



KC PET PROJECT

ANIMAL SERVICES DIVISION

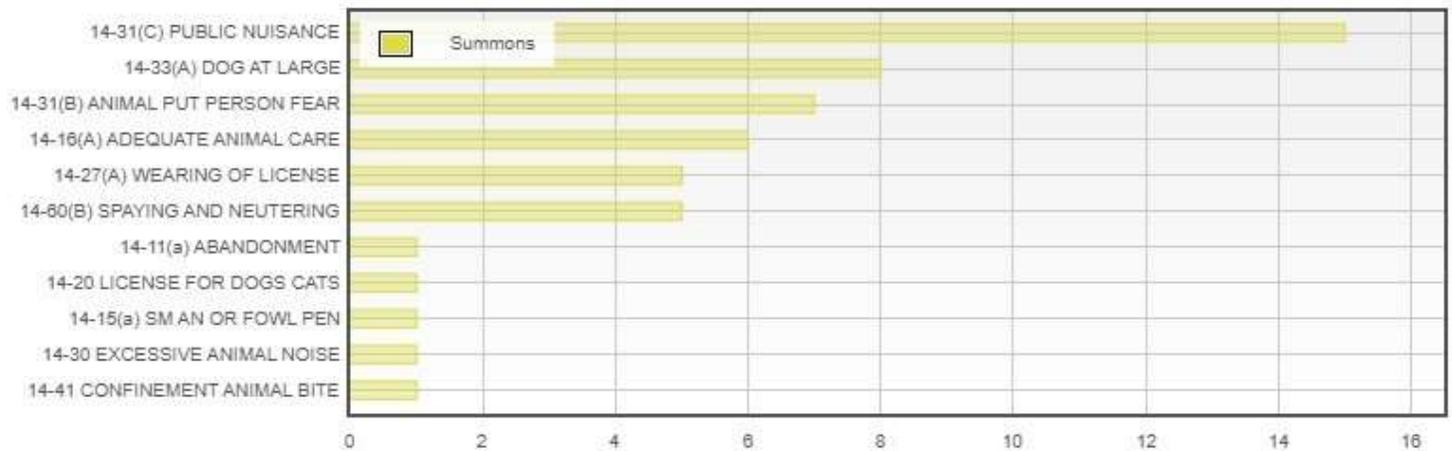
— A SERVICE FOR THE CITY OF KCMO —

KCPP Animal Services Division Report for November 2024

Citations Issued / Enforcement

In November 2024, officers issued **sixty-six (66)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. 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 806 criminal citations through Municipal Court have been issued so far in 2024.*

Types of Municipal Citations Issued in November 2024



Community Presence

Animal Services Officers had 6 patrol vehicles in use daily in November. Officially marked patrol vehicles spent **830 hours** in the community and traveled **15,981 miles** throughout the city providing essential field services to our community.

Animal Services Division – Total Case Activities for November 2024

Officers performed **1,684 total case activities** and were dispatched to **1,162 unique cases** in November -- 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
1,093	69	522	1,684	44.4%

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.

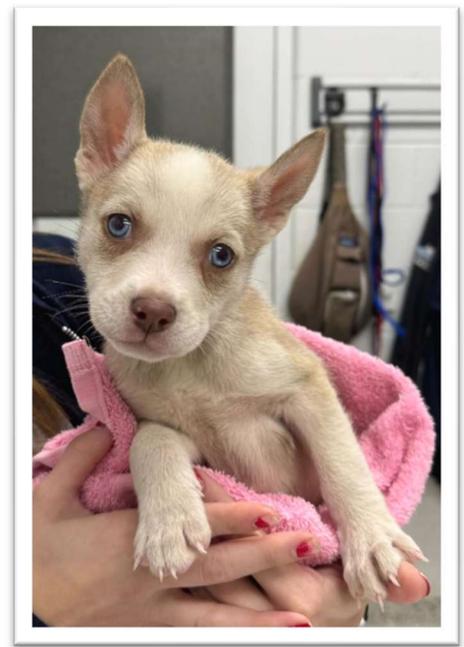
November 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	10	2	12	17%
IN > Dispatch – Dispatch Q	2110	167	2277	7%
IN > Dispatch – Dispatch After Hours Q	340	65	405	16%
Dispatch INBOUND Performance	2,460	234	2,694	1%
Dispatch OUTBOUND Performance	492	118	610	N/A
Total Performance for November 2024	2,952	352	3,304	11%

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.

