



KC PET PROJECT

## ANIMAL SERVICES DIVISION

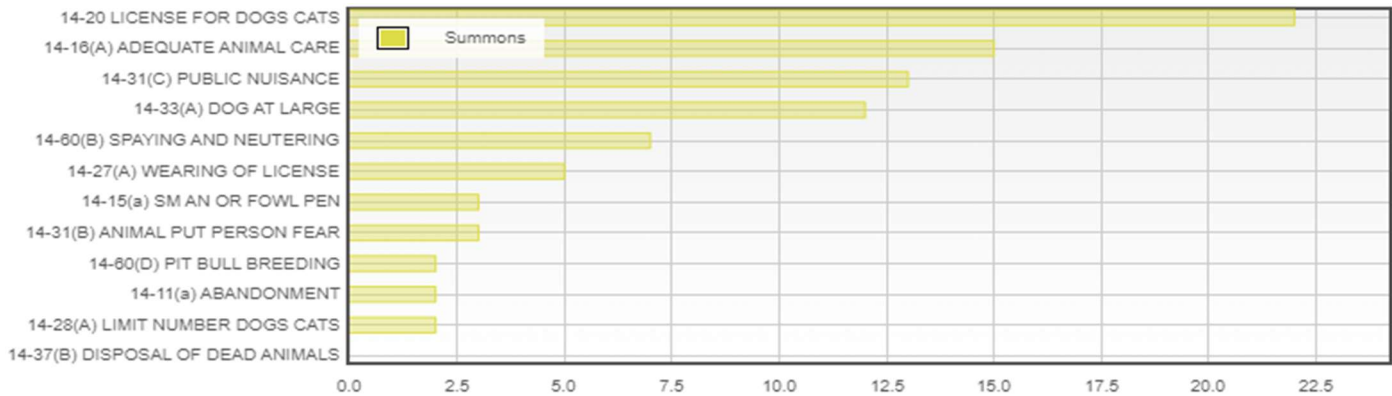
— A SERVICE FOR THE CITY OF KCMO —

### KCPP Animal Services Division Report for March 2024

#### Citations Issued / Enforcement

In March 2024, officers issued **eighty-eight (88)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued thirty-six (36) verbal warnings for violations and thirty-four (34) 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 March



#### Community Presence

Animal Services Officers had 9 patrol vehicles in use daily in March. Officially marked patrol vehicles spent **642 hours** out in the community and traveled a total of **14,236 miles** throughout the city providing essential field services to the community.

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

Officers performed **1,954 total case activities** and were dispatched to **1,373 unique cases** in March -- 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
1,193	180	581	1,954	44.6%

## 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.

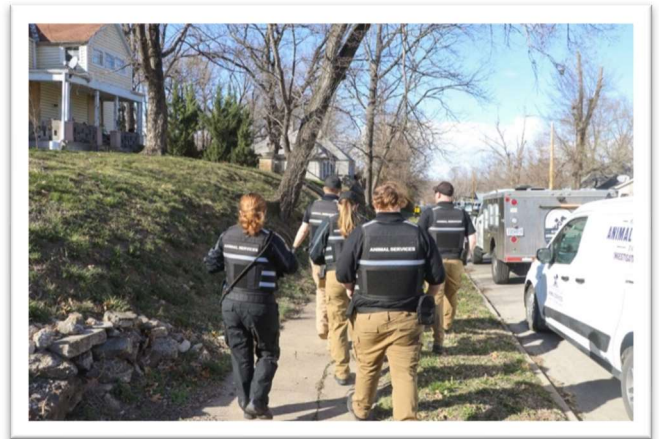
March 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	31	6	37	16%
IN > Dispatch – Dispatch Q	2,272	115	2,387	5%
IN > Dispatch – Dispatch After Hours Q	370	36	406	9%
Dispatch INBOUND Performance	2,673	157	2,830	5%
Dispatch OUTBOUND Performance	674	176	850	N/A
<b>Total Performance for March 2024</b>	3,347	333	3,680	9%

