



KC PET PROJECT

## ANIMAL SERVICES DIVISION

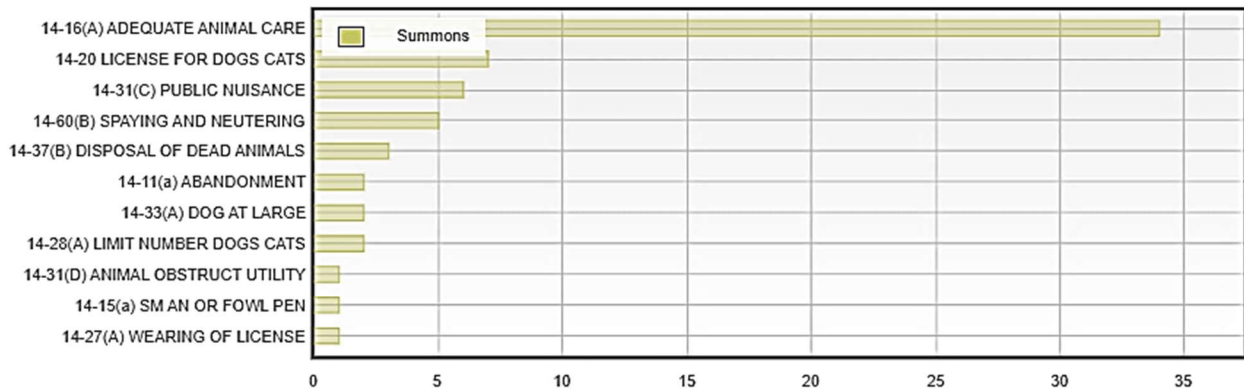
— A SERVICE FOR THE CITY OF KCMO —

### KCPP Animal Services Division Report for October 2023

#### Citations Issued / Enforcement

In October 2023, officers issued **sixty-six (66)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. **This is a 175% increase compared to October 2022.** In addition, officers issued twenty-two (22) verbal warnings for violations and eight (8) 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. **One animal cruelty case was referred to the Jackson County Prosecutor’s Office for state-level prosecution.**

#### Types of Municipal Citations Issued in October



#### Community Presence

Animal Services Officers had 7 patrol vehicles in use daily in October. Officially marked patrol vehicles spent **708 hours** out in the community and traveled a total of **14,713 miles** throughout the city providing essential field services to our community.

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

Officers worked 1,439 unique cases in October 2023 (a 2.8% decrease in cases from last month) and were dispatched to **1,876** 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.

|  |                                       |  |  |  |
|--|---------------------------------------|--|--|--|
|  |                                       |  |  |  |
| <b>Calls from Residents Resulting in Cases</b> | <b>Online Reports Received by ASD</b> | <b>Case Follow Up Activities Performed</b> | <b>Total Case Activities for the Month</b> | <b>% of Calls resulting in Case Creation</b> |
| <b>1,242</b>                                   | <b>197</b>                            | <b>437</b>                                 | <b>1,876</b>                               | <b>35.2%</b>                                 |

## 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 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.

| October 2023                              | Answered | Unanswered | Total Calls | Abandoned Rate %                       |
|---|----------|------------|-------------|--|
| IN > Dispatch – 311 Queue                 | 736      | 58         | 794         | 7.3%                                   |
| IN > Dispatch – Dispatch Q                | 2,427    | 130        | 2,557       | 5.1%                                   |
| IN > Dispatch – Dispatch After Hours Q    | 356      | 63         | 419         | 15%                                    |
| Dispatch INBOUND Performance              | 3,519    | 251        | 3,770       | 9.1%                                   |
| Dispatch OUTBOUND Performance             | 1,030    | 185        | 1,215       | Avg 311-Queue Ring Time:<br>27 seconds |
| <b>Total Performance for October 2023</b> | 4,549    | 436        | 4,985       |  |