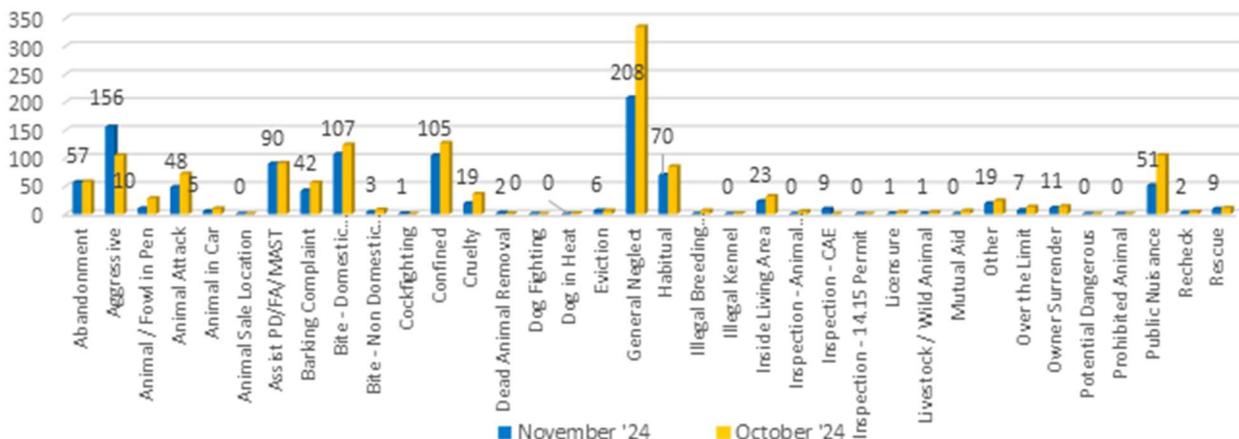
- ✓ Our Animal Services Dispatch team answered **2,460** live phone calls, completed **610** outbound calls, and resolved 151 voicemails.
- ✓ Dispatchers spent a total of 43 hours and 38 minutes on the phones in November, with a call wait time averaging 36 seconds for the direct dispatch queue and an abandonment rate of 7%.
- ✓ The Cruelty Tips Hotline received **6** calls in the month of November.



Total Cases by Sub-Type Responded to in November 2024

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately **178** (30%) of the **587** 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 November '24 vs. October '24



Animal Cruelty/Neglect/Abuse Cases Under Investigation



At the end of November, the Cruelty Investigations Team had 37 open animal cruelty cases under investigation.

- ✓ **34** reports of general neglect
- ✓ **3** reports of cruelty

Throughout November, the Cruelty Investigation Team investigated and closed **186** animal cruelty case activities for our community, including **43** reports of animal abandonment, **133** reports of neglect, and **9** reports of cruelty, and 1 report of cockfighting.

Stories from the Field – Abandoned Puppies at a Gas Station

On November 10, 2024, Animal Services Officer Bryant was enroute to a call when she observed a dog crate sitting in a KCMO gas station parking lot at Holmes and E. 99th. Bryant immediately pulled over and found three (3) emaciated Boxer puppies locked inside the abandoned crate. Officer Bryant transported the puppies to the

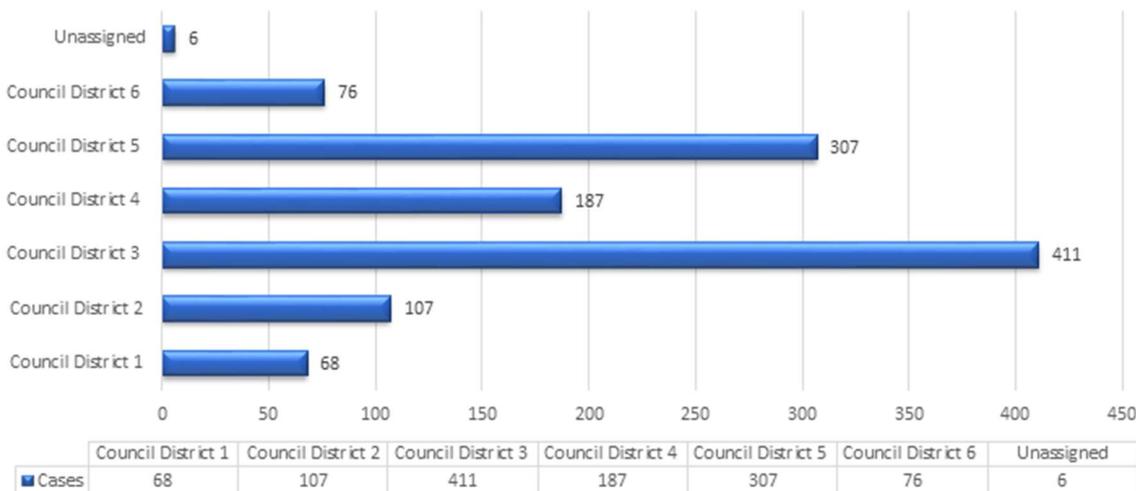
shelter to receive food and medical care. Unfortunately, the gas station employees did not observe who abandoned the puppies and no camera footage was available to identify the people responsible for this cruel act.