**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.

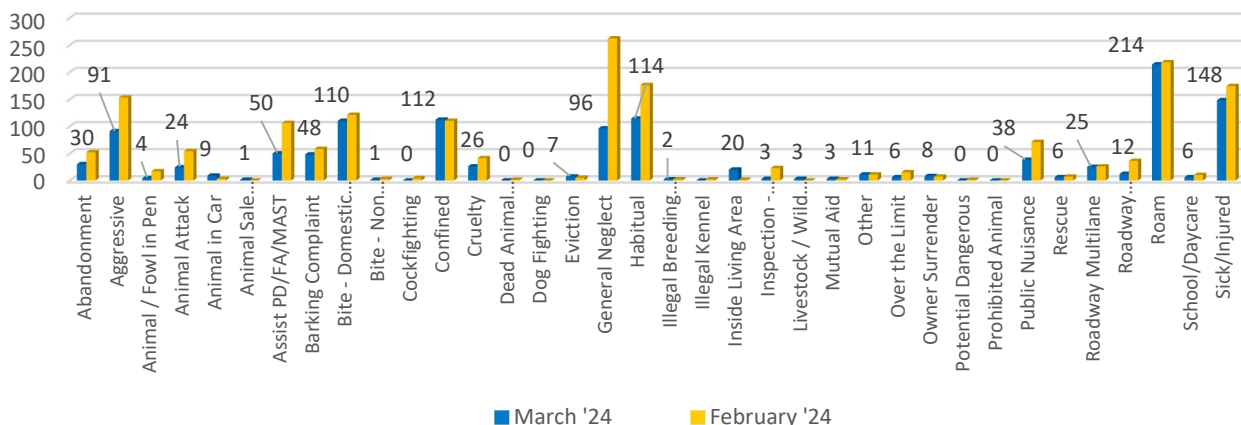
- ❖ Our Animal Services Dispatch team answered **2,673** live phone calls, completed **850** outbound calls, and resolved **154** voicemails.
- ❖ The Cruelty Tips Hotline received **8** calls in the month of March.
- ❖ Dispatchers spent 77 hours and 19 minutes on the phones in March and maintained an average wait time for calls to be answered at just **32** seconds in the direct Dispatch queue.



## Total Cases by Sub-Type Responded to in March 2024

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately 129 (19%) of the 676 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 March '24 vs. February '24



## Animal Cruelty/Neglect/Abuse Cases Under Investigation

In March, the Cruelty Investigation Team investigated and closed **170** animal cruelty case activities for our community, including **33** reports of animal abandonment, **114** reports of neglect, **22** reports of cruelty, and **1** report of cockfighting.

As of March 31, the Cruelty Investigations Team had **11** open animal cruelty cases still under investigation.

- ✓ 9 reports of general neglect
- ✓ 2 reports of abandonment

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

In March, the Cruelty Investigations Team obtained two search warrants through the Municipal Court of Kansas City, Missouri, that led to the confiscation of four dogs. These warrants pertained to investigations concerning animal abandonment, as delineated in section 14-11(b) of the KCMO Code of Ordinances. Before the seizure, Investigators diligently tried to reach the suspected animal owners multiple times, establishing at least 12 hours without care as required by the City Ordinance. Charges have been filed against the owners through the Municipal Court for the abandonment of these dogs.



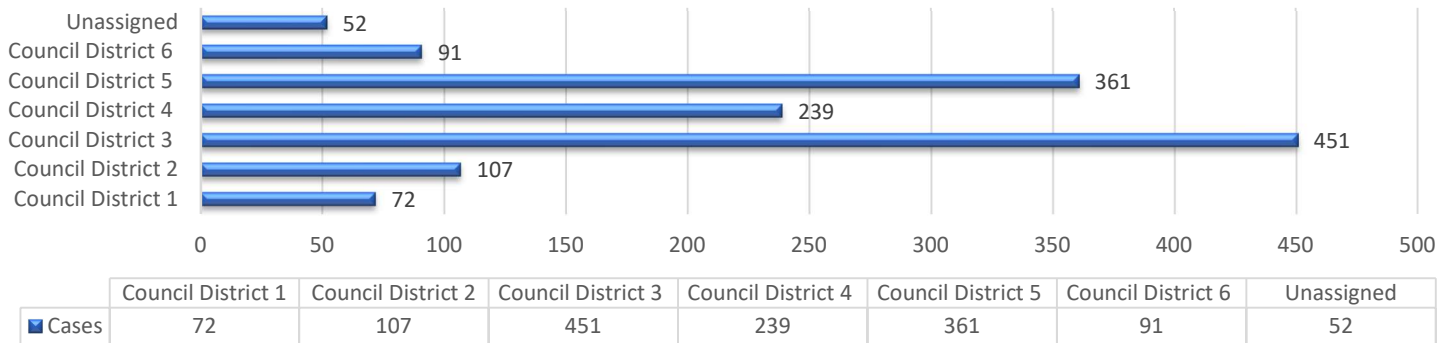
Cruelty Investigations Manager LaDue issued one Unfit Owner declaration, as sanctioned by section 14-5(e) of the KCMO Code of Ordinances. This declaration empowers Animal Services to deny an owner's request for the reclaim of an animal from the shelter if evidence indicates abuse or neglect. The dogs in question will undergo a mandatory holding period, during which the owner retains the right to appeal the declaration. If uncontested, ownership of the animals will transfer to KC Pet Project, who may proceed with disposition.

