



KC PET PROJECT

## ANIMAL SERVICES DIVISION

— A SERVICE FOR THE CITY OF KCMO —

### KCPP Animal Services Division Report for June 2023

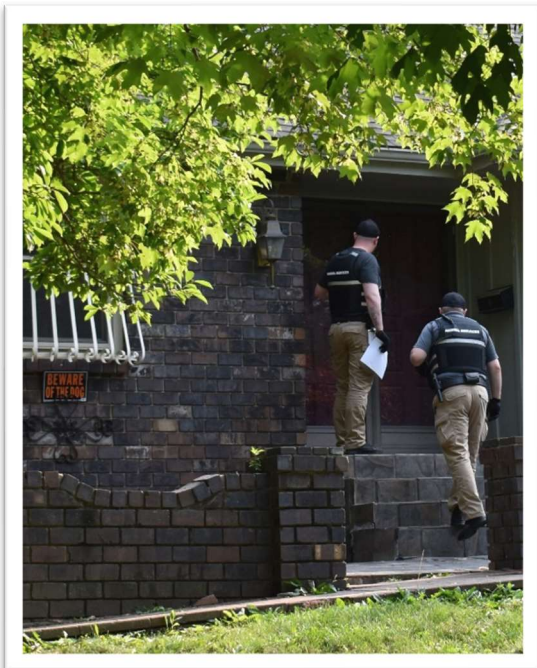
#### Citations Issued / Enforcement

In June 2023, officers issued **fifty-six (56)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. *This is a 1,300% increase from June 2022.* In addition, officers issued twenty-two (22) verbal warnings for violations and nine (9) official Notice to Correct Violation warning tickets to residents.

To date in 2023, **410** criminal citations through Municipal Court have been issued.

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.

**Two class-E felony Animal Cruelty Charges were issued through the Jackson County Prosecutor's Office for criminal prosecution, setting an unprecedented milestone for the City of Kansas City, MO**



#### Community Presence

Animal Services Officers had 8 patrol vehicles in use daily in June. Officially marked patrol vehicles spent **772 hours** out in the community and traveled a total of **16,014 miles** throughout the city providing essential field services to the community.

KCPP's Animal Services Division currently has 15 officers, 5 dispatchers, and 2 support staff to provide 24/7 services to Kansas City, MO - covering 319 sq. miles and serving more than 509,000 residents.

#### Animal Services Division – Total Case Activities for June

Officers worked **1,541** unique cases in June 2023 (*an 11% increase from last month*) and were dispatched to **2,051** unique case activities.

**2,051** 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 510 follow up activities required to resolve cases or ensure compliance.

Calls from Residents Resulting in Cases*	Online Reports Submitted by Residents to ASD	Case Follow Up Activities Required	Total Case Activities for the Month	% of Reports resulting in Case Creation
1,397	144	510	2,051	48%

\*See Dispatch Call Center Metrics on page 2

## Animal Services Dispatch – Call Center Metrics

During the hours of 7 AM – 10 PM every day, our Dispatch Specialists handles 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 though 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.

June 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	814	109	923	12%
IN > Dispatch – Dispatch Q	2,386	173	2,559	7%
IN > Dispatch – Dispatch After Hours Q	482	239	721	33%
Dispatch INBOUND Performance	3,682	521	4,203	12%
Dispatch OUTBOUND Performance	821	243	1,064	N/A
<b>Total Performance for June 2023</b>	<b>4,503</b>	<b>764</b>	<b>5,267</b>	<b>15%</b>