Case Results for November 2024

Results for Cases with Animals	November 2024	October 2024	% Change
Animals Impounded by Officers	283	349	19% decrease
Wildlife Relocated/Transferred Out	17	45	62% decrease
Animals Returned Home by Officers	31	43	28% decrease

Thirty-one (31) loose/lost animals (31 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.

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



Compliance / Inspections / Permits

In November, Compliance Officer Oertwig issued one (1) Animal Display Permit, fourteen (14) Commercial Animal Establishment Permits, no Domestic Animal Advocation 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.

Reasons for Animals Impounded by Officers in November 2024

Animal Services Division Seizures/Impounds	November 2024	October 2024
Abandoned in Home/Yard	29	29
Bite Quarantine	21	8
Court Order	4	0
Cruelty/Neglect	0	1
Death of Owner	1	7
Dead on Arrival	1	8
Evictions	3	2
Left in Vehicle	2	0
Other Ordinance Violations	0	3
Medical Emergency	0	13
Meet Police/MAST/Fire	1	0
Police Arrests	3	11
Signed Over by Owner in Field	12	32
Stray/At Large	206	234
Total Animals Impounded:	283	349

The number of dogs impounded by Animal Services was up nearly **12%** in November and is up nearly **15%** from 2023. The number of cats impounded year-to-date is up 13.5% over 2023 due to several large scale over-the-limit neglect cases.

Impoundments by Species

- Dogs 239
- Cats 40
- Goats 2
- Cattle 1
- Fowl 1

Continuing Education and Training

- ❖ On November 6th, Animal Services Officers trained with Lakeside Nature Center’s Director, Jacque Blessington, about humane capture, restraint, and handling of wildlife animals found within Kansas City, Missouri.
- ❖ On November 8th, the leadership team at KC Pet Project gathered to assess and implement new standardized training requirements for Animal Services Officers. These enhanced training opportunities and in-field evaluations are designed to ensure the delivery of top-quality services to the residents of Kansas City, Missouri, while supporting the ongoing development of skilled and professional officers in our department.

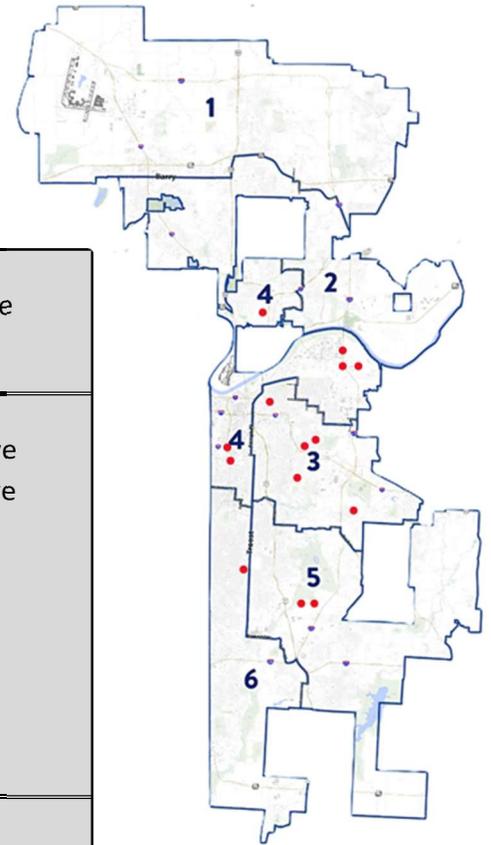
Media Coverage/Public Education/Community Engagement

- ❖ On November 8th, our Field Services Outreach Programs Administrator met with a local partner to discuss building and donating a large number of large doghouses for donation to our community. These houses would be distributed by officers to dog owners in need of adequate shelter for their pets. Dog shelters remain a crucial resource that our officers are frequently asked for, but they are costly and difficult to secure as donations. Collaborations like this help us offer additional support to our community.
- ❖ The Animal Services Division is making plans to hold our annual Project Pet Warmth event in the next month or so to help people in our community with free pet foods, dog houses, straw, and cold weather supplies.