To ensure that Animal Cruelty Investigators are operating within legal boundaries, adhering to due process, and upholding individuals' rights, Manager LaDue and Chief Johnson conduct weekly meetings with KC Pet Project's in-house legal counsel. During these sessions, the actions of the division are thoroughly reviewed and assessed. This proactive approach not only enhances accountability within the team but also guarantees the delivery of professional services to our city. Through such rigorous reviews, we strengthen our cases and contribute to breaking the cycle of animal cruelty in an effective manner.



In March, Animal Cruelty Investigators issued 72 citations through the Municipal Court of Kansas City related to animal cruelty investigations. Not having a city license for dogs or cats was the most cited offense, followed by Inadequate Animal Care.

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



### Case Results for March 2024

Results for Cases with Animals	March '24	February '24	% Change
Animals Impounded by Officers	236	300	21% decrease
Wildlife Relocated/Transferred Out	25	32	22% decrease
Animals Returned Home by Officers	19	17	12% increase

Nineteen (19) 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 March 2024

Animal Services Division Seizures/Impounds	March 2024	February 2024
Abandoned in Home/Yard	19	62
Bite Quarantine	18	14
Cruelty/Neglect	2	3
Death of Owner	2	2
Dead on Arrival	4	7
Evictions	19	12
Injured	0	1
Other Ordinance Violations	2	0
Medical Emergency	4	2
Meet Police/MAST/Fire	0	0
Police Arrests	4	9
Sick	0	0
Signed Over by Owner in Field	37	42
Stray/At Large	125	145
<b>Total Animals Impounded:</b>	<b>236</b>	<b>300</b>

Impoundments by Species	
Dogs: 192	Cats: 39
Chickens: 2	Pigs: 1
Goat: 1	Rabbit: 1

## Compliance / Inspections / Permits

In March, Compliance Officer Oertwig issued four (4) Animal Display Permits, thirteen (13) 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.

## Dog/Cat Bites Investigated in March 2024

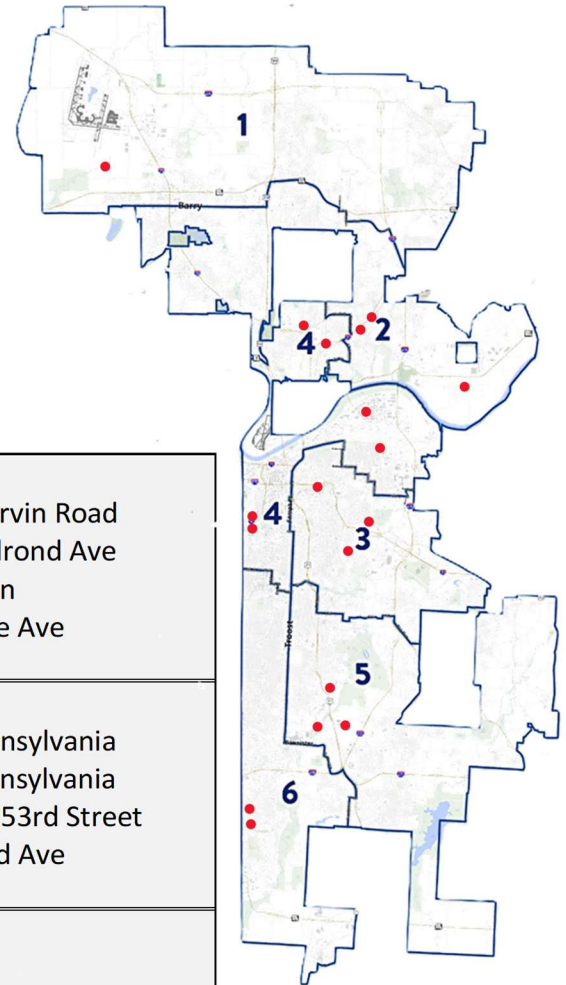
- ✓ Number of bites from dogs/cats occurring on their own property or inside a home: 58
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 52
- ✓ Number of bites from dogs/cats in which bite location is unclassified: 0

