



KC PET PROJECT

## ANIMAL SERVICES DIVISION

— A SERVICE FOR THE CITY OF KCMO —

### KCPP Animal Services Division Report for May 2023

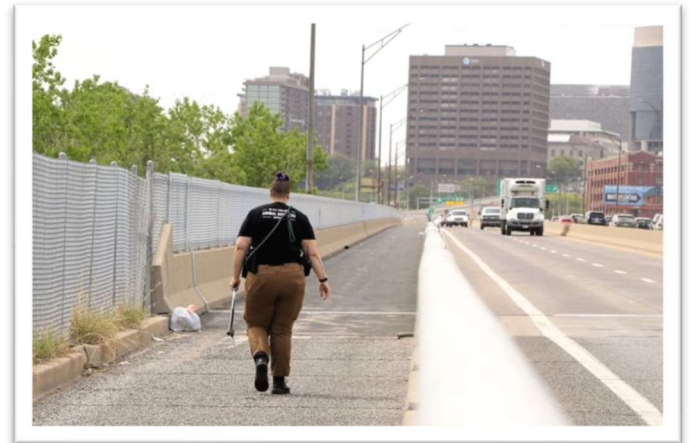
#### Citations Issued / Enforcement

In May 2023, officers issued **seventy-six (76)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. **This is a 230% increase in citations compared to May 2022.** In addition, officers issued twenty-one (21) verbal warnings for violations and five (5) 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.

**354 Municipal Court citations have been issued in the first 5 months of 2023 for non-compliance with KCMO animal ordinances.**

#### Community Presence

Animal Services Officers had 10 patrol vehicles in use daily in May. Officially marked patrol vehicles spent **637 hours** out in the community and traveled a total of **13,938 miles** throughout the city providing essential field services to our community.



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

Officers worked 1,394 cases in May 2023 (a 9.7% increase in cases from last month) and were dispatched to 1,887 unique case activities.

**1,887** 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 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 Required	Total Case Activities for the Month	% of Calls resulting in Case Creation	Percentage Change in Total Case Activities from Last Month
1,213	181	493	<b>1,887</b>	48%	5.5% increase

\*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. (They 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.

May 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	794	163	957	17%
IN > Dispatch – Dispatch Q	2,246	327	2,573	13%
IN > Dispatch – Dispatch After Hours Q	512	116	628	18%
<b>Dispatch INBOUND Performance</b>	<b>3,552</b>	<b>606</b>	<b>4,158</b>	<b>15%</b>
<b>Dispatch OUTBOUND Performance</b>	<b>856</b>	<b>320</b>	<b>1,176</b>	<b>N/A</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.

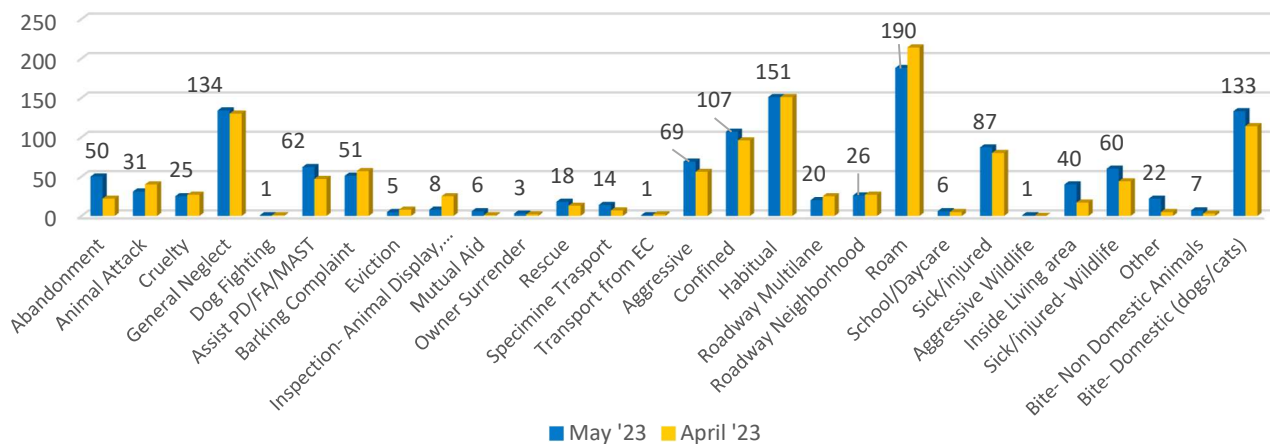
- ❖ Our Animal Services Dispatch team answered **3,552** live phone calls, completed **1,176** outbound calls, and resolved **283** voicemails.
- ❖ The Cruelty Tips Hotline received **13** calls in the month of May.
- ❖ The top three reasons in 2023 for calls to Dispatch have been: 1) Reporting roaming/stray animals (17%), 2) inquiries regarding ordinances, citations, or barking dog complaints (16%), and 3) case follow-up questions (10%).