**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.

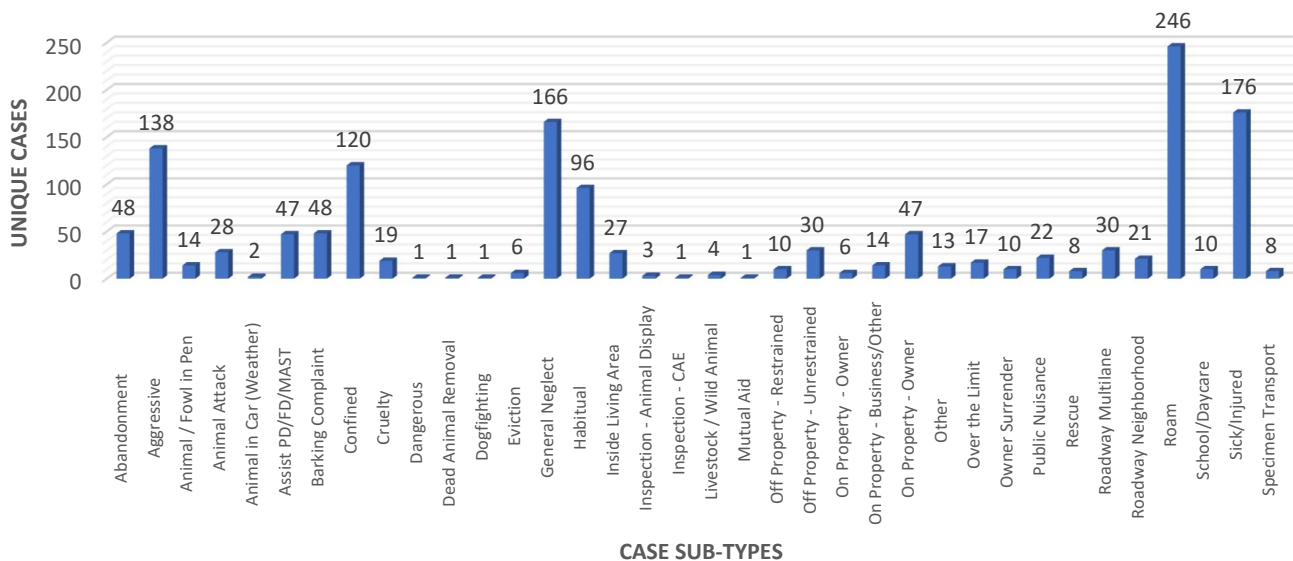
**Dispatch After Hours Queue:** Calls received between the hours of 7pm- 7am that are primarily answered by a designated “on-call” officer.

- ❖ Our Animal Services Dispatch team answered **3,519** live phone calls, completed **1,215** outbound calls, and resolved **159** voicemails.
- ❖ The Cruelty Tips Hotline received **16** calls in the month of October.
- ❖ Our average wait time for calls to be answered through the 311 Call Center menu was **27 seconds** in October. Our Dispatch Team maintained a call abandonment rate of just 6.2% during the hours of 7:00 AM – 7:00 PM.

## Total Cases by Sub-Type in October 2023

Calls related to stray/roaming animals continue to comprise more than half of our monthly call volume from residents. Approximately 160 (28.4%) of the 563 stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.

**Animal Services Case Types in KCMO in October 2023**



## 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 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 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
- ✓ 3100 block of E 80th Street

### Council District 6

- ✓ No locations patrolled

## Animal Cruelty/Neglect/Abuse Cases Under Investigation

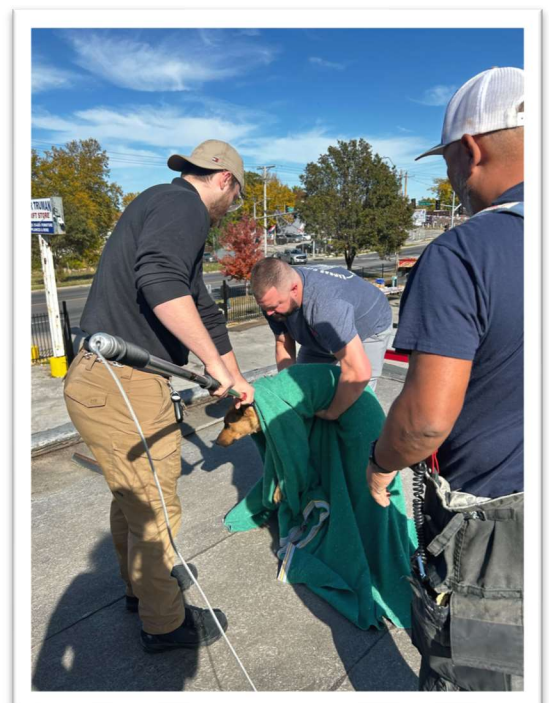
As of October 31<sup>st</sup>, the Cruelty Investigations Team had **123 open** animal cruelty cases under investigation:

- ✓ **31** reports of animal abandonment
- ✓ **77** reports of animal neglect
- ✓ **15** reports of animal cruelty

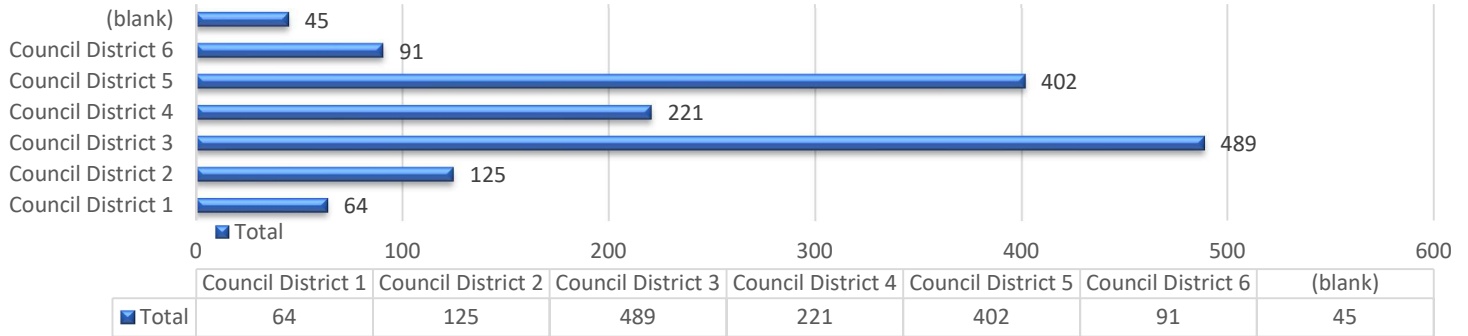
In October, the Cruelty Investigation Team investigated and **closed 232** animal cruelty case activities for our community, including 47 reports of animal abandonment, 1 report of dogfighting, 165 reports of animal neglect, and 19 reports of cruelty.

## Dog/Cat Bites in October 2023

- ✓ Number of bites from dogs/cats occurring on their own property or inside a home: 53
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 40
- ✓ Number of bites from dogs/cats occurring at a business: 14



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



In October 2023, calls from Council Districts 3 and 5 represented **62% of our overall call volume**.

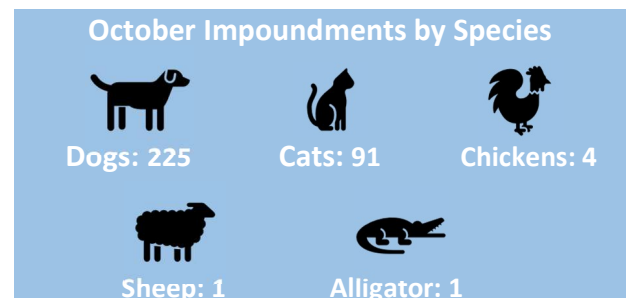
## Case Results for October 2023

| Results for Cases with Animals     | October '23 | September '23 | % Change      |
|------------------------------------|-------------|---------------|---------------|
| Animals Impounded by Officers      | 322         | 295           | 9% increase   |
| Wildlife Relocated/Transferred Out | 41          | 8             | 412% increase |
| Animals Returned Home by Officers  | 39          | 33            | 18% increase  |

Thirty-nine (39) 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 October 2023

| Animal Services Division Seizures/Impounds | October 2023 | September 2023 |
|--|--------------|----------------|
| Abandoned in Home/Yard                     | 34           | 21             |
| Bite Quarantine                            | 14           | 11             |
| Cruelty/Neglect                            | 2            | 0              |
| Death of Owner                             | 4            | 1              |
| Dead on Arrival                            | 3            | 4              |
| Evictions                                  | 14           | 11             |
| Injured                                    | 1            | 1              |
| Other Ordinance Violations                 | 25           | 0              |
| Medical Emergency                          | 7            | 3              |
| Meet Police/MAST/Fire                      | 1            | 1              |
| Police Arrests                             | 6            | 9              |
| Sick                                       | 0            | 0              |
| Signed Over by Owner in Field              | 27           | 25             |
| Stray/At Large                             | 184          | 208            |
| <b>Total Animals Impounded:</b>            | <b>322</b>   | <b>295</b>     |