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, sometimes 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>Council District 1 Areas:</p> <ul style="list-style-type: none"> ✓ No Directed Patrols currently 	<p>Council District 2 Areas:</p> <ul style="list-style-type: none"> ✓ 4200 block of N. Walrond Ave
<p>Council District 3 Areas:</p> <ul style="list-style-type: none"> ✓ Lykins Park area ✓ 4500 block of Hanover Ct ✓ 5000 block of S. Benton Blvd ✓ E 23rd St & Van Brunt ✓ 3400 block of Monroe Ave ✓ 2600 block of Askew Ave ✓ E 23rd St & Lydia Ave ✓ E 47th & Sycamore Ave 	<p>Council District 4 Areas:</p> <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 ✓ 600 block of Avenida Cesar E Chavez ✓ 300 block of N Hardesty
<p>Council District 5 Areas:</p> <ul style="list-style-type: none"> ✓ 3100 & 3200 blocks of E 80th St ✓ 7200 block of E 89th Terrace 	<p>Council District 6 Areas:</p> <ul style="list-style-type: none"> ✓ Loose Park area

Dangerous Dog Investigations & Declarations in November 2024

Our Dangerous Dog Investigator **declared four (4) dogs** as Potentially Dangerous Dogs last month for violations of Section 14-29 of the Code of City Ordinances.

- ❖ Of the four (4) declarations, one (1) owner appealed the decision, and a hearing was held with the City Attorney's Office. KC Pet Project's decision to declare this dog as Potentially Dangerous was upheld by the judge and an order was issued to the owner to come into compliance with the provisions outlined in Section 14-29(b).
- ❖ Animal Services Officers acquired and executed **two (2) search warrants** through the Municipal Court of Kansas City, Missouri for the removal of dogs involved in Dangerous Dog incidents. Warrants are acquired when owners fail to comply with certain sections of Chapter 14.

Dog/Cat Bites Investigated in November 2024

- ✓ Number of bites from dogs/cats occurring on their own property or inside a home: 61
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 46

Stories from the Field – Dog Rescued by Officers from Severe Entanglement

On November 11, 2024, Animal Cruelty Investigator Adams responded to a call for service at the 2400 block of Chelsea Avenue. Upon arrival, Investigator Adams found a dog in severe distress, entangled in an inappropriately tied tether to the point where she could no longer stand and was trapped in an unnatural position. Officer Adams worked quickly to free the dog.

Through further investigation, the individual responsible for placing the life-threatening tether on the dog was identified and issued citations through the Municipal Court of Kansas City, Missouri. Citations were issued for inadequate care of the dog that was entangled, as well as for two other dogs found to be on the property.



Stories from the Field – Cattle Call



On November 6th, Animal Services Officers received a call about a cow that was behind a business on E. 75th Terrace. When officers arrived, employees at the location said camera footage from outside the business showed three people on motorcycles chasing the frightened cow into the area around 3:00 AM.

Officers searched the area, but no one knew of any cattle that were owned in the area. The cow was loaded into a trailer and taken to a farm for its mandatory stray hold and later adopted by the farm's owner.

City Council District Overview for November 2024

Council District 1:

Total Unique Animal Services Cases in District: **66**
Zip code with greatest number of case activities: 64155
Stray/Animals at Large: 19
Cruelty Investigations/Neglect: 5
Dog/Cat Bites Investigated: 8
Other Services (Police/Fire/MAST/Evictions): 1

Council District 2:

Total Unique Animal Services Cases in District: **106**
Zip code with greatest number of case activities: 64119
Stray/Animals at Large: 48
Cruelty Investigations/Neglect: 13
Dog/Cat Bites Investigated: 6
Other Services (Police/Fire/MAST/Evictions): 3

Council District 4:

Total Unique Animal Services Cases in District: 184
Zip code with greatest number of case activities: 64123
Stray/Animals at Large: 91
Cruelty Investigations/Neglect: 20
Dog/Cat Bites Investigated: 17
Other Services (Police/Fire/MAST/Evictions): 6

Council District 5:

Total Unique Animal Services Cases in District: **308**
Zip Code with greatest number of case activities: 64132
Stray/Animals at Large: 161
Cruelty Investigations/Neglect: 42
Dog/Cat Bites Investigated: 36
Other Services (Police/Fire/MAST/Evictions): 14

Council District 3:

Total Unique Animal Services Cases in District: **405**
Zip code with greatest number of case activities: 64127
Stray/Animals at Large: 224
Cruelty Investigations/Neglect: 50
Dog/Cat Bites Investigated: 34
Other Services (Police/Fire/MAST/Evictions): 15

Council District 6:

Total Unique Animal Services Cases in District: **76**
Zip Code with greatest number of case activities: 64114
Stray/Animals at Large: 37
Cruelty Investigations/Neglect: 7
Dog/Cat Bites Investigated: 5
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

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E. LaDue

Evan LaDue, Manager of Cruelty Investigation, KC Pet Project