



KC PET PROJECT

ANIMAL SERVICES DIVISION

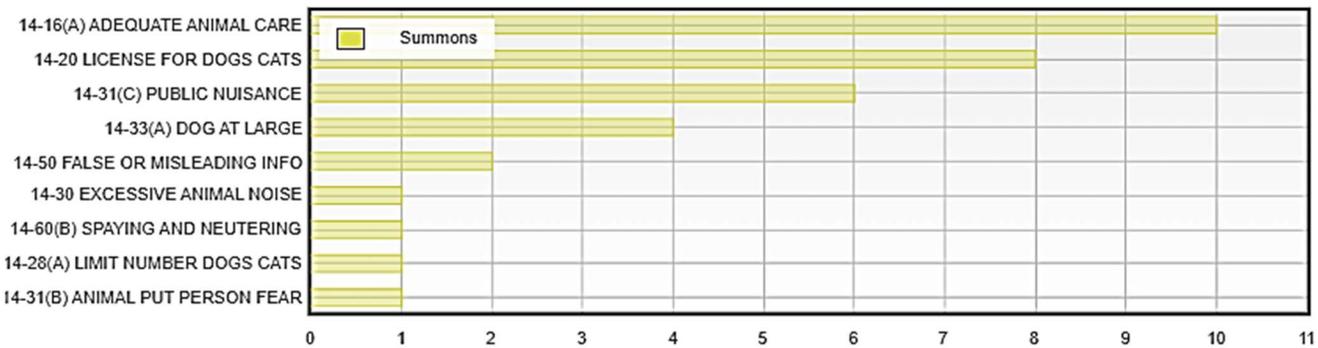
A SERVICE FOR THE CITY OF KCMO

KCPP Animal Services Division Report for November 2023

Citations Issued / Enforcement

In November 2023, officers issued **thirty-five (35)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued twenty-five (25) 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. **Officers completed 26 resource deliveries to residents who otherwise might have been charged for not having the necessary animal-related resources to be compliant with local law.**

Types of Municipal Citations Issued in November



Community Presence

Animal Services Officers had 8 patrol vehicles in use daily in November. Officially marked patrol vehicles spent **676 hours** out in the community and traveled a total of **13,779 miles** throughout the city providing essential field services to the community.

Animal Services Division – Total Case Activities for November

Officers worked 1,439 unique cases in November 2023 and were dispatched to **1,853** unique case activities -- 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.



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.

November 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	578	45	623	7%
IN > Dispatch – Dispatch Q	2,022	118	2,140	6%
IN > Dispatch – Dispatch After Hours Q	292	52	344	15%
Dispatch INBOUND Performance	2,892	215	3,107	7%
Dispatch OUTBOUND Performance	890	177	1,067	Avg 311-Queue Ring Time: 26 seconds
Total Performance for November 2023	3,782	392	4,174	

