked patrol vehicles spent **765 hours** out in the community and traveled a total of **15,119 miles** throughout the city providing essential field services to the community.

Animal Services Division – Total Case Activities for January

Officers worked **1,375** unique cases in January 2024 and were dispatched to **1,890** total case activities -- 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
1,146	229	515	1,890	40.1%

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.

January 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	748	56	804	7%
IN > Dispatch – Dispatch Q	1,932	134	2,066	6%
IN > Dispatch – Dispatch After Hours Q	178	44	222	20%
Dispatch INBOUND Performance	2,858	234	3,092	8%
Dispatch OUTBOUND Performance	696	213	909	Ring Time to Dispatch: 26 Seconds
Total Performance for January 2024	3,554	447	4,001	

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.

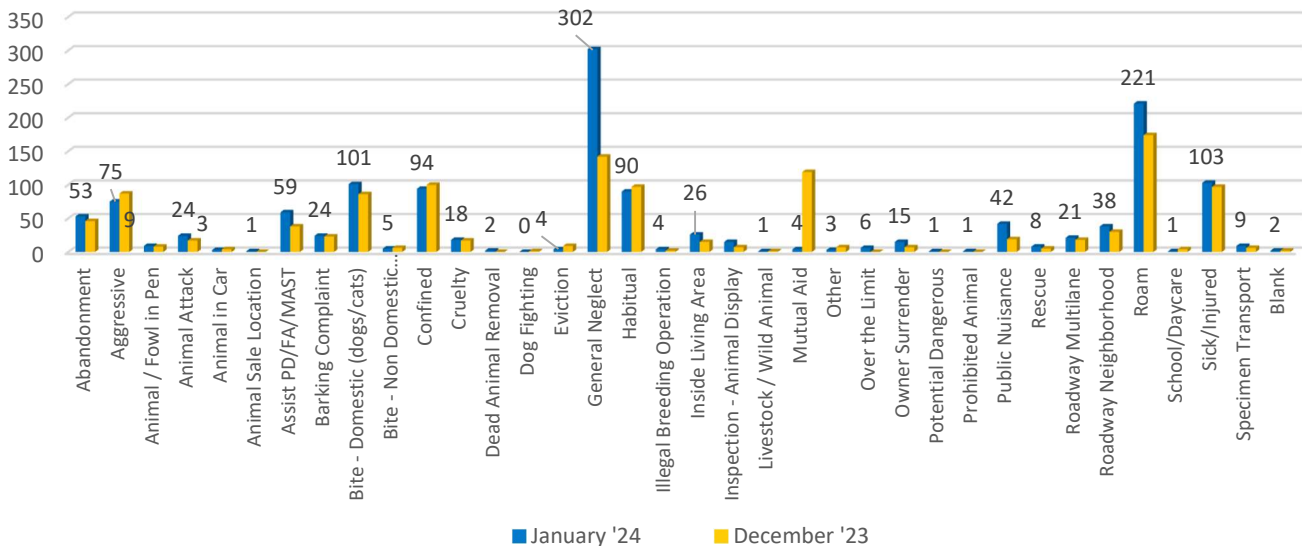
Dispatch After Hours Queue: Calls received between the hours of 7 pm- 7 am that are primarily answered by a designated “on-call” officer.

- ❖ Our Animal Services Dispatch team answered **2,858** live phone calls, completed **909** outbound calls, and resolved **126** voicemails.
- ❖ The Cruelty Tips Hotline received **46** calls in the month of January.
- ❖ Our average wait time for calls to be answered through the 311 Call Center menu was **26 seconds** in January. Our Dispatch Team maintained a call abandonment rate of just 6.5% during the hours of 7:00 AM – 7:00 PM.