## Dangerous and Potentially Dangerous Dogs

KC Pet Project’s Animal Services Division declared one (1) dog *Potentially Dangerous* and one (1) dog *Dangerous* in March. Both declarations were upheld by default of the appeal period. Officers complete inspections at random intervals of declared dogs to ensure public safety and compliance with mandatory and prohibitory requirements of owning a declared dog.

## 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:



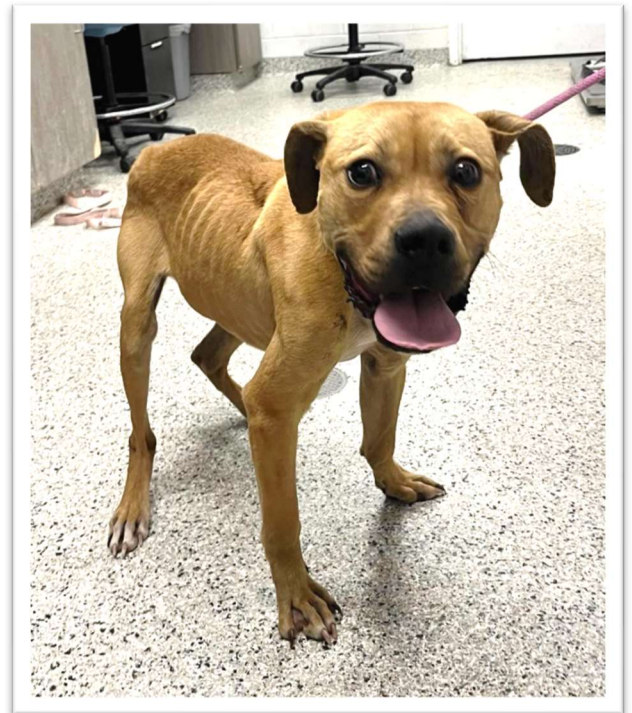
<p><b><u>Council District 1 Areas:</u></b></p> <ul style="list-style-type: none"> <li>✓ US 152 / North Amity Ave</li> </ul>	<p><b><u>Council District 2 Areas:</u></b></p> <ul style="list-style-type: none"> <li>✓ 4500 block of NE Parvin Road</li> <li>✓ 4200 block of N Walrond Ave</li> <li>✓ E 9th Street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

## Continuing Education and Training

- ❖ Animal Services Cruelty Investigators participated in two webinar trainings in March - *"Surviving a High-Profile Case: Living under Scrutiny and Not Jeopardizing the Case"* organized by the Justice Clearinghouse, as well as *"In it for the long haul: Combatting Compassion Fatigue and Enhancing Resiliency"* hosted by the Humane Society of the United States. The purpose of these training courses is to continue advancing the team's professionalism and enable them to make informed decisions when handling difficult cases without compromising integrity.
- ❖ On March 21, CEO Teresa Johnson, Chief Ryan Johnson, Manager LaDue, and Cruelty Investigator Walker attended a Kansas City Metro Animal Disaster Planning Workgroup hosted by the **Mid-America Regional Council (MARC)** to begin a series of discussions on available resources in the event of a natural disaster impacting the greater Kansas City area.