**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.

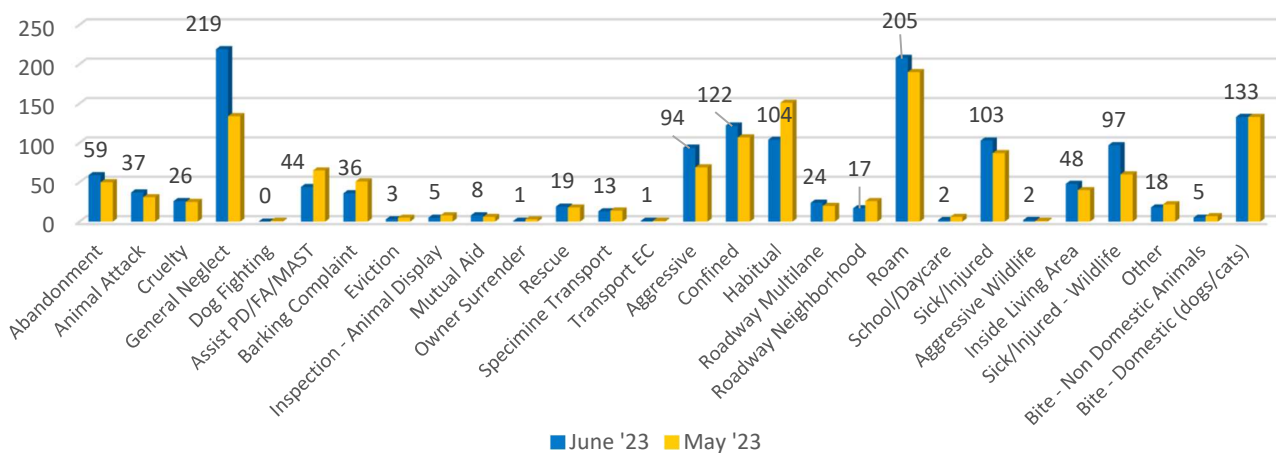
**Dispatch After Hours Queue:** Calls received between the hours of 7pm- 7am that are primarily answered by a designated “on-call” officer.

- ❖ Our Animal Services Dispatch team answered **3,682** live phone calls, completed **1,064** outbound calls, and resolved **297** voicemails.
- ❖ The Cruelty Tips Hotline received **41** calls in the month of **June**.
- ❖ To date, the top 3 reasons for voicemail messages were: 17% were stray roaming calls (calls regarding stray animals roaming at-large and unconfined), 15% were other Animal Services requests, and 10% were calls for case follow-up (inquiries or repeat calls about active and/or closed animal services cases, or calls being returned by residents requesting to speak to a specific officer).

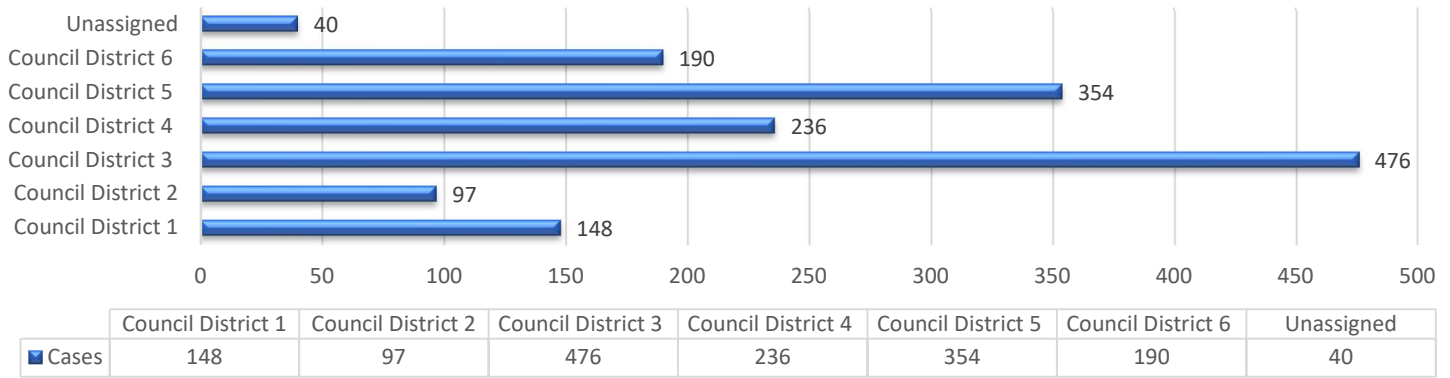
## Total Cases by Sub-Type in June 2023

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately **135** of the **678** 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 June '23 vs. May '23