## Stories From the Field – Northland “Over the Limit” Cat Nuisance Case

On October 5<sup>th</sup>, Chief Ryan Johnson, Field Services Manager LaDue, and members of KC Pet Project's Feline Care team responded to a Kansas City residence in the Northland where the neighborhood had an abundance of cats originating from one home which had become a nuisance to many surrounding homes. Animal Services Officers and our Community Cat Program Feline Team spent long hours into the night trapping nearly two dozen community cats at the home through our Trap-Neuter-Return (or adoption) services. KC Pet Project is continuing to provide TNR services to this

neighborhood, having trapped more than **40 cats** since that day and providing no-cost medical exams, microchipping, and spay/neuter surgeries for all the cats/kittens from this location.



## Continuing Education and Training

- ❖ In October, Field Services Manager, Evan LaDue was accepted into and completed a "**Community-Centered Programming**" **Apprenticeship** hosted by the National Animal Care and Control Association (NACA) and Maddie's Fund University. The course was focused on developing field services programs with the community's needs in mind.
- ❖ In the month of October, Animal Services Officer Rachel Hodges attended multiple training sessions centered around the co-occurrence of Domestic Violence and Animal Cruelty including the "**Safer Together Missouri**" training hosted by the Missouri Alliance for Animals on the 20th, and the "Creating Connections" training hosted by Human Animal Support Services (HASS).
- ❖ On November 30th, KCPP's Animal Services Division is partnering with the Kansas City Police Department, and the Humane Society of the United States (HSUS) to host a full day of training for law enforcement, humane investigators, codes enforcement, veterinarians, prosecutors, and judges on the topic of **Advanced Animal Cruelty Investigations and Evidence Collection**. Topics will include warrants, 4th amendment issues, forensics and investigation techniques, interviewing suspects, preparing expert witnesses for trial, evidence collection, and more.

## Compliance / Inspections / Permits

In October, Compliance Officer Oertwig issued five (5) Animal Display Permits, five (5) Commercial Animal Establishment Permits. No Special Exceptions for Fowl or Small Animal Permits were issued.



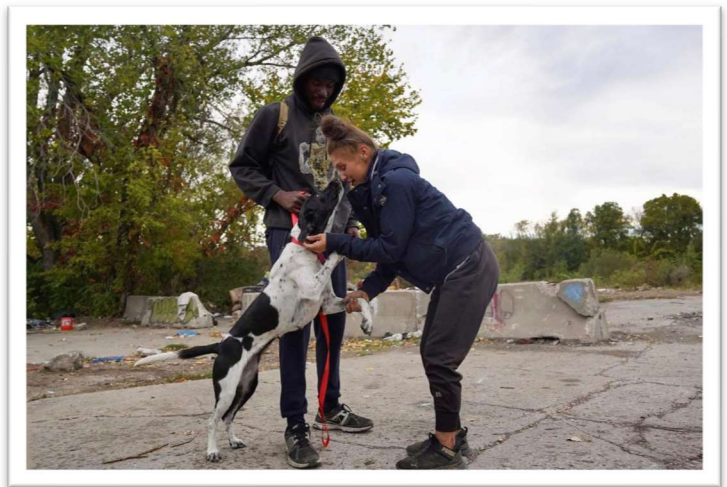
## Stories from the Field – Helping People and Pets in our Unhoused Community

On October 6<sup>th</sup>, Chief of Animal Services Ryan Johnson and Field Services Manager Evan LaDue responded to a call about a dog belonging to an unhoused individual living in a camp that had been hit by a vehicle and needed medical attention. When our officers arrived, they spoke to the dog's owners, who reported they were walking their dog along the shoulder of the road when a car swerved to intentionally strike their dog. Their dog, **Daisy** (right), could not walk and was in pain.

The owners were initially unsure about allowing officers to take Daisy, as they were afraid they would never see her again. We assured them we just wanted to help Daily get the medical care she needed through our shelter's lifesaving veterinary clinic. We were able to offer these services at no charge to these worried pet owners thanks to donations in support of our Healthy Pets KC program.