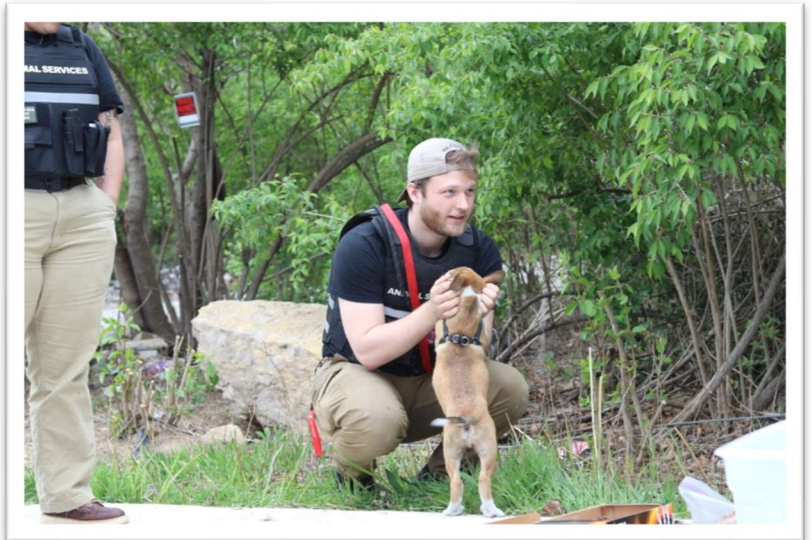
## Media Coverage/Public Education/Community Engagement

- ❖ Throughout March, the Animal Services Division conducted regular inspections of KCMO Parks, including Loose Park and Blue Valley Park. During these inspections, they conducted foot patrols and interacted with residents to provide information on the city's at-large laws and leash requirements. Such community engagement endeavors contribute to enhancing safety for both pets and people who frequent our public spaces.
- ❖ On March 4<sup>th</sup>, CEO Teresa Johnson, along with Chief of Animal Services Ryan Johnson, and Cruelty Investigations Manager Evan LaDue met with Claire Coughlin, Program Coordinator for the **Animals and Interpersonal Violence for the Animal Welfare Institute** in Washington D.C., to address the correlation between domestic violence and animal cruelty within Kansas City households.
- ❖ On March 4<sup>th</sup>, CEO Teresa Johnson, Chief Communications Officer Tori Fugate, and Chief Ryan Johnson presented year-end statistics and accomplishments with Councilman Nathan Willett of the 1st Council District and shared information surrounding barriers to pet retention in KCMO.
- ❖ On March 5<sup>th</sup>, CEO Teresa Johnson, Chief Communications Officer Tori Fugate, and Chief Ryan Johnson met with Morgan Said from the Mayor's office to present and discuss year-end data and provide information surrounding the lack of affordable pet-friendly housing in KCMO.
- ❖ On March 6<sup>th</sup>, Chief Johnson represented NACA and KCPP at the **National Animal Rescue and Sheltering Coalition**. Some of the other national organizations participating were American Humane, American Red Cross, ASPCA, AVMA, ASAR, Association for Animal Welfare Advancement, Association of Zoos & Aquariums, Code 3 Associates, IFAW, NASAAEP, Petco Love, PetSmart Charities and Red Rover.
- ❖ On March 9<sup>th</sup>, KC Pet Project shared on social media channels a story highlighting a warrant execution where two Saint Bernards were rescued after being abandoned when the owner moved out. The National Animal Care and Control Association (NACA) later shared this story on their social media page.
- ❖ On March 14<sup>th</sup>, KC Pet Project had an all-staff meeting and Chief Johnson gave an informational presentation to staff regarding procedural due process.
- ❖ On March 18<sup>th</sup>, Chief Johnson gave a national presentation on Community-Centered Field Programs for NACA's instructor-led course sponsored by Maddie's Fund.