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



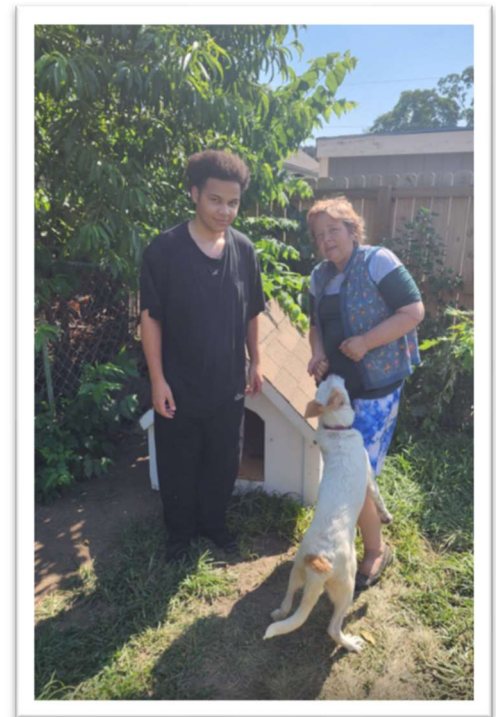
## Case Results for June 2023

Results for Cases with Animals	June '23	May '23	% Change
Animals Impounded by Officers	279	313	11% decrease
Wildlife Relocated/Transferred Out	56	30	87% increase
Animals Returned Home by Officers	21	29	28% decrease

Twenty-one (21) 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 June 2023

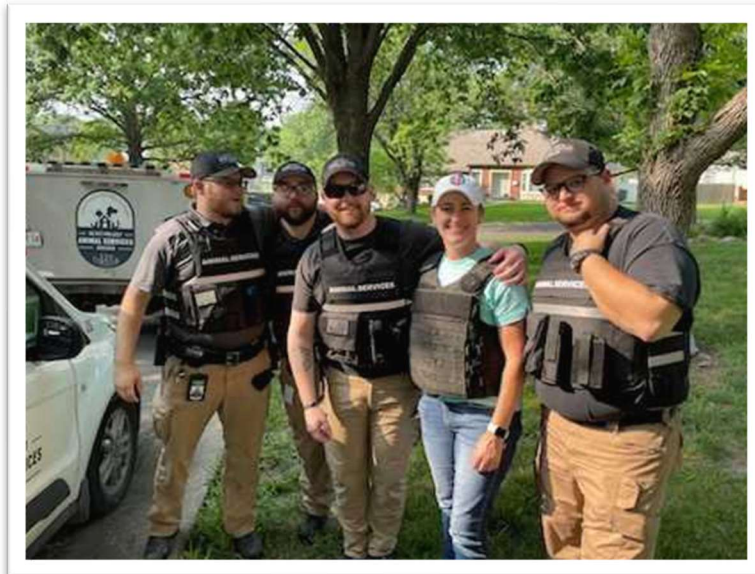
Animal Services Division Seizures/ Impounds	June '23	May '23
Abandoned in Home/Yard	39	34
Bite Quarantine	11	13
Cruelty/Neglect	4	6
Death of Owner	5	4
Dead on Arrival	10	7
Evictions	2	2
Injured	2	1
Left in Cars	2	1
Medical Emergency	5	4
Meet P.D./MAST/Fire	1	1
Police Arrests	4	17
Sick	0	1
Signed Over by Owner in Field	14	10
Stray / At Large	180	212
<b>Total Animals Impounded:</b>	<b>279</b>	<b>313</b>





## Media Coverage/Public Education/Community Engagement

- ❖ On June 4<sup>th</sup>, Chief Johnson, Supervisor LaDue, and Officer Copeland provided traffic control with KCPD in support of KC Pet Project's first 5K race.
- ❖ On June 6<sup>th</sup>, Chief Communications Officer, Tori Fugate and Chief of Animal Services, Ryan Johnson, gave a presentation at the Northland Neighborhoods Inc. meeting and spoke with residents and city council members in attendance.
- ❖ On June 7<sup>th</sup>, Chief Johnson, Manager Rohrback, Supervisor LaDue, and Supervisor Redford presented a two-hour long continuing educational session for KCPP volunteers and staff members about contemporary Animal Service programs.
- ❖ On June 9<sup>th</sup>, Supervisor LaDue and Officer Copeland participated in the Don Bosco food pantry event to distribute dog and cat food to community pet owners.
- ❖ On June 14<sup>th</sup>, Chief Johnson was accompanied in the field by a KMBC 9 reporter to gather content for a story which highlighted the shelter's capacity crisis and the role that Animal Services plays in reducing unnecessary intake.
- ❖ On June 15<sup>th</sup>, Chief Johnson, Manager Rohrback and Supervisor LaDue participated in the annual Spire Energy Safety fair to promote animal services, shelter programs, and provide free pet ID tags to pet owners.
- ❖ On June 23<sup>rd</sup>, Chief Johnson, Manager Rohrback and Supervisor LaDue represented KCPP's Animal Services Division at the quarterly meeting of the **KC Coalition Against the Co-Occurrence of Domestic Violence and Pet Abuse**.
- ❖ On June 28<sup>th</sup>, Chief Johnson met with Vincent Medley, Executive Director of the national Human Animal Support Service (HASS) organization to discuss how our community-centric approach in the delivery of animal services in Kansas City is supporting pet owners.
- ❖ On June 29<sup>th</sup>, Chief Executive Officer- Teresa Johnson, Chief Communications Officer- Tori Fugate, Chief of Animal Services- Ryan Johnson, Manager Rohrback and Supervisor LaDue met with Kansas City's Emergency Disaster Planner- Christopher Carroll to discuss hosting animal-related training for community CERT members in the fall.
- ❖ We shared Fourth of July safety tips with several television stations and through social media posts, as well as how to keep pets safe in warm temperatures. Officers responded to many heat-related calls for pets left outside and in hot cars in June. Officers made many deliveries of dog houses and pet supplies to families in need.