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

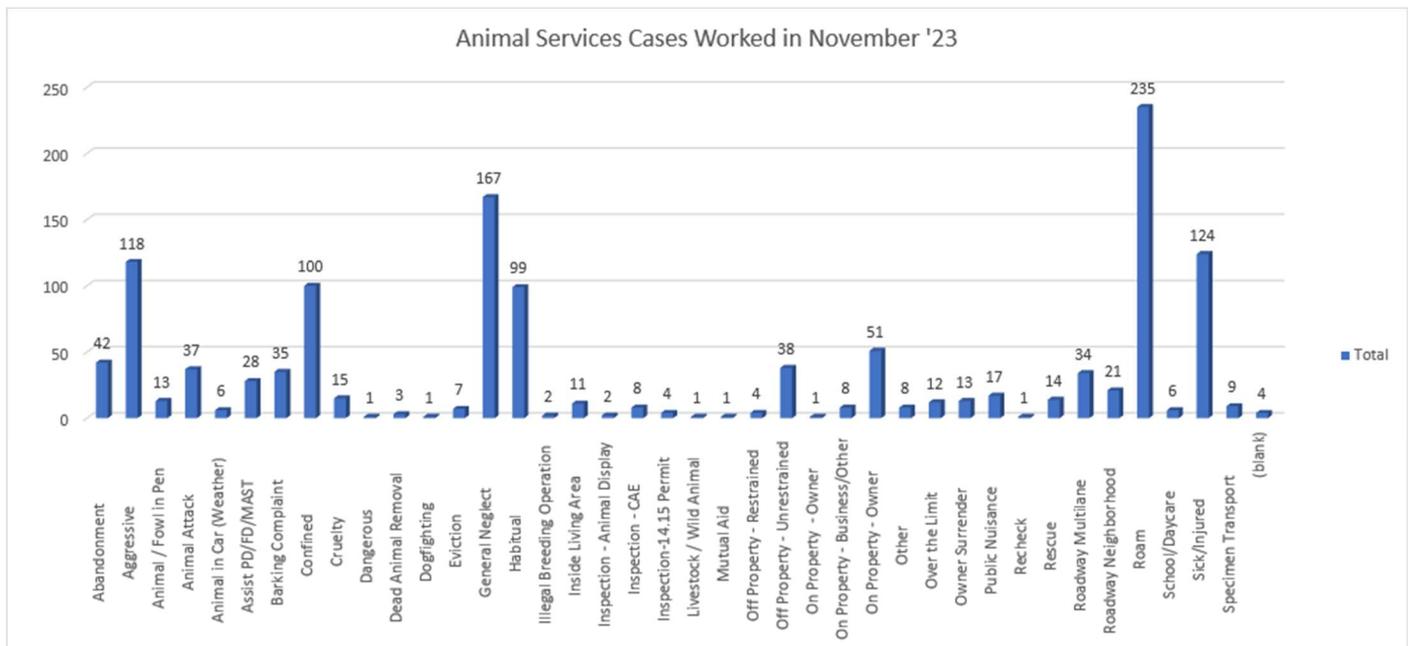
Dispatch Queue: Calls received from residents who call us directly to report an animal control-related issue or concern.

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

- ❖ Our Animal Services Dispatch team answered **2,892** live phone calls, completed **1,067** outbound calls, and resolved **130** voicemails.
- ❖ The Cruelty Tips Hotline received **18** calls in the month of November.
- ❖ Our average wait time for calls to be answered through the 311 Call Center menu was **26 seconds** in November. Our Dispatch Team maintained a call abandonment rate of just 6.5% during the hours of 7:00 AM – 7:00 PM.

Total Cases by Sub-Type in November 2023

Calls related to stray/roaming animals continue to comprise over half of our monthly call volume from residents. Approximately 162 (29.4%) of the 551 stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.



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:

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
- ✓ Loose Park Area

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
- ✓ 3100 block of E 80th Street

Council District 6

- ✓ No directed patrols

Animal Cruelty/Neglect/Abuse Cases Under Investigation

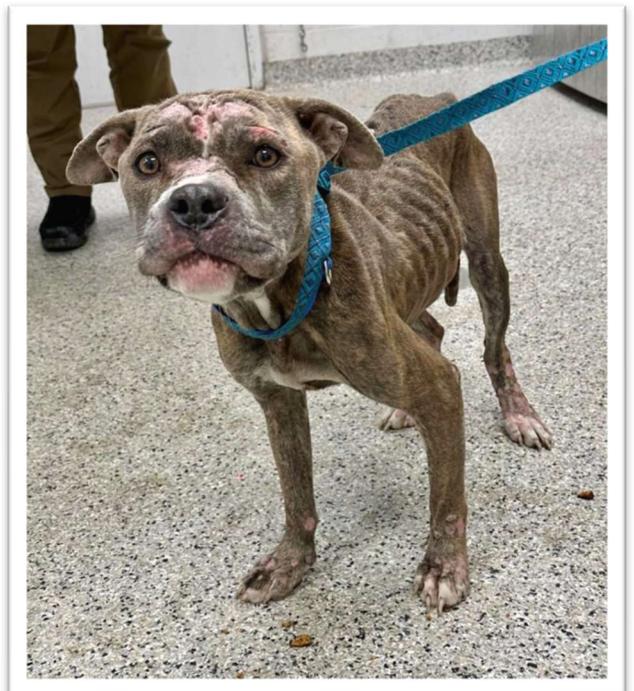
As of November 30, the Cruelty Investigations Team had **20 open** animal cruelty cases under investigation:

- ✓ **2** reports of animal abandonment
- ✓ **1** report of animal neglect
- ✓ **17** reports of animal cruelty

