



KC PET PROJECT

ANIMAL SERVICES DIVISION

— A SERVICE FOR THE CITY OF KCMO —

KCPP Animal Services Division Report for July 2023

Citations Issued / Enforcement

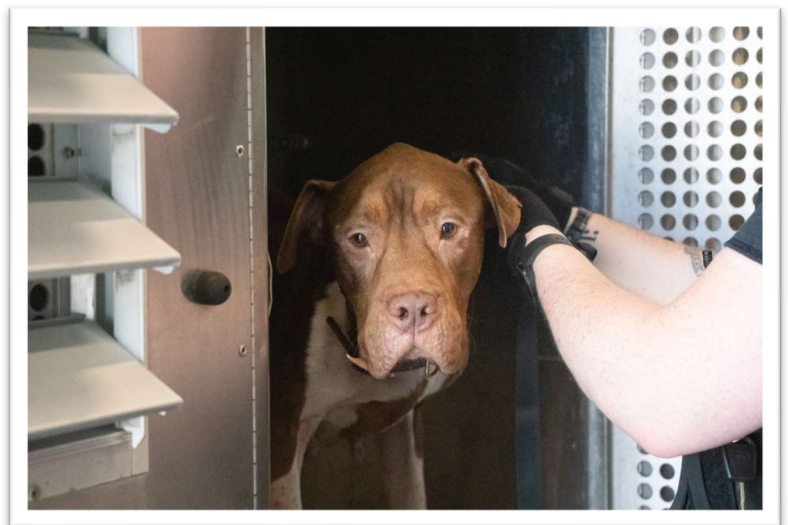
In July 2023, officers issued **forty-five (45)** criminal citations through the Thin Blue Line (TBL) system for review by the City Prosecutor. In addition, officers issued twenty-three (23) verbal warnings for violations and two (2) official Notice to Correct Violation warning tickets to residents.

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.

“Working at KC Pet Project has opened my eyes to the challenges facing our community – and support is what our community needs from us”. -Ofc. Copeland

Community Presence

Animal Services Officers had 9 patrol vehicles in use daily in July. Officially marked patrol vehicles spent **700 hours** out in the community and traveled a total of **14,516 miles** throughout the city providing essential field services to the community.



Animal Services Division – Total Case Activities for July

Officers worked **1,531** unique cases in July 2023 (*a 0.6% decrease from last month*) and were dispatched to 1,990 case activities.

1,990 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 459 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
1,394	137	459	1,990	37.6%

*See Dispatch Call Center Metrics on page 2

Compliance / Inspections / Permits

In July, Compliance Officer Oertwig issued two (2) Animal Display Permits, eight (8) Commercial Animal Establishment Permits and one (1) Special Exception for Fowl or Small Animal permit issued pursuant to Section 14-15 of the Kansas City 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 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.

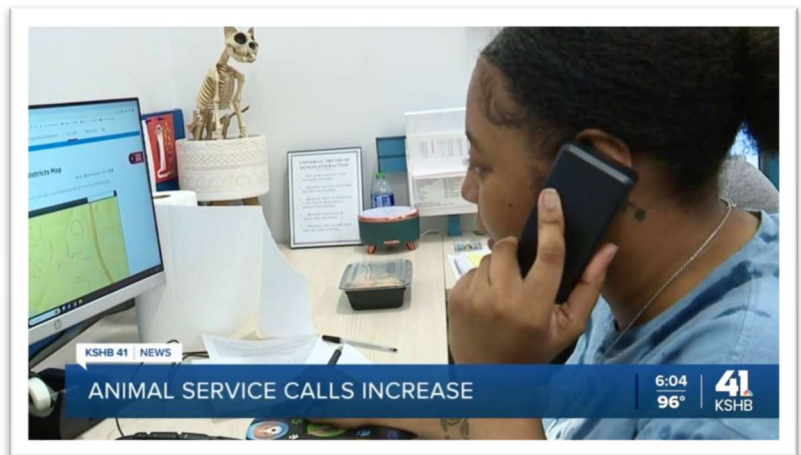
July 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	743	60	803	7%
IN > Dispatch – Dispatch Q	2,357	135	2,492	5%
IN > Dispatch – Dispatch After Hours Q	605	90	695	13%
Dispatch INBOUND Performance	3,705	285	3,990	7%
Dispatch OUTBOUND Performance	706	249	955	N/A
Total Performance for July 2023	4,411	534	4,945	11%

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.