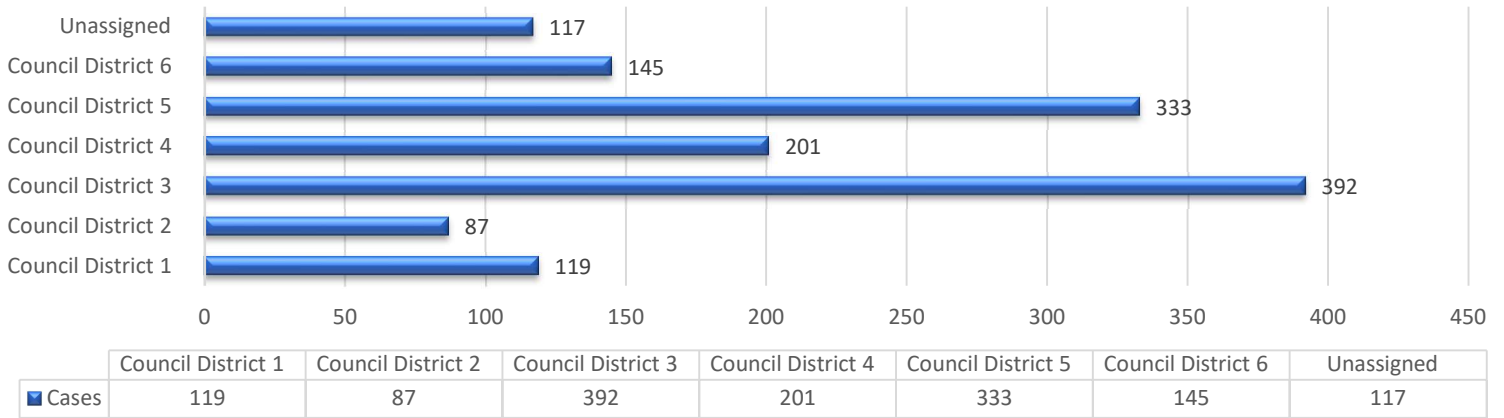
## Total Cases by Sub-Type in May 2023

Calls related to stray/roaming animals continue to comprise over half of our monthly call volume from residents. Approximately 115 (17%) of the 658 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 May '23 vs. April '23



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



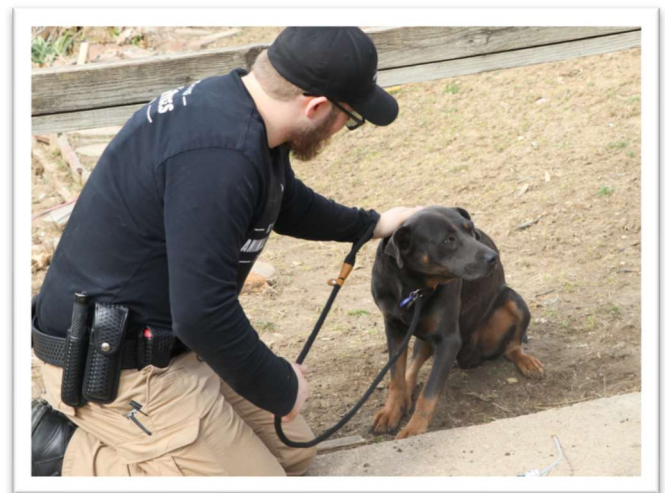
## Case Results for May 2023

Results for Cases with Animals	May '23	April '23	% Change
Animals Impounded by Officers	313	275	14% increase
Wildlife Relocated/Transferred Out	30	24	25% increase
Animals Returned Home by Officers	29	38	24% decrease

Twenty-nine (29) 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 May

Animal Services Division Seizures/ Impounds	May '23	April '23
Abandoned in Home/Yard	34	19
Bite Quarantine	13	20
Cruelty/Neglect	6	2
Death of Owner	4	2
Dead on Arrival	7	16
Evictions	2	10
Injured	1	1
Left in Cars	1	1
Medical Emergency	4	6
Meet P.D./MAST/Fire	1	1
Police Arrests	17	26
Sick	1	4
Signed Over by Owner in Field	10	5
Stray / At Large	212	165
<b>Total Animals Impounded:</b>	<b>313</b>	<b>278</b>



