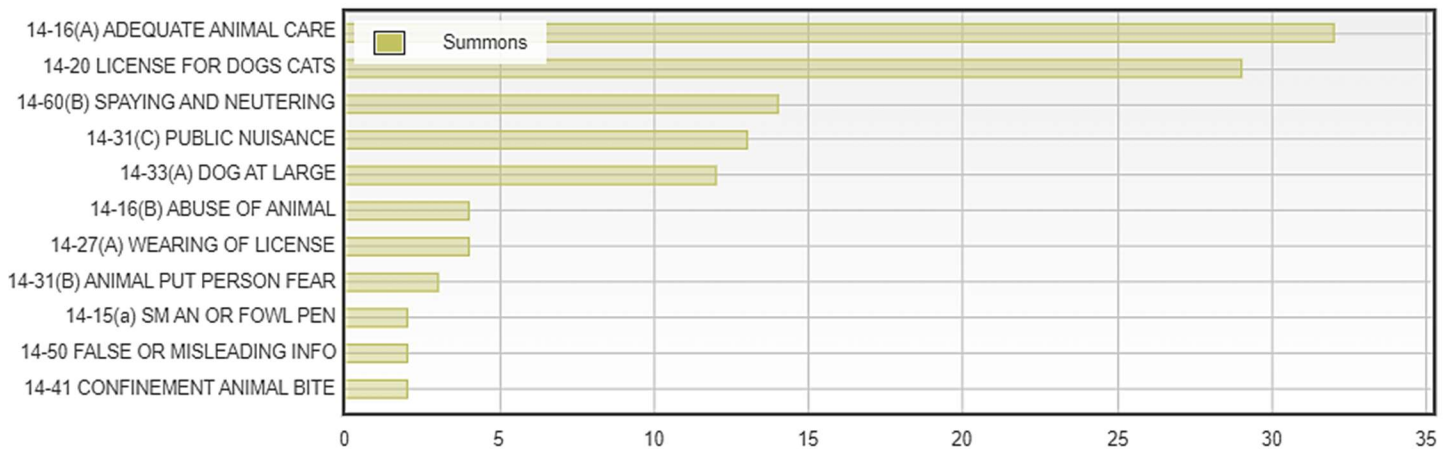


KCPP Animal Services Division Report for July 2024

Citations Issued / Enforcement

In July 2024, officers issued **one hundred eighteen (118)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued forty-one (41) verbal warnings for violations and twelve (12) 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 **472** criminal citations through Municipal Court have been issued so far in 2024.*

Types of Municipal Citations Issued in July



Community Presence

Animal Services Officers had 9 patrol vehicles in use daily in July. Officially marked patrol vehicles spent **1,005 hours** in the community and traveled **20,395 miles** throughout the city providing essential field services to our community.

Animal Services Division – Total Case Activities for July

Officers performed **2,171 total case activities** and were dispatched to **1,423 unique cases** in June -- 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
1,243	180	748	2,171	42%

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 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	27	0	27	0%
IN > Dispatch – Dispatch Q	2,478	164	2,642	6%
IN > Dispatch – Dispatch After Hours Q	450	64	514	12%
Dispatch INBOUND Performance	2,955	228	3,183	1%
Dispatch OUTBOUND Performance	668	106	770	N/A
Total Performance for July 2024	3,623	330	3,953	8%

Dispatch 311 Queue: Incoming calls from the KCMO 311 menu that are routed to KC Pet Project for animal control-related issues.