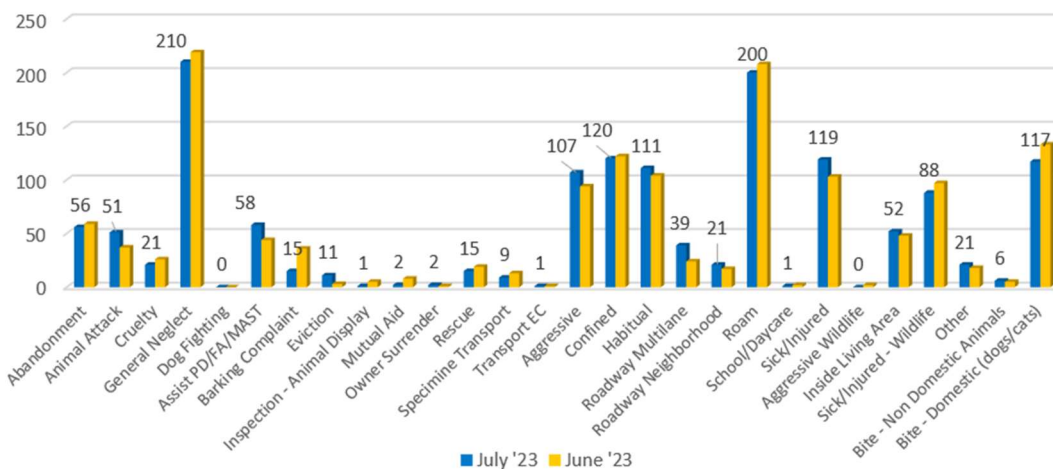
Dispatch After Hours Queue: Calls received between the hours of 7pm- 7am that are primarily answered by a designated “on-call” officer.

- ❖ Our Animal Services Dispatch team answered **3,705** live phone calls, completed 955 outbound calls, and resolved 279 voicemails.
- ❖ The Cruelty Tips Hotline received 27 calls in the month of July.
- ❖ Calls regarding evictions and animals being abandoned or left behind after someone moved out increased significantly in July, with a **90%** increase in the number of animals being brought in by Animal Services Officers as having been “abandoned.”



Total Cases by Sub-Type in July 2023

Animal Services Cases in KCMO July '23 vs. June '23



Calls related to stray and loose animals continue to comprise nearly half of our monthly call volume from residents.

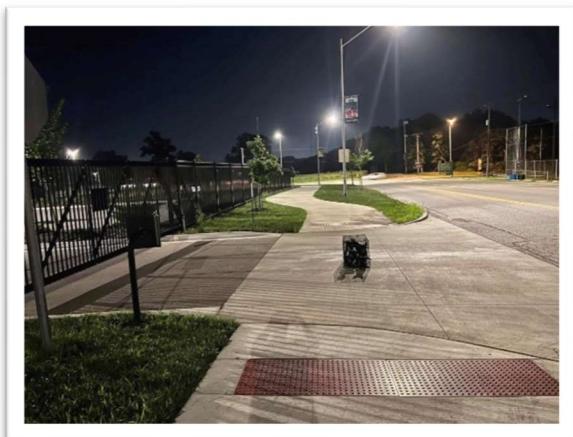
Approximately **166** of the **718** stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.