***The number of impounded dogs/cats has increased 6% over 2022 totals year-to-date.***

## 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 that have been reported as habitually roaming, public nuisances, or aggressive dogs that haven't yet been located:

**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

**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**

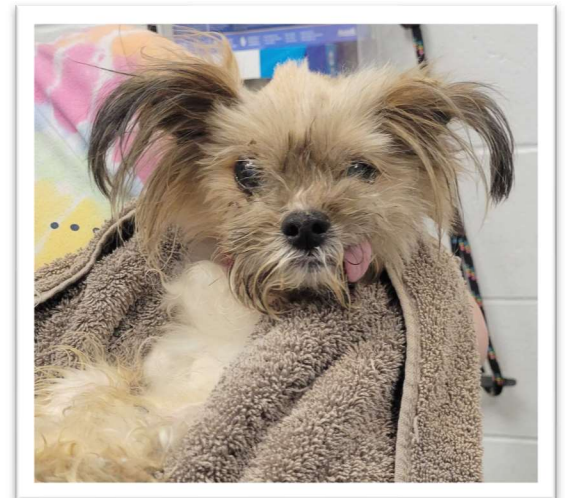
- No locations listed

## Animal Cruelty/Neglect/Abuse Cases Under Investigation

As of May 31<sup>st</sup>, the Cruelty Investigations Team had **72 open** animal cruelty cases under investigation:

- 5 reports of animal abandonment
- 54 reports of animal neglect
- 12 reports of animal cruelty
- 1 report of dogfighting

In May, the Cruelty Investigation Team **closed 174** animal cruelty case activities for our community, including investigating 49 reports of animal abandonment, 104 reports of neglect, 1 report of dogfighting and 20 reports of cruelty (including the elderly dog in the photo found abandoned in a locked kennel in a park).



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

Compliance Officer Oertwig issued three (3) Animal Display Permits in May. No Commercial Animal Establishment Permits, Small Animal permits or Domestic Animal Advocation permits were issued in May, and no exceptions were made for section 14-15 to the keepers of fowl or other small animals.

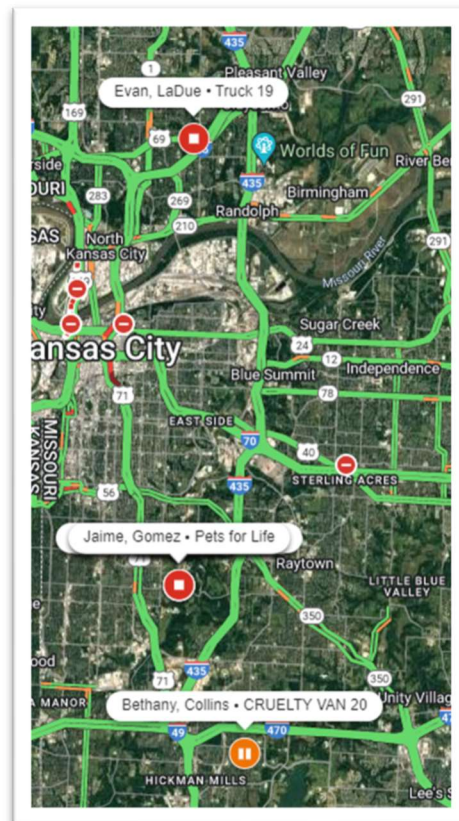


## Utilizing Technology in the Field

Animal Services utilizes modern software technology to facilitate the fastest possible response times, safety protocols, and on-going enforcement measures. Each patrol vehicle is equipped with a GPS device that integrates with **Fleetmatics Software** to show our dispatch team the location of each officer in the field. This program also monitors current traffic data so that officers can be routed to a call without any additional delay.

Not only does this software ensure faster response times, but it also tracks areas and addresses where officers have encountered dangerous situations and will notify the officer, Animal Services leadership, and our dispatch team if the officer is near a residence that presents a safety concern.

The program can now also alert officers in the field if they are near a known address for a dog that has been deemed “dangerous” or “potentially dangerous.” This allows officers to ensure that compliance with ordinances is being maintained by owners who are registered to own a dangerous or potentially dangerous dog, even while on another call, such as a report of a dog at large in that area.