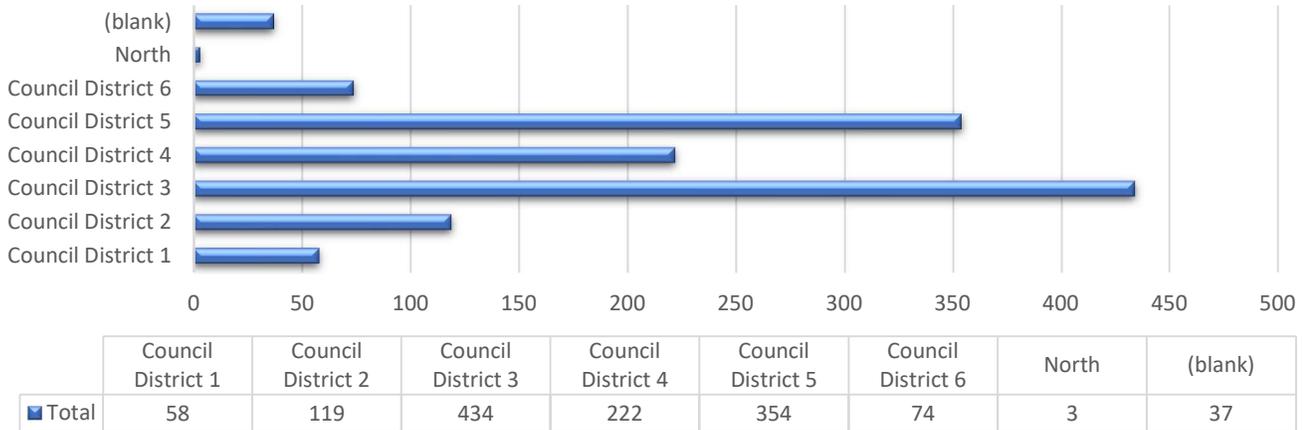
In November, the Cruelty Investigation Team **closed 225** animal cruelty case activities for our community, including 42 reports of animal abandonment, 1 report of dogfighting, 167 reports of neglect, and 15 reports of cruelty.

Dog/Cat Bites in November 2023

- ✓ Number of bites from dogs/cats occurring on their property or inside the home: 60
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 42
- ✓ Number of bites from dogs/cats taking place at business: 8



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



In November 2023, calls from Council Districts 3 and 5 represented **60.5%** of our overall call volume.

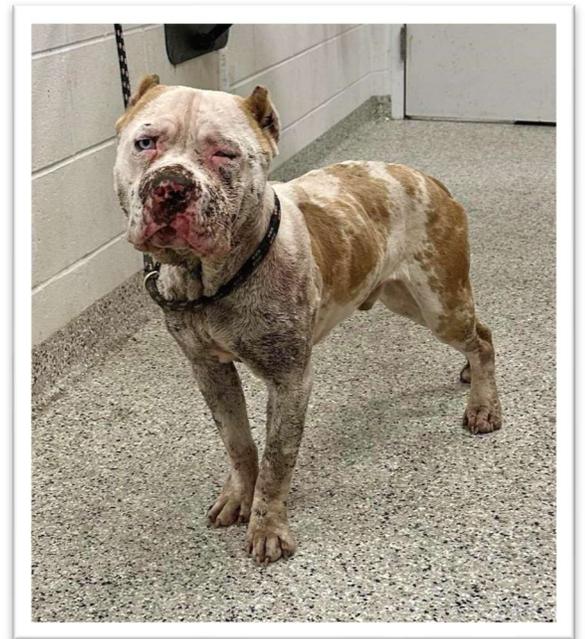
Case Results for November 2023

Results for Cases with Animals	November '23	October '23	% Change
Animals Impounded by Officers	286	322	11% decrease
Wildlife Relocated/Transferred Out	18	41	50% decrease
Animals Returned Home by Officers	48	39	23% increase

Forty-eight (48) loose/lost pets 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 November 2023