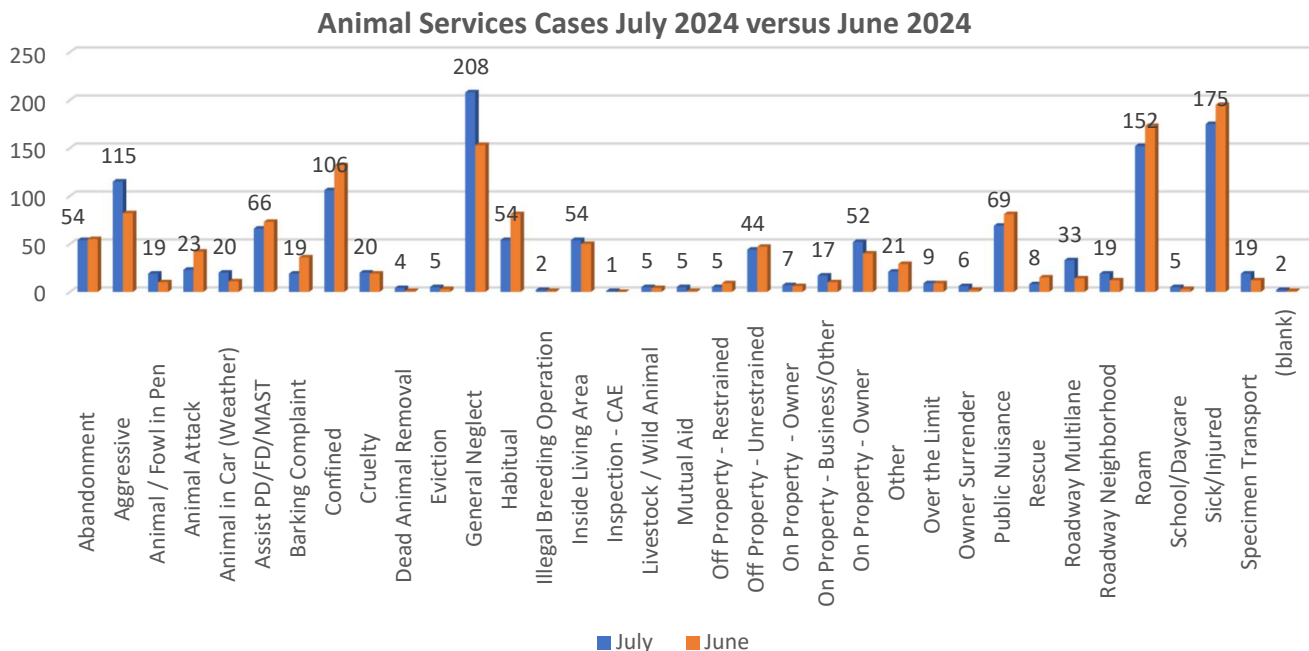
Dispatch Queue: Calls received from residents who call us directly to report an animal control-related issue or concern.

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 **2,955** live phone calls, completed **770** outbound calls, and resolved **121** voicemails.
- ✓ The Cruelty Tips Hotline received **14** calls in the month of July.
- ✓ Dispatchers spent 66 hours and 56 minutes on the phones in July and maintained an average wait time for calls to be answered at just **32** seconds in the direct Dispatch queue with a call abandonment rate of only **6%**.

Total Cases by Sub-Type Responded to in July 2024

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately **195** (49%) of the **401** stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.



Animal Cruelty/Neglect/Abuse Cases Under Investigation

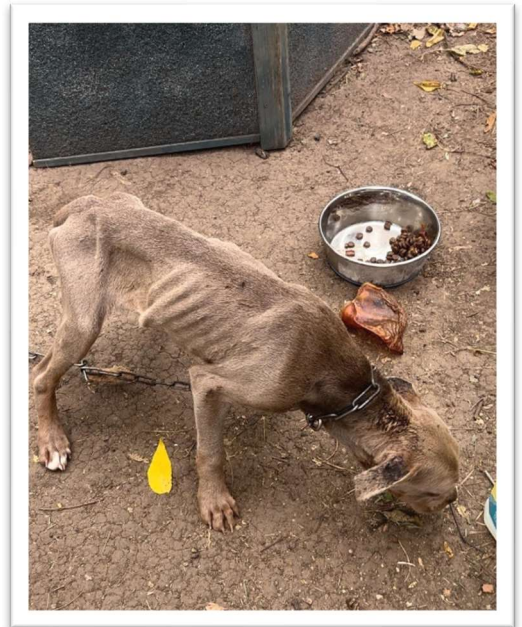
At the end of July, the Cruelty Investigations Team had 11 open animal cruelty cases under investigation.

- ✓ 8 reports of general neglect
- ✓ 3 reports of cruelty

Throughout July, the Cruelty Investigation Team investigated and closed **283** animal cruelty case activities for our community, including **54** reports of animal abandonment, **209** reports of neglect, **20** reports of cruelty.