## 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:

### 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 Garfeild Ave
- 4300 block of Benton Blvd

### 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 Ave
- 3100 block of E 80th Street

### Council District 6

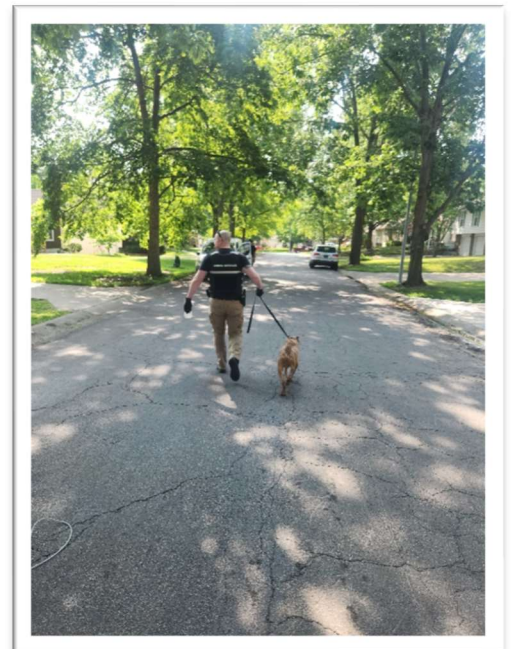
- No locations listed

## Stories from the Field – Search Warrant Executed to Save Abused Dog

In June, Animal Services received an online report containing photographs of an emaciated dog being starved and concealed inside a residence. Animal Services Officers responded to the address and were met by an uncooperative owner who would not allow us to inspect the dog and would not offer any information for our investigation. Based on the photos we received, we determined that immediate intervention was necessary to prevent any additional suffering by this dog. Animal Services quickly submitted an **affidavit of probable cause** to the City Prosecutor's office in conjunction with a request for a **search warrant**. The warrant was quickly approved, and we began completing our critical incident planning for the execution of the warrant.

The execution of any warrant is inherently dangerous, and safety must always be the number one priority. Collaboration with KCPD is key to ensure there are no active investigations in progress at the address, and officer safety equipment, a communications plan, and egress planning must be considered to ensure the safety of everyone involved.

When animal services served the warrant, the owner was quick to deadbolt the door and ignored all directives. The dog owner presented a safety risk to the team, and we left the scene. The following day, officers were back on scene to seize the dog, but when the dog owner spotted our officers, he turned the emaciated dog loose from a side door. The dog was quickly impounded and taken to KCPP for medical treatment and is doing well. Charges will be issued in this case for animal cruelty, failure to license, and dog at large.



## Animal Cruelty/Neglect/Abuse Cases Under Investigation

As of June 30th, the Cruelty Investigations Team had **54** open animal cruelty cases under investigation.

