



KC PET PROJECT

## ANIMAL SERVICES DIVISION

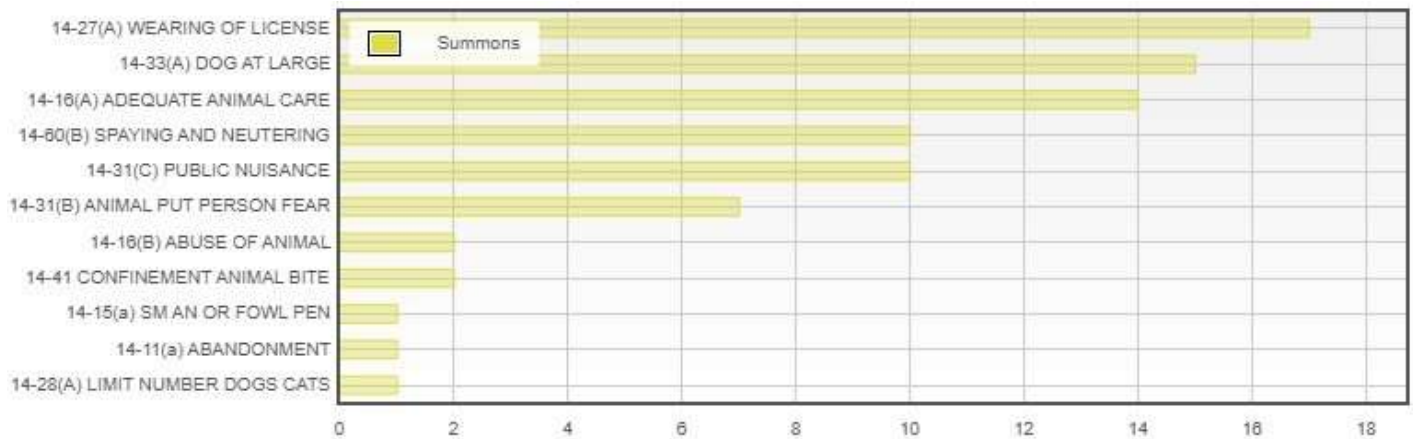
— A SERVICE FOR THE CITY OF KCMO —

### KCPP Animal Services Division Report for October 2024

#### Citations Issued / Enforcement

In October 2024, officers issued **eighty (80)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued forty-two (42) verbal warnings for violations and four (4) 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. *A total of 740 criminal citations through Municipal Court have been issued so far in 2024.*

#### Types of Municipal Citations Issued in October



#### Community Presence

Animal Services Officers had 6 patrol vehicles in use daily in October. Officially marked patrol vehicles spent **1,071 hours** in the community and traveled **20,947 miles** throughout the city providing essential field services to our community.

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

Officers performed **2,080 total case activities** and were dispatched to **1,358 unique cases** in October -- 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
1,162	196	722	2,080	85%

## 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.

October 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	15	4	19	21%
IN > Dispatch – Dispatch Q	2,593	182	2,775	7%
IN > Dispatch – Dispatch After Hours Q	439	83	522	16%
Dispatch INBOUND Performance	3,047	269	3,316	1%
Dispatch OUTBOUND Performance	656	135	791	N/A
<b>Total Performance for October 2024</b>	3,703	404	4,107	10%