Total Cases by Sub-Type Responded in January 2024

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately 132 (21%) of the 617 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 January 2024 compared to December 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 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:

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
- ✓ Loose Park Area

Council District 4

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

Council District 5

- ✓ 72nd Street / Indiana Ave
- ✓ 5700 block of Agnes Ave
- ✓ 100 block of E 83rd Ter
- ✓ E 63rd Street / Brooklyn
- ✓ 3100 block of E 80th Street
- ✓ 6200 block of E 99th Street

Council District 6

- ✓ No directed patrols

Animal Cruelty/Neglect/Abuse Cases Under Investigation

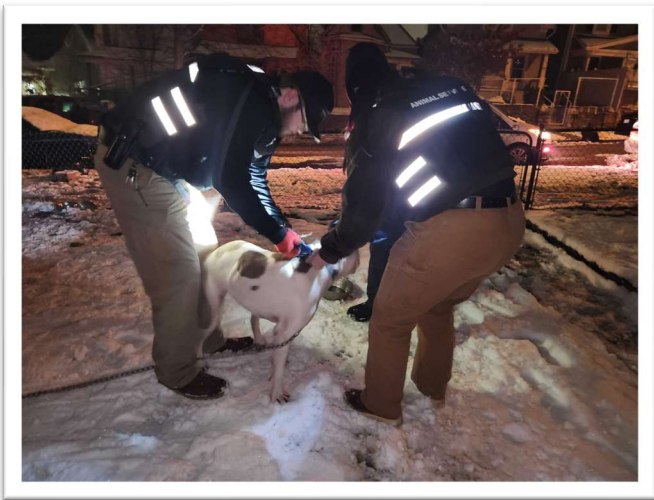
The Animal Services Division's cruelty investigations team handled a **200% increase in calls related to cold weather neglect** in January. Nine (9) dogs were seized from dangerous conditions by warrant while an additional eight (8) dogs were seized under exigent circumstances or from conditions where there was no time to obtain a seizure warrant (including this German Shepherd freezing in a too-small, inadequate doghouse).

As of January 31, the Cruelty Investigations Team had **60** open animal cruelty cases under investigation:

- ✓ **50** reports of animal neglect
- ✓ **4** reports of animal cruelty
- ✓ **6** reports of abandonment

In January, the Cruelty Investigation Team closed **367** animal cruelty case activities for our community, including **53** reports of animal abandonment, **297** reports of neglect and **17** reports of cruelty.



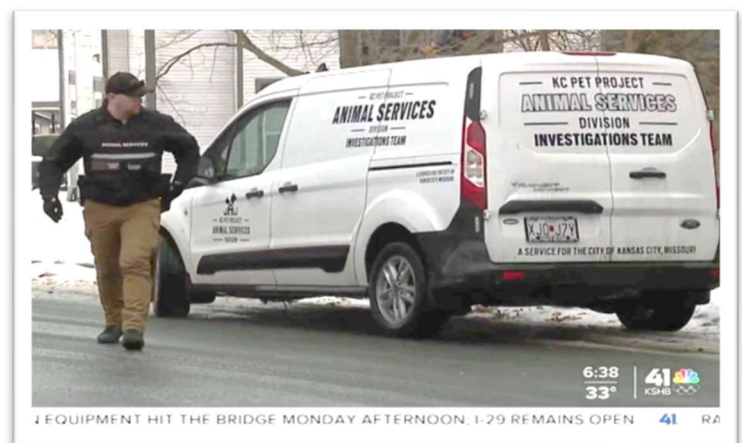


“As an Animal Cruelty Investigator at KCPP, raising awareness is key to creating a better future for our four-legged companions. It’s an honor for me to work closely with state and local prosecutors and our police department to pursue justice for these innocent animals.” - Officer Treece

Public Education Focused on Cold Weather Awareness

KC Pet Project and the Kansas City Missouri Police Department joined forces to raise awareness about pet safety during inclement winter weather in January. Both organizations made social media posts urging pet owners to bring their animals indoors during extreme temperatures. The posts also provided educational resources to the public and warned that animals exposed to harsh weather conditions may be seized and their owners prosecuted for animal cruelty.