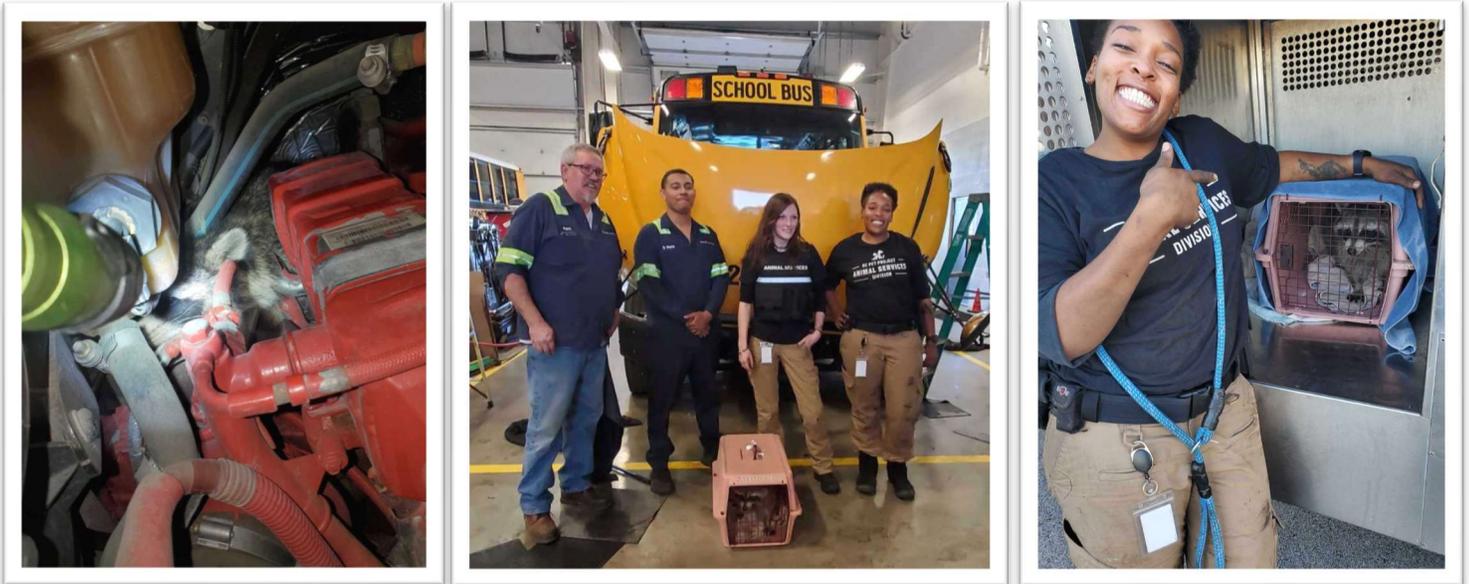
Animal Services Division Seizures/Impounds	November 2023	October 2023
Abandoned in Home/Yard	38	34
Bite Quarantine	10	14
Cruelty/Neglect	0	2
Death of Owner	8	4
Dead on Arrival	3	3
Evictions	9	14
Injured	1	1
Other Ordinance Violations	0	25
Medical Emergency	9	7
Meet Police/MAST/Fire	1	1
Police Arrests	13	6
Sick	1	0
Signed Over by Owner in Field	38	27
Stray/At Large	155	184
Total Animals Impounded:	286	322



Stories from the Field – School Bus Stowaway

On November 3rd, Animal Services Dispatch received a report of a raccoon stuck in the engine of a school bus at the school district's maintenance garage. Animal Services Officers Hodges and Williams responded to assist. The frightened raccoon had buried himself deep in the engine block and could not be reached utilizing common rescue equipment. (Further investigation led the officers to believe that the raccoon had actually been living on the bus for quite some time).

After many hours collaborating with the school bus mechanics and trying to free the raccoon, our officers were eventually able to reach the raccoon and rescue him. Animal Services Officers Williams and Hodges got covered in motor oil, but that didn't matter to them. What mattered was safely capturing the raccoon who was displaying symptoms of illness and needed help. Officers transported the little stowaway to Lakeside Nature Center for medical treatment.



Compliance / Inspections / Permits

In November, Compliance Officer Oertwig issued one (1) Animal Display Permit, ten (10) 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.

Continuing Education and Training

- ❖ On November 3rd, Chief Ryan Johnson and Cruelty Investigations Manager LaDue attended our 3rd quarter check-in with representatives from Rose Brooks Center and Synergy Services to share data regarding our Identify-Connect-Unite (ICU) program designed to provide services quicker to victims of domestic violence.
- ❖ On November 7th, The Animal Services Leadership team attended the *Child and Animal Neglect and Abuse Coalition (CANA)* meeting for the Kansas City region.
- ❖ On November 15th, The Animal Services Division hosted a community walk-in hiring event to fill vacant positions within the Division.
- ❖ On November 29th, Chief Ryan Johnson and Cruelty Investigations Manager LaDue attended the *International Society for Animal Forensic Sciences "Coffee Talk"* presentation on Decomposed Animal Bodies from Dr. Adam Stern, DVM of the University of Florida.