## Media Coverage/Public Education/Community Engagement

- ❖ We featured several social media stories on our animal services team in May, including how officers are preparing to help pets in the heat and pets left in hot cars.
- ❖ Tori Fugate, Chief Communications Officer, was invited to join the National Animal Control Association (NACA) Marketing Committee. She is the first non-NACA Board member to receive an assignment as a committee member.
- ❖ Tori Fugate was asked by the Best Friends Animal Society’s Learning Advancement Team to present to their Executive Leadership Certification (ELC) students on effecting marketing and communications for shelters - more specifically how to navigate negativity and other tough situations that animal welfare agencies are currently facing. The Best Friends Executive Leadership Certification (ELC) program strengthens leadership skills and provides support for existing top-level animal welfare leaders. Participants are nominated by Best Friends regional and national leadership and approved by a selection team.
- ❖ On May 19<sup>th</sup>, Animal Services Officer Malissa Pennington was invited to present animal safety tips to 3<sup>rd</sup> grade students at Dogwood Elementary School (photo below).



## Other Department Activities

- ❖ In May, the Animal Services Division welcomed new Animal Services Officers Samantha Wyatt and Charles Copeland to our team. Our Dispatch team welcomed David Johnson and Matthew Ewoldt. Each new employee has started their initial onboarding training and we look forward to hosting our fourth officer training academy in early July.
- ❖ On May 25<sup>th</sup>, the KC Pet Project's Executive Leadership presented a continuing education course for our volunteers to discuss the topic of Capacity for Care and how all departments across the organization work together to promote lifesaving.
- ❖ On May 31<sup>st</sup>, all Animal Services Officers reviewed training procedures for dogs left unattended in vehicles without proper ventilation (photo right).

---

**KC Pet Project had 153 news and broadcast mentions during the month of May, which included several Animal Services stories. The reach on news articles and broadcast mentions was 40,168,195 million people.**

---

## Dog/Cat Bites Investigated in May 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: 45
- ❖ Number of bites from dogs/cats in which bite location is unclassified: 4



## Dangerous Dog Investigations and Declarations

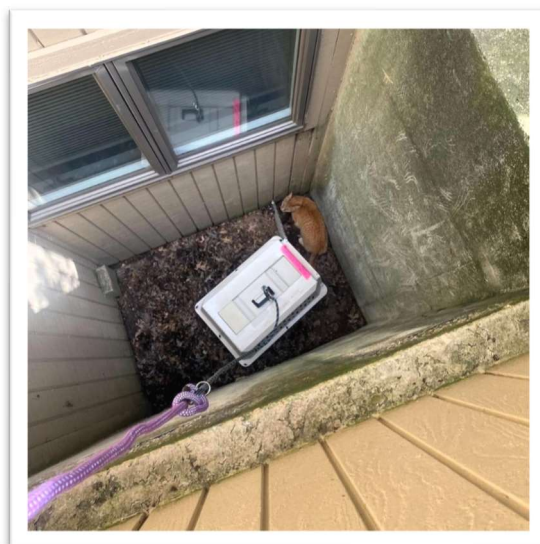
As of May 31<sup>st</sup>, there were 10 cases actively being investigated as Dangerous or Potentially Dangerous dog cases by our Dangerous Dog Case Administrator.

- ❖ Eight (8) declarations for Dangerous or Potentially Dangerous Dogs occurred in May.
- ❖ Two (2) appeal hearings were held, and seven (7) cases were closed following completed investigations.

---

**Four (4) criminal citations were issued to residents for failing to meet the compliance requirements to owning, keeping, or harboring a dangerous or potentially dangerous dog as outlined by the city code.**

---



Officers used their ingenuity to successfully rescue a cat that had fallen into a deep window well.