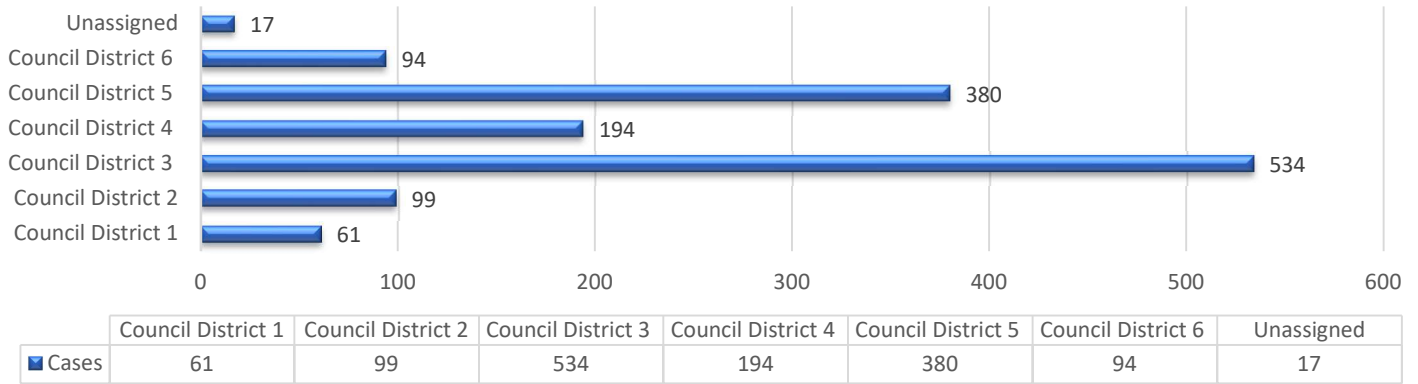
On January 22nd, Chief Johnson, and Manager LaDue invited a reporter from KSHB 41 to ride-along with them as they checked on animals and provided information to community pet owners about the risks and dangers of leaving pets unattended outside during periods of extreme cold weather. The news story aired on KSHB 41 News on January 24th.



Dog/Cat Bites in January 2024

- ✓ Number of bites from dogs/cats occurring on their property or inside the home: 73
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 27
- ✓ Number of bites from dogs/cats taking place at businesses: 0

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



In January 2024, calls from Council Districts 3 and 5 represented 66% of our overall call volume.

Reasons for Animals Impounded by Officers in January 2024

Animal Services Division Seizures/Impounds	January 2024	December 2023
Abandoned in Home/Yard	42	38
Bite Quarantine	12	9
Cruelty/Neglect	0	1
Death of Owner	19	7
Dead on Arrival	10	18
Evictions	5	8
Injured	6	11
Other Ordinance Violations	1	0
Medical Emergency	6	5
Meet Police/MAST/Fire	0	1
Police Arrests	2	1
Sick	27	6
Signed Over by Owner in Field	82	19
Stray/At Large	150	158
Total Animals Impounded:	362	282



- ✓ We saw a **171%** increase in the number of animals brought in last month due to cruelty/neglect. Our team handled a **200%** increase in calls from residents reporting neglected pets in cold weather in January.
- ✓ We saw a **332%** increase in the number of pets signed over in the field by owners who were no longer able to humanely care for their pets.

Case Results for January 2024

Results for Cases with Animals	January '24	December '23	% Change
Animals Impounded by Officers	361	282	28% increase
Wildlife Relocated/Transferred Out	22	14	57% increase
Animals Returned Home by Officers	12	15	20% decrease

Twelve (12) loose/lost pets 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,

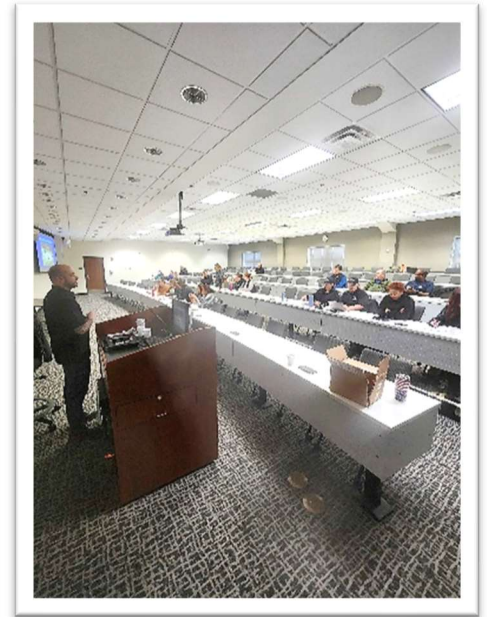
keeps pets safe at home, and allows for connection to resources if needed. Additionally, it preserves limited shelter resources for those animals truly in need of sheltering.