For the first 6 months of 2024, our Animal Cruelty Team investigated **1,501** separate cruelty cases, composed of:

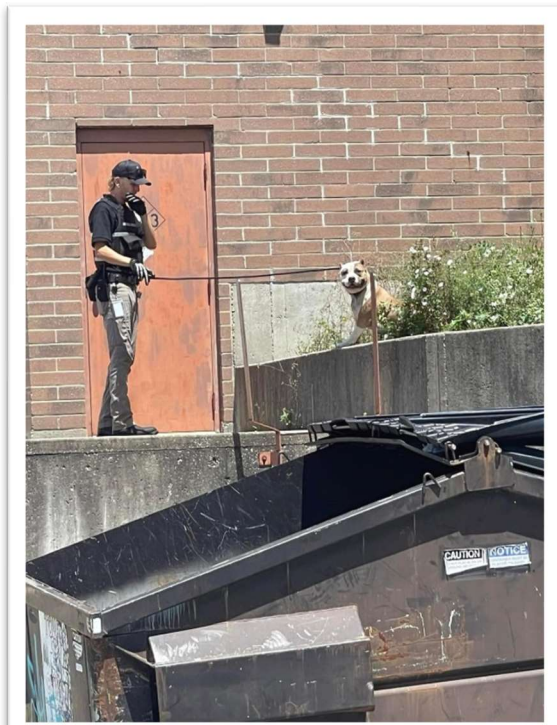
- ✓ **308** abandonment cases
- ✓ **156** animal abuse cases
- ✓ **1,037** animal neglect cases



Case Results for July 2024

Results for Cases with Animals	July 2024	June 2024	% Change
Animals Impounded by Officers	401	331	21% increase
Wildlife Relocated/Transferred Out	45	41	10% increase
Animals Returned Home by Officers	36	19	89% increase

Thirty-six (36) 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.



Compliance / Inspections / Permits

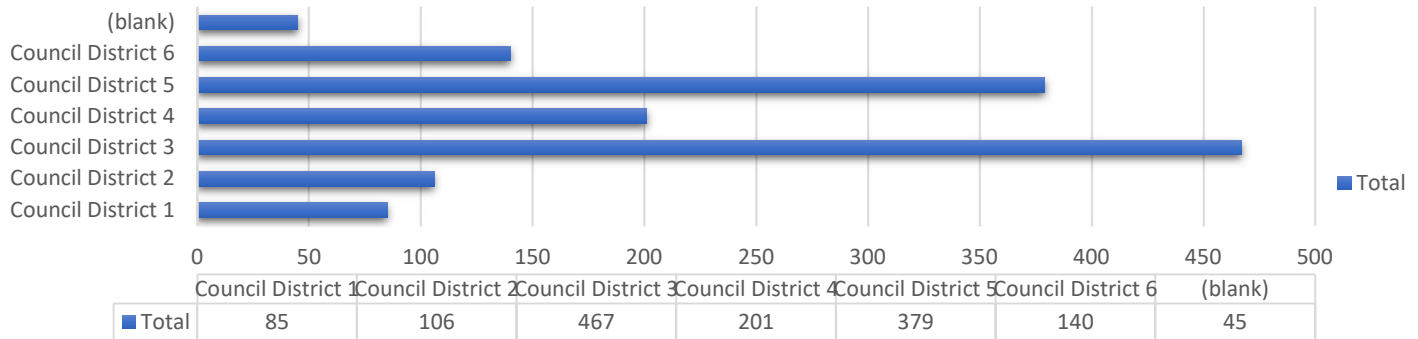
In July, Compliance Officer Oertwig issued two (2) Animal Display Permits, five (5) Commercial Animal Establishment Permits, no Domestic Animal Advocacy Permits, and no Special Exception for Fowl or Small Animal Permits issued pursuant to chapter 14-15 of the Kansas City municipal code of ordinances.

"I love my job because it allows me to make a positive impact on the lives of animals and the community every day. Working as a dispatcher at KC Pet Project means I get to be part of a dedicated team that provides essential support and care to animals in need. It's incredibly rewarding to help reunite lost pets with their families and ensure that animals receive the attention and assistance they deserve. Knowing that my work contributes to the well-being of both animals and people is what makes this job truly fulfilling" -Dispatcher Buie

Dog/Cat Bites Investigated in July 2024









- ✓ Number of bites from dogs/cats occurring on their own property or inside a home: 76
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 49

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



Reasons for Animals Impounded by Officers in July 2024

Animal Services Division Seizures/Impounds	July 2024	June 2024
Abandoned in Home/Yard	38	36
Bite Quarantine	19	10
Cruelty/Neglect	8	2
Death of Owner	6	7
Dead on Arrival	12	5
Evictions	7	3
Left in Hot Car	0	1
Other Ordinance Violations	28	4
Medical Emergency	7	7
Meet Police/MAST/Fire	0	1
Police Arrests	7	6
Sick	0	0
Signed Over by Owner in Field	42	18
Stray/At Large	227	231
Total Animals Impounded:	401	331