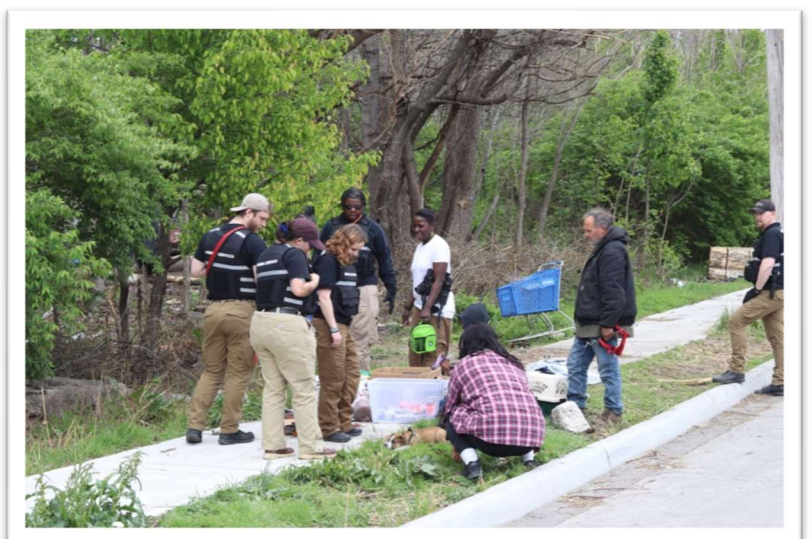
- ❖ On March 19<sup>th</sup> and on March 26<sup>th</sup> Field Services Manager Anna Redford gave **Canine Safety and Bite Prevention** presentations for the United States Postal Service workers at the James Cruz Station in KCMO and the Raytown Station.
- ❖ On March 20<sup>th</sup>, Chief Johnson gave a presentation to the Humane Society of the United States Law Enforcement Training Center regarding data collection and monthly data reporting for Animal Services Programs.
- ❖ On March 20<sup>th</sup>, Chief Johnson attended the monthly National Animal Care and Control Association Board Meeting.
- ❖ On March 27<sup>th</sup>, CEO Teresa Johnson and Chief Ryan Johnson attended a local community outreach collaborative meeting at Great Plains SPCA where we shared information about our Animal Services Division and the challenges we are facing today in animal welfare.
- ❖ We had 80 broadcast mentions and 11 news stories in March for a total reach of **53,541,759 million** people!
- ❖ KCTV5 featured a story in March about evictions being on the rise and the number of abandonment calls that our Animal Services Division is handling.

*Photo right and above: Animal Services Officers deliver resources to residents with pets living in a large houseless camp in Kansas City.*



- ❖ KCPP featured several social media stories about our Animal Services team in March. Our story of the dog Horton from January (rescued by Animal Services) reached national audiences in March when he was featured on ABC World News Tonight's 5:30 pm broadcast on March 23<sup>rd</sup>.

His story was also featured online on Good Morning America's website and Instagram page and The Dodo did a great social media video featuring him with more than **5 million views!**



## City Council District Overview for March 2024

<p><b>Council District 1:</b></p> <p>Total Unique Animal Services Cases in District: <b>72</b>                      Zip code with greatest number of case activities: 64157                      Stray/Animals at Large: 23                      Cruelty Investigations/Neglect: 9                      Dog/Cat Bites Investigated: 6                      Other Services (Police/Fire/MAST/Evictions): 4</p>	<p><b>Council District 4:</b></p> <p>Total Unique Animal Services Cases in District: <b>239</b>                      Zip code with greatest number of case activities: 64123                      Stray/Animals at Large: 108                      Cruelty Investigations/Neglect: 26                      Dog/Cat Bites Investigated: 18                      Other Services (Police/Fire/MAST/Evictions): 11</p>
<p><b>Council District 2:</b></p> <p>Total Unique Animal Services Cases in District: <b>107</b>                      Zip code with greatest number of case activities: 64151                      Stray/Animals at Large: 30                      Cruelty Investigations/Neglect: 11                      Dog/Cat Bites Investigated: 11                      Other Services (Police/Fire/MAST/Evictions): 6</p>	<p><b>Council District 5:</b></p> <p>Total Unique Animal Services Cases in District: <b>361</b>                      Zip Code with greatest number of case activities: 64134                      Stray/Animals at Large: 192                      Cruelty Investigations/Neglect: 32                      Dog/Cat Bites Investigated: 29                      Other Services (Police/Fire/MAST/Evictions): 14</p>
<p><b>Council District 3:</b></p> <p>Total Unique Animal Services Cases in District: <b>451</b>                      Zip code with greatest number of case activities: 64127                      Stray/Animals at Large: 270                      Cruelty Investigations/Neglect: 52                      Dog/Cat Bites Investigated: 33                      Other Services (Police/Fire/MAST/Evictions): 20</p>	<p><b>Council District 6:</b></p> <p>Total Unique Animal Services Cases in District: <b>91</b>                      Zip Code with greatest number of case activities: 64114                      Stray/Animals at Large: 31                      Cruelty Investigations/Neglect: 5                      Dog/Cat Bites Investigated: 8                      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,



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



Ryan Johnson, Chief of Animal Services, KC Pet Project