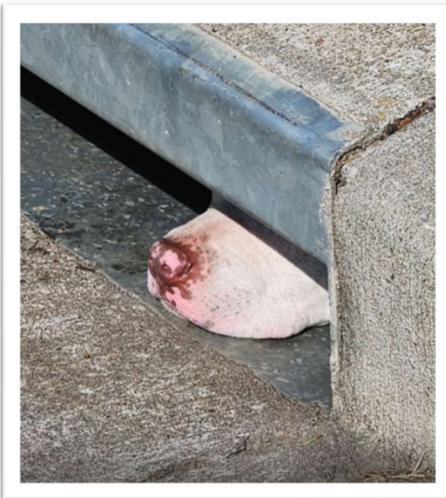
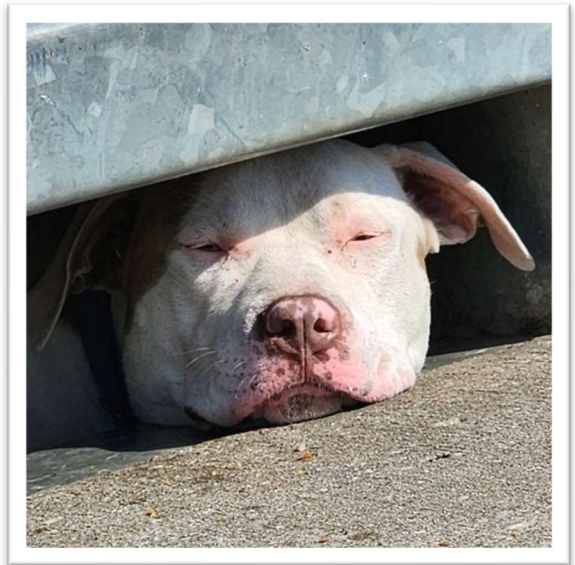


## Stories from the Field

On May 23<sup>rd</sup>, Animal Services Officers responded to investigate a report of a dog stuck inside a storm drain on Raytown Road. A neighborhood resident had been hearing unusual barking late at night for two days and began searching in the direction of the barking but was unable to determine the source of the sound. The next morning the barking continued, and the resident began looking again when a small white nose was seen sticking out of a nearby storm drain. Upon closer examination, a large, friendly brown and white dog had somehow become trapped inside a street storm drain.

When Animal Services Officers arrived on scene, they could see the dog was very fatigued from spending a long time trying to summon help. Animal Services immediately enlisted the help of the Kansas City Fire Department in removing the storm drain cover to access the area below the street. Once the heavy cover was removed, Chief Ryan Johnson lowered himself into the drain and was able to lift the 75 lb. dog out through the narrow opening.

The dog, the shelter named Georgie, was transported to the shelter to be checked out by our veterinary team. The dog was hungry and tired, but was not injured, and officers were unable to determine how this very large dog found himself in this very small space. Despite being featured on several TV station news stories and in social media, no one came forward to claim Georgie, but he was quickly adopted by a new family on June 3<sup>rd</sup>.



Also in May, Animal Services Officers were called to the Union Station Parking garage to rescue this coyote (left) suffering from mange (a parasitic skin mite resulting in severe itching, hair loss and secondary skin infections).

Officers transported him to Lakeside Nature Center where he could be treated and released into the wild.

## City Council District Overview for May 2023

### Council District 1:

Total Unique Animal Services Cases in District: **119**  
Zip code with greatest number of case activities: 64117  
Stray/Animals at Large: 44  
Cruelty Investigations/Neglect: 19  
Dog/Cat Bites Investigated: 15  
Other Services (Police/Fire/MAST/Evictions): 2

### Council District 2:

Total Unique Animal Services Cases in District: **87**  
Zip code with greatest number of case activities: 64155  
Stray/Animals at Large: 28  
Cruelty Investigations/Neglect: 7  
Dog/Cat Bites Investigated: 12  
Other Services (Police/Fire/MAST/Evictions): 4

### Council District 3:

Total Unique Animal Services Cases in District: **390**  
Zip code with greatest number of case activities: 64127  
Stray/Animals at Large: 186  
Cruelty Investigations/Neglect: 64  
Dog/Cat Bites Investigated: 29  
Other Services (Police/Fire/MAST/Evictions): 25

### Council District 4:

Total Unique Animal Services Cases in District: **202**  
Zip code with greatest number of case activities: 64123  
Stray/Animals at Large: 62  
Cruelty Investigations/Neglect: 39  
Dog/Cat Bites Investigated: 18  
Other Services (Police/Fire/MAST/Evictions): 6

### Council District 5:

Total Unique Animal Services Cases in District: **335**  
Zip Code with greatest number of case activities: 64132  
Stray/Animals at Large: 146  
Cruelty Investigations/Neglect: 55  
Dog/Cat Bites Investigated: 40  
Other Services (Police/Fire/MAST/Evictions): 17

### Council District 6:

Total Unique Animal Services Cases in District: **145**  
Zip code with greatest number of case activities: 64134  
Stray/Animals at Large: 55  
Cruelty Investigations/Neglect: 17  
Dog/Cat Bites Investigated: 14  
Other Services (Police/Fire/MAST/Evictions): 6

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*

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



Ryan Johnson, Chief of Animal Services, KC Pet Project