Media Coverage/Public Education/Community Engagement

- ❖ Our Animal Services team assisted in delivering resources to our community through KC Pet Project's drive-thru pet food event on November 17th - serving **202** families in KCMO with **730** pets in need.
- ❖ We featured several social media stories about the work of our Animal Services team in November, including how Animal Services Officers worked with our veterinary team to help a dog named Daisy get back to her owner, how a dog in distress named Wispy Windy was saved by our Animal Services team, and we shared a video on Instagram and TikTok of Chief Ryan Johnson capturing an alligator in a garage – with the TikTok video being viewed more than 65,000 times.
- ❖ We had **168** news stories and broadcast mentions during the month of November. Total reach was **307,415,683** million people.



KCPP's Animal Services Division and Kansas City Police Department Partner on Advanced Animal Cruelty Training



On November 30th, KC Pet Project's Animal Services Division partnered with the Kansas City, MO Police Department to co-host **Advanced Animal Cruelty Training** for local law enforcement, veterinarians, prosecutors, code enforcement, and animal services officers. This training was provided to us through the Humane Society of The United States (HSUS) and their Law Enforcement Training Center.

This training was POST-certified, and attendees received 8 hours of classroom instruction that discussed in-depth techniques for successfully documenting, investigating, and prosecuting animal cruelty cases. While the education was exceptional, it also provided multiple agencies to come together in person

to collaborate and network with one another. In attendance were detectives from KCPD's Property Crimes Division, and officers from Blue Springs Animal Control, Raytown Animal Control, Independence Animal Control, Gladstone Animal Control, Liberty Animal Control, North Kansas City Animal Control, and the Jackson County Prosecutor's Office.

Our next training course with the KC Police Department is scheduled for January 4th on **Advanced Animal Fighting Investigations**.



Stories from the Field – Building Dog Houses for our Community

With winter weather on the way, our Animal Services Division was already receiving more requests for resources from KCMO residents than ever before. This included requests for dog houses to provide humane shelter for outdoor dogs. On Saturday, November 18th, KCPP's Animal Services Division held a Dog House Building Event to build 25 large dog houses that could be donated to families in need.

An online fundraiser was held to cover the cost of lumber and supplies, and the paint was donated from a local business. Staff and volunteers worked in teams to cut, assemble, and paint dog houses to help families that would otherwise not be able to afford a doghouse for their dog. Officers will be able to deliver these houses to KCMO residents or provide a voucher for residents to pick one up at the shelter (photos next page).



City Council District Overview for November 2023

Council District 1:

Total Unique Animal Services Cases in District: **58**
Zip code with greatest number of case activities: 64155
Stray/Animals at Large: 13
Cruelty Investigations/Neglect: 5
Dog/Cat Bites Investigated: 6
Other Services (Police/Fire/MAST/Evictions): 2

Council District 2:

Total Unique Animal Services Cases in District: **119**
Zip code with greatest number of case activities: 64119
Stray/Animals at Large: 46
Cruelty Investigations/Neglect: 26
Dog/Cat Bites Investigated: 10
Other Services (Police/Fire/MAST/Evictions): 2

Council District 3:

Total Unique Animal Services Cases in District: **434**
Zip code with greatest number of case activities: 64127
Stray/Animals at Large: 210
Cruelty Investigations/Neglect: 65
Dog/Cat Bites Investigated: 35
Other Services (Police/Fire/MAST/Evictions): 10

Council District 4:

Total Unique Animal Services Cases in District: **222**
Zip code with greatest number of case activities: 64111
Stray/Animals at Large: 96
Cruelty Investigations/Neglect: 39
Dog/Cat Bites Investigated: 15
Other Services (Police/Fire/MAST/Evictions): 16

Council District 5:

Total Unique Animal Services Cases in District: **354**
Zip Code with greatest number of case activities: 64132
Stray/Animals at Large: 211
Cruelty Investigations/Neglect: 89
Dog/Cat Bites Investigated: 21
Other Services (Police/Fire/MAST/Evictions): 25

Council District 6:

Total Unique Animal Services Cases in District: **74**
Zip code with greatest number of case activities: 64114
Stray/Animals at Large: 22
Cruelty Investigations/Neglect: 13
Dog/Cat Bites Investigated: 7
Other Services (Police/Fire/MAST/Evictions): 3

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