*Radiographs revealed a serious pneumothorax, possible fractures, a ruptured spleen, and she was bleeding into her abdomen from a ruptured uterus.* Doctors at KC Pet Project immediately performed surgery on Daisy to save her life. For nearly two weeks, Daisy recovered from her injuries in our clinic's hospital ward. Finally, she was healed enough to go back to the two people who loved her and missed her terribly.

Daisy was now spayed, vaccinated, licensed, microchipped, and sent home with medications to help her continue to heal. Our Animal Services Officers happily gave Daisy her reunion ride back to her family (photo above), and her owners were so excited to have their sweet girl back with them where she belonged. This is what community-centric animal services looks like – focusing on providing solutions to help keep people and their pets together.



## Media Coverage/Public Education/Community Engagement

- ❖ On October 4th, the entire Animal Services Division participated in a virtual training session from the Humane Society of the United States (HSUS) on community policing. We were joined in this training by staff from the KCMO Neighborhood Preservation Department and other local animal welfare advocates.
- ❖ On October 10th, Chief Johnson, Cruelty Investigations Manager Rohrback, and Field Services Manager Redford participated in a "mock" disaster event with 250 other Kansas City first responders and emergency disaster planners to identify opportunities for better collaboration if a natural disaster were to occur in our area.
- ❖ On October 10th, Chief Johnson gave a presentation regarding animal services at the Pendleton Heights Neighborhood Association meeting.
- ❖ On October 18<sup>th</sup>, CEO Teresa Johnson, Chief Johnson, and Field Services Manager LaDue hosted North Kansas City Animal Control Officers Allen and Blundell for Campus tour and discussion about our programs and services.

- ❖ On October 20<sup>th</sup>, Chief Ryan Johnson, and Investigator Leyh met with officials from the Kansas City Health Department to discuss efficiencies in reporting and tracking animal bites to people across our departments.
- ❖ On October 24<sup>th</sup>, Chief Johnson met with city officials to go over processes for reporting monthly statistics on the city's Open Data website.
- ❖ On October 28<sup>th</sup>, Chief Ryan Johnson was elected to serve a 3-year term on the **National Animal Care and Control Association's (NACA) Board of Directors.**

## City Council District Overview for October 2023

### Council District 1:

Total Unique Animal Services Cases in District: **64**  
 Zip code with greatest number of case activities: 64155  
 Stray/Animals at Large: 15  
 Cruelty Investigations/Neglect: 8  
 Dog/Cat Bites Investigated: 10  
 Other Services (Police/Fire/MAST/Evictions): 1

### Council District 2:

Total Unique Animal Services Cases in District: **125**  
 Zip code with greatest number of case activities: 64119  
 Stray/Animals at Large: 32  
 Cruelty Investigations/Neglect: 27  
 Dog/Cat Bites Investigated: 13  
 Other Services (Police/Fire/MAST/Evictions): 2

### Council District 3:

Total Unique Animal Services Cases in District: **489**  
 Zip code with greatest number of case activities: 64127  
 Stray/Animals at Large: 235  
 Cruelty Investigations/Neglect: 65  
 Dog/Cat Bites Investigated: 29  
 Other Services (Police/Fire/MAST/Evictions): 16

### Council District 4:

Total Unique Animal Services Cases in District: **221**  
 Zip code with greatest number of case activities: 64123  
 Stray/Animals at Large: 63  
 Cruelty Investigations/Neglect: 34  
 Dog/Cat Bites Investigated: 23  
 Other Services (Police/Fire/MAST/Evictions): 10

### Council District 5:

Total Unique Animal Services Cases in District: **402**  
 Zip Code with greatest number of case activities: 64132  
 Stray/Animals at Large: 167  
 Cruelty Investigations/Neglect: 79  
 Dog/Cat Bites Investigated: 21  
 Other Services (Police/Fire/MAST/Evictions): 19

### Council District 6:

Total Unique Animal Services Cases in District: **91**  
 Zip code with greatest number of case activities: 64114  
 Stray/Animals at Large: 20  
 Cruelty Investigations/Neglect: 13  
 Dog/Cat Bites Investigated: 10  
 Other Services (Police/Fire/MAST/Evictions): 1

*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