**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.

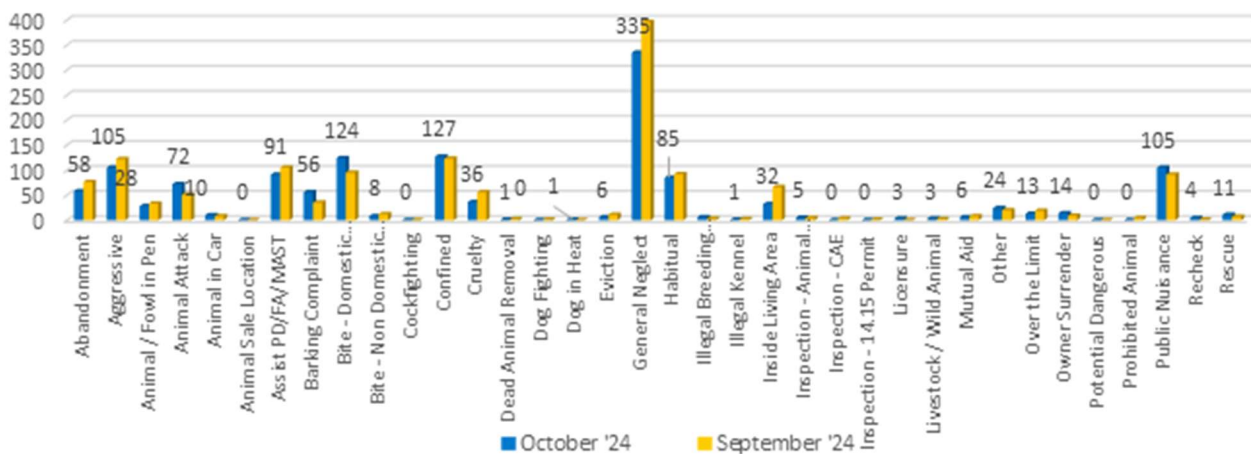
- ✓ Our Animal Services Dispatch team answered **3,047** live phone calls, completed **791** outbound calls, and resolved 158 voicemails.
- ✓ The Cruelty Tips Hotline received **5** calls in the month of October.

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

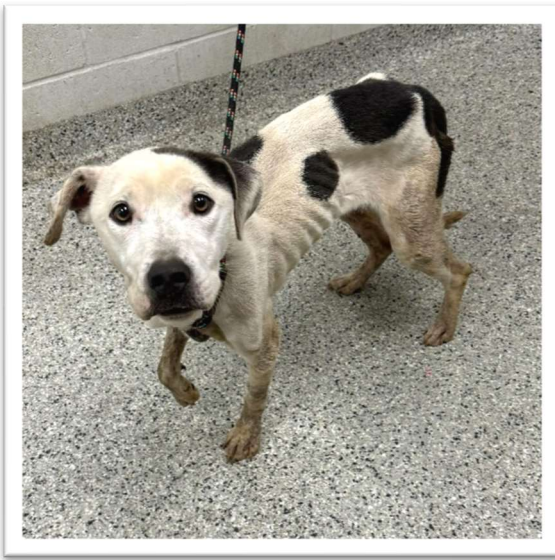
Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately **146** (24%) of the **597** stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.



Animal Services Cases in KCMO October '24 vs. September '24



## Animal Cruelty/Neglect/Abuse Cases Under Investigation



At the end of October, the Cruelty Investigations Team had 38 open animal cruelty cases under investigation.

- ✓ 31 reports of general neglect
- ✓ 5 reports of abandonment
- ✓ 2 reports of cruelty

Throughout October, the Cruelty Investigation Team investigated and closed **216** animal cruelty case activities for our community, including **36** reports of animal abandonment, **160** reports of neglect, and **20** reports of cruelty.

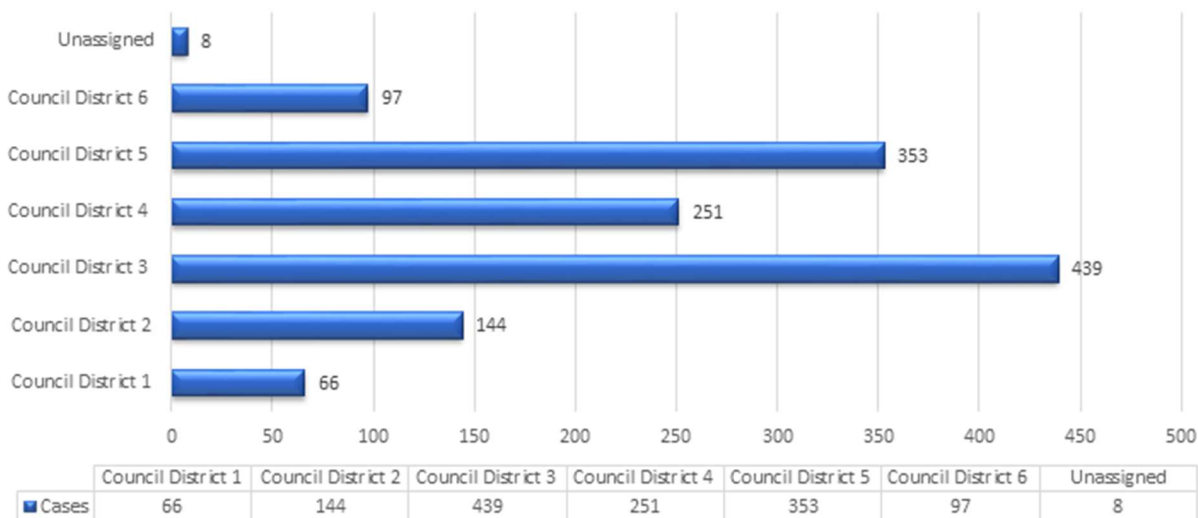
The Cruelty Investigations Team obtained **one municipal warrant** in October under Chapter 14-10(f) of the Kansas City, Missouri Code of Ordinances. This warrant was acquired in correlation with an Animal Abuse investigation. The Animal Services Division is working with investigators from the Kansas City, MO Municipal Court to identify the suspect that allegedly committed the act of abuse. This search warrant was acquired and executed in Kansas City, Missouri.