- ❖ 45 cases of general neglect
- ❖ 6 cases of animal cruelty
- ❖ 3 cases of animal abandonment

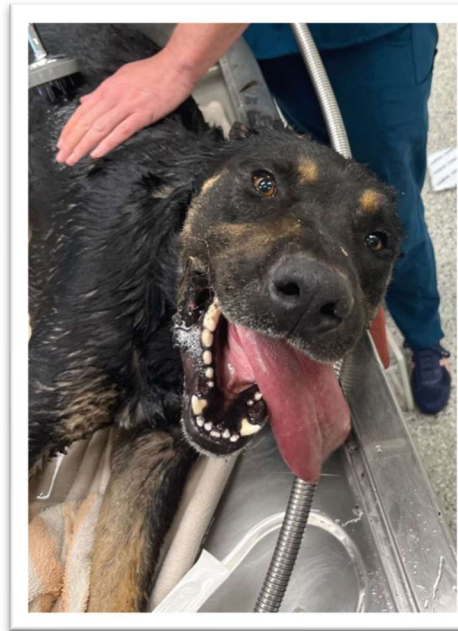
In June, the Cruelty Investigation Team investigated and closed **302** animal cruelty case activities for our community, including **59** reports of animal abandonment, **217** reports of neglect and **26** reports of cruelty.

## Stories from the Field – Officer Saves Abandoned Dog Suffering from Heat Stroke

On June 7<sup>th</sup>, Officer Vasquez was on a call looking for stray aggressive dog that had been reported in the area of E. 46<sup>th</sup> and Monroe Ave. when she spotted a large, adult dog tied up outside near a church parking lot. It was very hot outside and the dog had been left in the sun, with no access to water or shade. As she approached, she could see the dog was in

distress and was already exhibiting signs of life-threatening heat stroke. The dog was no longer able to stand or walk, so Officer Vasquez immediately scooped up the large dog to carry him to her patrol vehicle and transported the dog to our shelter's vet clinic.

Our veterinary team began emergency procedures to save the dog's life. His temperature was too high to register on a thermometer, so veterinary technicians began cooling baths (right), a cool enema, a fluid bolus, wet towels, and fans to bring his temperature down.



**Caliente** (as he was named by our staff) recovered in our shelter hospital and is now a happy, healthy pup (above) that received a second chance at life and is available for adoption – thanks to the quick work and sharp eye of Office Vasquez.

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

In June, Compliance Officer Oertwig issued four (4) Animal Display Permits, four (4) Commercial Animal Establishment Permits, three (3) Domestic Animal Advocation Permits. One (1) Special Exception for Fowl or Small Animal permit was issued pursuant to 14-15.

## Dog/Cat Bites Investigated in June 2023

- ❖ Number of bites from dogs/cats occurring on their own property or inside a home: 84
- ❖ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 42
- ❖ Number of bites from dogs/cats in which bite location is unclassified: 7



## City Council District Overview for June 2023

### Council District 1:

Total Unique Animal Services Cases in District: **148**  
Zip code with greatest number of case activities: 64119  
Stray/Animals at Large: 45  
Cruelty Investigations/Neglect: 22  
Dog/Cat Bites Investigated: 17  
Other Services (Police/Fire/MAST/Evictions): 2

### Council District 2:

Total Unique Animal Services Cases in District: **97**  
Zip code with greatest number of case activities: 64155  
Stray/Animals at Large: 30  
Cruelty Investigations/Neglect: 8  
Dog/Cat Bites Investigated: 11  
Other Services (Police/Fire/MAST/Evictions): 2

### Council District 3:

Total Unique Animal Services Cases in District: **476**  
Zip code with greatest number of case activities: 64127  
Stray/Animals at Large: 230  
Cruelty Investigations/Neglect: 90  
Dog/Cat Bites Investigated: 37  
Other Services (Police/Fire/MAST/Evictions): 21

### Council District 4:

Total Unique Animal Services Cases in District: **236**  
Zip code with greatest number of case activities: 64123  
Stray/Animals at Large: 94  
Cruelty Investigations/Neglect: 31  
Dog/Cat Bites Investigated: 18  
Other Services (Police/Fire/MAST/Evictions): 7

### Council District 5:

Total Unique Animal Services Cases in District: **354**  
Zip Code with greatest number of case activities: 64132  
Stray/Animals at Large: 171  
Cruelty Investigations/Neglect: 58  
Dog/Cat Bites Investigated: 28  
Other Services (Police/Fire/MAST/Evictions): 8

### Council District 6:

Total Unique Animal Services Cases in District: **190**  
Zip Code with greatest number of case activities: 64134  
Stray/Animals at Large: 81  
Cruelty Investigations/Neglect: 30  
Dog/Cat Bites Investigated: 18  
Other Services (Police/Fire/MAST/Evictions): 4

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