Media Coverage/Public Education/Community Engagement

- ❖ On July 26th, Chief Ryan Johnson gave an interview during a ride-along with KSHB 41 reporter Abby Dodge (right) as they ran calls for dogs left in extreme temperatures. Animal Services Officers are seeing 15% - 30% increases in calls reporting neglect during high temperatures and when we have storms. The news story highlighted how our officers work to make connections and built trust with residents to find solutions when they can.
- ❖ On July 26th, Cruelty Manager Rohrback and Field Manager Redford represented the Division at the Animal Incident Management (AIM) - American Red Cross meeting to discuss supporting people with pets during a crisis.
- ❖ On July 18th, Chief Executive Officer Teresa Johnson, Chief of Animal Services Ryan Johnson, and Director of Community Programs Atlas Gatten, met with an attorney from Human Animal Support Services (HASS) to review Kansas City's animal ordinances to identify where changes/updates to language in the ordinances are needed.
- ❖ We highlighted pet safety tips for the 4th of July holiday and how residents can help lost pets get back home.
- ❖ We announced state-level felony animal abuse charges and the arrest of a local man who intentionally hurt a bulldog named Rom. The dog had numerous injuries, including two broken legs, and was bleeding from the mouth and face. Rom later died from his injuries. The man was also charged in a KCMO murder case that same week and is being held in jail without bond.
- ❖ We had a total of 124 news stories or media mentions for the month of July for a total reach of **38,704,590 million** people.



Stories from the Field – 17 Dogs/Puppies Found Abandoned Overnight

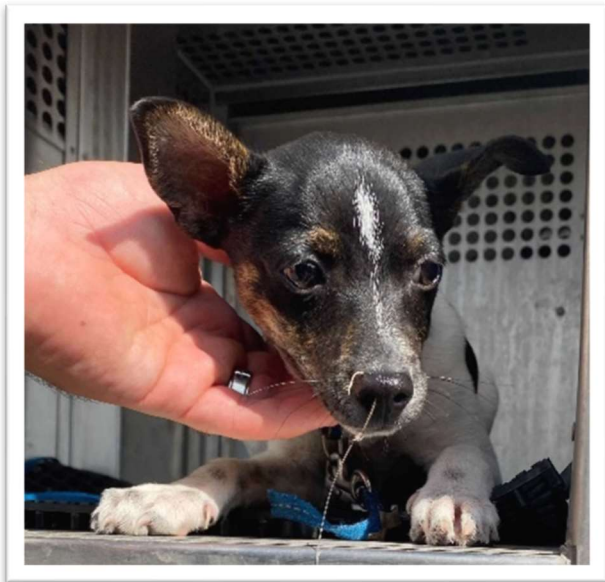


At 1:30 AM on July 6th, Cruelty Investigator Pennington was returning to the shelter with two dogs from an emergency after-hours call. When she arrived at the shelter's entrance gates, she was greeted by two abandoned adult dogs and their thirteen puppies! One mother dog had been tied to the call box outside the gate, with her 8 puppies left inside a plastic storage bin. The other mother dog had been tied to the outer fence, with her 5 puppies inside a wire kennel sitting in their own feces and urine.

Chief Johnson came in to assist Officer Pennington, and they were able to bring all 17 dogs and puppies inside for the night and get them fed and placed in kennels. In the following days, the mothers and puppies were sent to foster homes.

We know nationally that economic factors play a significant role in why pets are often surrendered to the shelter. Housing constraints, access to affordable vet care, financial insecurities, and rising inflation are all risk factors which could cause the relinquishment of a beloved pet.

Sadly, officers are seeing an increase in the number of animals being abandoned in the middle of the night outside our shelter’s gates – with many of them being unwanted litters of puppies or kittens. It is important that community members contact KC Pet Project so we can identify the barriers causing a disruption between the human-animal bond and provide resources that can help pet owners before abandoning pets becomes the only option.



Stories from the Field – Injured Dog Rescued from Hot Car

On July 1st, Animal Services Officer (ASO) Copeland was called to a location to rescue a Chihuahua that had been left unattended in a parked vehicle in hot weather. When Officer Copeland arrived, he found the dog not only suffering from high temperatures inside the vehicle, but the **dog had a fishhook punctured through his nose** from jumping around frantically inside the vehicle (left). ASO Copeland transported the dog to KC Pet Project's vet clinic where it received treatment for the injury. The dog’s owner was located and was issued municipal citations.