Stories from the Field – Warrant Executed to Seize Animals from Cruelty Results in Happy Reunion

On January 17th, the Cruelty Investigations Team executed a search warrant issued by the Municipal Court of Kansas City, Missouri for a property in the 7900 block of Garfield Avenue. Cruelty Investigators were searching for two dogs who were being subjected to neglect in extreme cold weather. Through the execution of the warrant, officers seized both dogs and once the dogs were at the shelter, our Return-to-Home team found their original owner through their microchips, and we were able to reunite the owner with her missing dogs. The owner of the property where the warrant was served has been criminally charged with neglect of animals and the owner must appear before the Kansas City Municipal Court and enter a plea to the charges.

Continuing Education and Training

- ❖ Several KCPP Animal Services Officers attended a day-long training on *Advanced Animal Fighting Investigations*, taught by Adam Parascandola from the Humane Society of the United States' Law Enforcement Training Center (LETC) on January 4th. The training provided our investigators with invaluable insight and instruction on how to investigate allegations of dog fighting and cock fighting and how to build a winning case for the prosecution.
- ❖ Our Animal Services Division graduated four new officers from our in-house training academy.



Media Coverage/Public Education/Community Engagement

- ❖ We launched a new data page for Animal Services on our website which features cumulative Animal Services Reports from 2023.
- ❖ January was a busy media month for KC Pet Project, with 42 news articles and 141 broadcast mentions for a total reach of **263,328,416 million people** including many stories about our Animal Services Division. We had a huge media response to pets left in cold weather and had many interviews with reporters regarding pet safety and the work of our Animal Services team.

Here are other stories that were featured in the media in January regarding Animal Services:

[Kansas City nonprofits urge pet owners to bring dogs, cats inside during cold](#)

[Kansas City pet owners cited after animals left outside in cold](#)

[Officers working around the clock to save animals left in the cold](#)

[Worried about your pets in the snow? Here are some tips for keeping them safe this winter](#)

KC Pet Project featured several social media stories about our Animal Services team in January:

- ✓ The video of Horton's rescue (story below) has more than **4 million views**.
- ✓ We put out many social media posts and a press release on pet safety during cold weather days and the responsiveness of our team.
- ✓ We shared how our officers saved several dogs that were left outside in extreme cold without proper shelter.



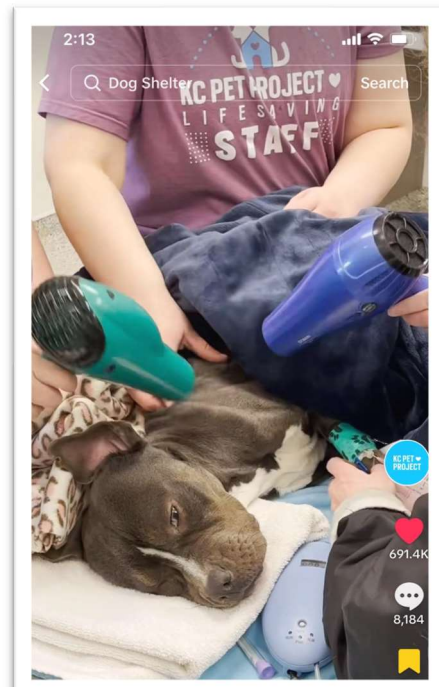
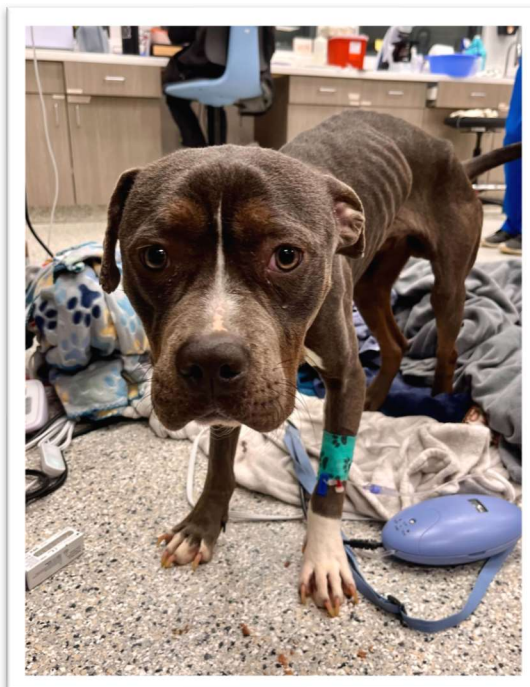
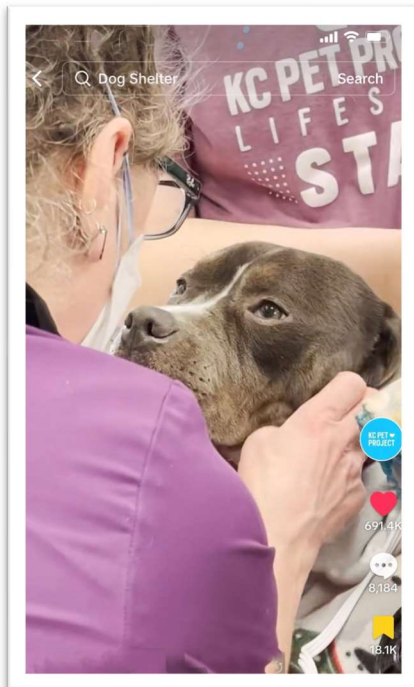
Compliance / Inspections / Permits