Impoundments by Species	
 Dogs: 336	 Cats: 54
 Bats: 3	 Ducks: 1
 Fox: 1	 Rabbits: 2
 Snakes: 1	 Guinea Pig: 3

The number of dogs impounded by Animal Services was up **16% in July and is up **13%** year-to-date.*

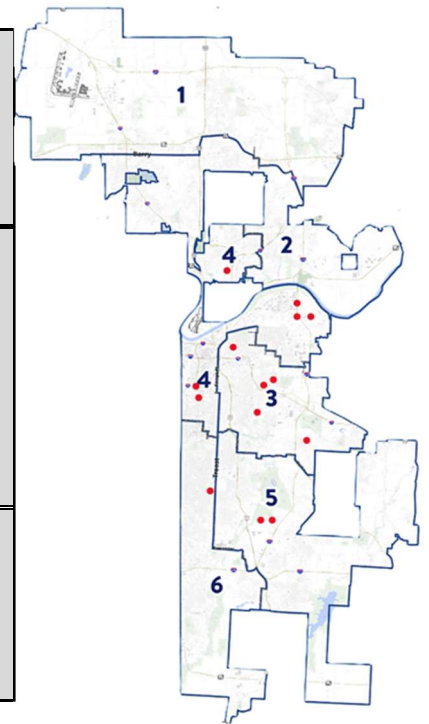
Media Coverage/Public Education/Community Engagement

- ❖ Pet Safety Tips were shared leading up to the July 4th holiday.
- ❖ Several stories of animal services cases were shared via social media channels in July, including the story of little puppies that were sprayed by a power washer by their owner. Cruelty charges were filed in that case.
- ❖ Animal Services Officers participated with other first responders at the Kansas City Police Department South Patrol's Movie Night event on July 19th. Officers had a table and shared information and treats with attendees.
- ❖ KC Pet Project had 222 news stories and 63 broadcast mentions in July, reaching an audience of **375,866,719 million** people.

Directed Patrol Areas

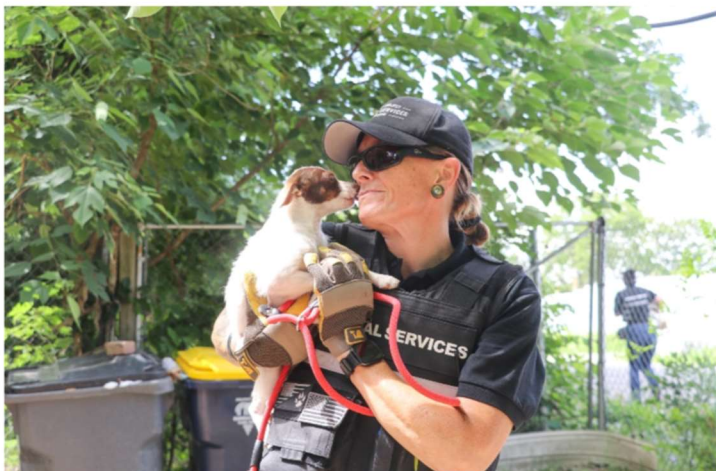
Frequently, our Animal Services Division receives reports from residents of dogs habitually roaming a neighborhood or dogs that have become a public safety concern or nuisance problem for a specific neighborhood. However, many times officers are unable to locate the dog(s) when they arrive. To resolve 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:

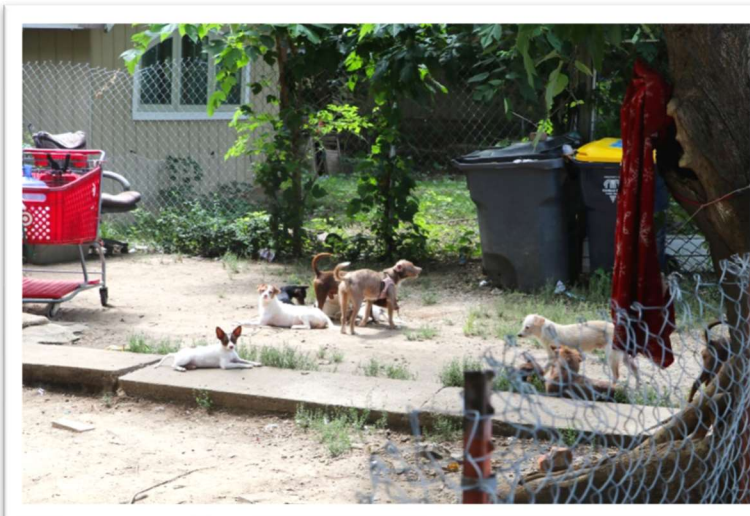
<u>Council District 1 Areas:</u> <ul style="list-style-type: none">✓ No Directed Patrols currently	<u>Council District 2 Areas:</u> <ul style="list-style-type: none">✓ No Directed Patrols currently
<u>Council District 3 Areas:</u> <ul style="list-style-type: none">✓ Lykins Park Area✓ 4521 Hanover Court✓ E 23rd St & Lydia Ave✓ 2630 Askew Ave	<u>Council District 4 Areas:</u> <ul style="list-style-type: none">✓ W 33rd St & Pennsylvania Ave✓ W 38th St & Pennsylvania Ave✓ E 9th Street & Dittman Ave✓ 400 block of Wallace Ave✓ 500 block of N White Ave
<u>Council District 5 Areas:</u> <ul style="list-style-type: none">✓ 3100 block of E 80th St✓ 7200 block of E 89th Terrace	<u>Council District 6 Areas:</u> <ul style="list-style-type: none">✓ Loose Park & surrounding area



Stories From the Field – Warrant for Animal Cruelty Leads to Rescue of 24 Dogs and Puppies

On July 9, 2024, the KC Pet Project Animal Services Division executed a search warrant at a residence on the 3100 block of Topping Avenue in Kansas City, Missouri. This action was part of an investigation into a large-scale animal neglect case. The property owner was keeping more dogs than allowed, resulting in widespread illness and death among the animals at this home.





The investigation revealed the owner was creating an "animal graveyard," where she buried or burned the bodies of other animals that had died. During the search, **24 dogs**, including 9 newborn puppies, were rescued from the home. They were found in various conditions, with many suffering from fleas, missing or thin fur, overgrown nails, and poor dental health. Additionally, most of the dogs and puppies displayed neurological issues due to inbreeding.

Sadly, it was discovered there had been a history of deceased animals at the home, highlighting the dire situation for these dogs. Thanks to the swift action of our Animal Services and Cruelty Investigations team, these dogs were brought to KC Pet Project and citations for several municipal code violations for animal cruelty are being issued.

City Council District Overview for July 2024

Council District 1:

Total Unique Animal Services Cases in District: **85**
 Zip code with greatest number of case activities: 64155
 Stray/Animals at Large: 9
 Cruelty Investigations/Neglect: 17
 Dog/Cat Bites Investigated: 8
 Other Services (Police/Fire/MAST/Evictions): 5

Council District 2:

Total Unique Animal Services Cases in District: **106**
 Zip code with greatest number of case activities: 64119
 Stray/Animals at Large: 32
 Cruelty Investigations/Neglect: 12
 Dog/Cat Bites Investigated: 15
 Other Services (Police/Fire/MAST/Evictions): 6

Council District 3:

Total Unique Animal Services Cases in District: **467**
 Zip code with greatest number of case activities: 64127
 Stray/Animals at Large: 164
 Cruelty Investigations/Neglect: 100

Council District 4:

Total Unique Animal Services Cases in District: **201**
 Zip code with greatest number of case activities: 64123
 Stray/Animals at Large: 54
 Cruelty Investigations/Neglect: 40
 Dog/Cat Bites Investigated: 15
 Other Services (Police/Fire/MAST/Evictions): 6

Council District 5:

Total Unique Animal Services Cases in District: **379**
 Zip Code with greatest number of case activities: 64132
 Stray/Animals at Large: 123
 Cruelty Investigations/Neglect: 84
 Dog/Cat Bites Investigated: 33
 Other Services (Police/Fire/MAST/Evictions): 20

Council District 6:

Total Unique Animal Services Cases in District: **140**
 Zip Code with greatest number of case activities: 64114
 Stray/Animals at Large: 29
 Cruelty Investigations/Neglect: 26

Dog/Cat Bites Investigated: 36
Other Services (Police/Fire/MAST/Evictions): 22

Dog/Cat Bites Investigated: 16
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,

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



Ryan Johnson, Chief of Animal Services, KC Pet Project