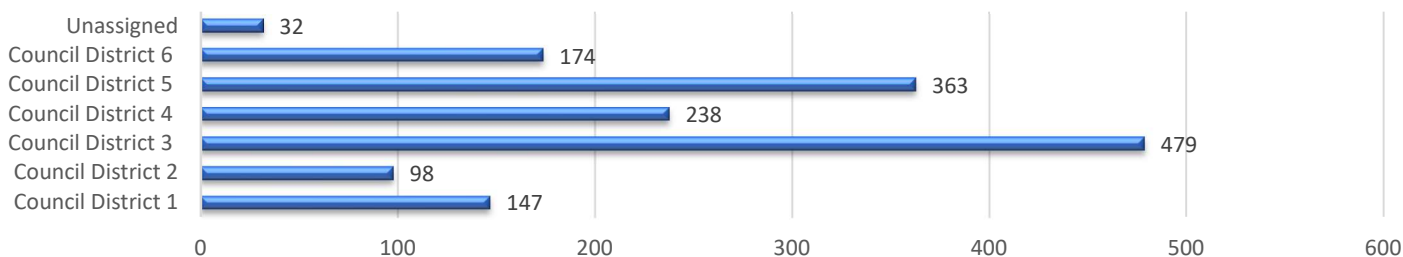
Continuing Education

KC Pet Project Animal Services Officers received "Overdose Education and Naloxone Distribution Training for First Responders" through the Missouri Department of Health and Senior Services, as well as a supply of Narcan and field resources from the

Addiction Science Team of the University of Missouri-St. Louis. This certification provides officers with lifesaving training and tools to recognize signs of opioid overdose when in the field.

Also in July, KCPP’s Animal Services Division held another in-house training academy for new officers. Congratulations to Officer Gerlt, Officer Wyatt, Officer Copeland, and Officer Chicho on graduating from the academy. We are excited to see all the great things they will do for the people and pets in our community.

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



	Council District 1	Council District 2	Council District 3	Council District 4	Council District 5	Council District 6	Unassigned
■ Cases	147	98	479	238	363	174	32

Dog/Cat Bites Investigated in July 2023

- ❖ Number of bites from dogs/cats occurring on their own property or inside a home: 64
- ❖ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 53
- ❖ Number of bites from dogs/cats in which bite location was unclassified: 5

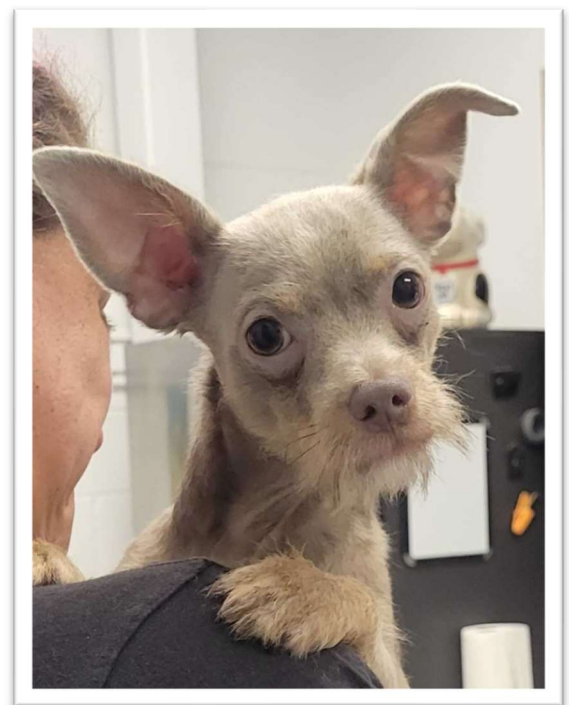
Directed Patrol Areas

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, officers may be 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:

<p>Council District 1</p> <ul style="list-style-type: none"> •4500 block of NE Parvin Road •N. Main Street / NE 53rd Street •4200 block of N Walrond Ave 	<p>Council District 2</p> <ul style="list-style-type: none"> •US 152 / North Amity Ave 	<p>Council District 3</p> <ul style="list-style-type: none"> •3400 block of Monroe Ave •E 23rd Street / Van Brunt •200 block of Garfield Ave •4300 block of Benton Blvd
<p>Council District 4</p> <ul style="list-style-type: none"> •W 33rd Street / Pennsylvania •W 38th Street / Pennsylvania •E 9th Street / Ditman •400 block of Wallace Ave 	<p>Council District 5</p> <ul style="list-style-type: none"> •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 	<p>Council District 6</p> <ul style="list-style-type: none"> •No locations listed