In January, Compliance Officer Oertwig issued no Animal Display Permits, five (5) 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.

Stories from the Field – Horton's Miraculous Rescue

Horton's journey to us began on a frigid January day, rescued from an abandoned house by our Animal Services team after being found nearly frozen in an unheated basement along with another dog that was already deceased. His temperature too low to register, unable to move and barely conscious, our dedicated medical team embarked on a determined mission to reignite the flicker of life within him – warming him with hair dryers and blankets.

Doctors looked into his eyes and spoke words of encouragement to him as our clinic team worked to save him from the brink of death. Signs of life began to slowly emerge and eventually he was able to eat a few bites of food and stand on his own. Yet, as we witnessed his miraculous recovery, our hearts ached to think someone left behind these sweet dogs to suffer a cruel fate of hunger and cold. Horton is recovering well, and he should be available for adoption soon.



City Council District Overview for January 2024

Council District 1:

Total Unique Animal Services Cases in District: **61**
Zip code with greatest number of case activities: 64155
Stray/Animals at Large: 24
Cruelty Investigations/Neglect: 13
Dog/Cat Bites Investigated: 8
Other Services (Police/Fire/MAST/Evictions): 9

Council District 2:

Total Unique Animal Services Cases in District: **99**
Zip code with greatest number of case activities: 64119
Stray/Animals at Large: 36
Cruelty Investigations/Neglect: 23
Dog/Cat Bites Investigated: 9
Other Services (Police/Fire/MAST/Evictions): 17

Council District 3:

Total Unique Animal Services Cases in District: **533**
Zip code with greatest number of case activities: 64128
Stray/Animals at Large: 256
Cruelty Investigations/Neglect: 126
Dog/Cat Bites Investigated: 33
Other Services (Police/Fire/MAST/Evictions): 46

Council District 4:

Total Unique Animal Services Cases in District: **194**
Zip code with greatest number of case activities: 64123
Stray/Animals at Large: 69
Cruelty Investigations/Neglect: 44
Dog/Cat Bites Investigated: 13
Other Services (Police/Fire/MAST/Evictions): 22

Council District 5:

Total Unique Animal Services Cases in District: **379**
Zip Code with greatest number of case activities: 64132
Stray/Animals at Large: 192
Cruelty Investigations/Neglect: 91
Dog/Cat Bites Investigated: 28
Other Services (Police/Fire/MAST/Evictions): 29

Council District 6:

Total Unique Animal Services Cases in District: **91**
Zip code with greatest number of case activities: 64114
Stray/Animals at Large: 30
Cruelty Investigations/Neglect: 19
Dog/Cat Bites Investigated: 8
Other Services (Police/Fire/MAST/Evictions): 8

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



Ryan Johnson, Chief of Animal Services, KC Pet Project