Reasons for Animals Impounded by Officers in July 2023

Animal Services Division Seizures/ Impounds	July '23	June '23
Abandoned in Home/Yard	74	39
Bite Quarantine	11	11
Cruelty/Neglect	2	4
Death of Owner	2	5
Dead on Arrival	8	10
Evictions	4	2
Injured	2	2
Left in Cars	1	2
Medical Emergency	10	5
Meet P.D./MAST/Fire	0	1
Police Arrests	15	4
Sick	1	0
Signed Over by Owner in Field	37	14
Stray / At Large	201	180
Total Animals Impounded:	368	279



The dog shown above was part of a group of 4 dogs and 1 kitten seized by Animal Services Officers from a residence during a large narcotics raid in July.

Case Results for July 2023

Results for Cases with Animals	July '23	June '23	% Change
Animals Impounded by Officers	368	279	32% increase
Wildlife Relocated/Transferred Out	57	56	1% increase
Animals Returned Home by Officers	17	21	19% decrease

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.

Animal Cruelty/Neglect/Abuse Cases Under Investigation

As of July 31st, the Cruelty Investigations Team had **36** open animal cruelty cases in various stages of investigation.

- ✓ **2** reports of abandonment
- ✓ **32** reports of general neglect
- ✓ **2** reports of animal cruelty

In July, the Cruelty Investigation Team investigated and closed **204** animal cruelty case activities for our community, including **46** reports of animal abandonment, **139** reports of neglect, **18** reports of cruelty, and **1** report of dogfighting.

The dog in the photo (right) was shot in the chest and pepper sprayed on July 11th by a person in the neighborhood after family members accidentally left their back door open. KCPD was on scene regarding the shooter, and our officers retrieved the injured dog (who was microchipped) and contacted the distraught owner. KC Pet Project's veterinary team treated the dog's injuries and performed surgery to remove the bullet from the dog's chest. The dog recovered and was able to be reunited with his family.



Submitted by,

Teresa Johnson

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

Ryan Johnson

Ryan Johnson, Chief of Animal Services, KC Pet Project

City Council District Overview for July 2023

Council District 1:

Total Unique Animal Services Cases in District: **147**
Zip code with greatest number of case activities: 64119
Stray/Animals at Large: 49
Cruelty Investigations/Neglect: 33
Dog/Cat Bites Investigated: 17
Other Services (Police/Fire/MAST/Evictions): 13

Council District 2:

Total Unique Animal Services Cases in District: **98**
Zip code with greatest number of case activities: 64155
Stray/Animals at Large: 34
Cruelty Investigations/Neglect: 21
Dog/Cat Bites Investigated: 11
Other Services (Police/Fire/MAST/Evictions): 4

Council District 3:

Total Unique Animal Services Cases in District: **479**
Zip code with greatest number of case activities: 64127
Stray/Animals at Large: 234
Cruelty Investigations/Neglect: 113
Dog/Cat Bites Investigated: 27
Other Services (Police/Fire/MAST/Evictions): 43

Council District 4:

Total Unique Animal Services Cases in District: **238**
Zip code with greatest number of case activities: 64123
Stray/Animals at Large: 97
Cruelty Investigations/Neglect: 50
Dog/Cat Bites Investigated: 28
Other Services (Police/Fire/MAST/Evictions): 27

Council District 5:

Total Unique Animal Services Cases in District: **363**
Zip Code with greatest number of case activities: 64132
Stray/Animals at Large: 206
Cruelty Investigations/Neglect: 75
Dog/Cat Bites Investigated: 21
Other Services (Police/Fire/MAST/Evictions): 27

Council District 6:

Total Unique Animal Services Cases in District: **174**
Zip Code with greatest number of case activities: 64134
Stray/Animals at Large: 70
Cruelty Investigations/Neglect: 40
Dog/Cat Bites Investigated: 13
Other Services (Police/Fire/MAST/Evictions): 9

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.