## Case Results for October 2024

Results for Cases with Animals	October 2024	September 2024	% Change
Animals Impounded by Officers	349	310	13% increase
Wildlife Relocated/Transferred Out	45	43	5% increase
Animals Returned Home by Officers	43	54	20% decrease

Forty-three (43) loose/lost animals (41 dogs, 1 cat, and 1 pig) 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 October 2024

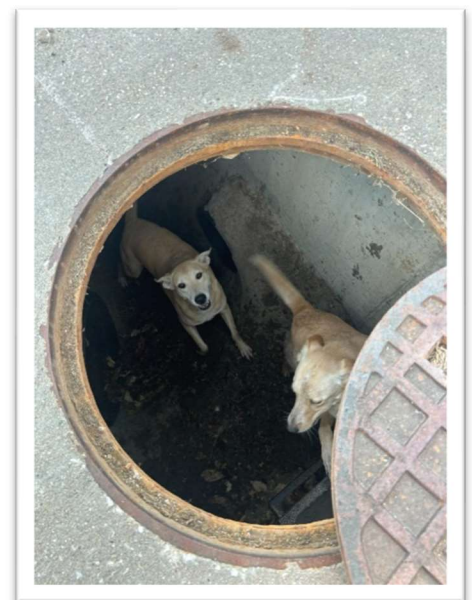


## Compliance / Inspections / Permits

In October, Compliance Officer Oertwig issued four (4) Animal Display Permits, four (4) 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 October 2024

Animal Services Division Seizures/Impounds	October 2024	September 2024
Abandoned in Home/Yard	29	26
Bite Quarantine	8	16
Cruelty/Neglect	1	0
Death of Owner	7	5
Dead on Arrival	8	11
Evictions	2	2
Left in Vehicle	0	0
Other Ordinance Violations	3	0
Medical Emergency	13	2
Meet Police/MAST/Fire	0	0
Police Arrests	11	16
Signed Over by Owner in Field	32	27
Stray/At Large	234	204
<b>Total Animals Impounded:</b>	<b>349</b>	<b>310</b>



The number of dogs impounded by Animal Services was up more than **18%** in October and is up nearly **15%** from 2023. The number of cats impounded year-to-date is up more than **20%** over 2023 due to several large scale over-the-limit neglect cases.

## Continuing Education and Training

- ❖ During the week of October 21<sup>st</sup>, the Animal Services Division held its in-house training academy for new Animal Services Officers, equipping them with essential skills and knowledge to deliver legal and ethical animal control services.
- ❖ October 18<sup>th</sup>, Cruelty Investigations Manager LaDue met with prosecuting attorneys from the Kansas City, MO and Jackson County Prosecutor's Offices to discuss the criteria for municipal and state-level offenses. The meeting strengthened communication and collaboration in determining whether an act of animal abuse should be charged at the local or state level.
- ❖ On October 31<sup>st</sup>, KC Pet Project welcomed Jacob Lloyd, CEO of the Animal Welfare Investigations Project, to the KC Campus for Animal Care. During his visit, Lloyd provided training to members of the Animal Services Division and Pet Support Center on how to conduct internet investigations and identify individuals using minimal information. These newly acquired skills will enhance the effectiveness of criminal investigations and assist the Pet Support Center staff in locating and contacting potential animal owners.

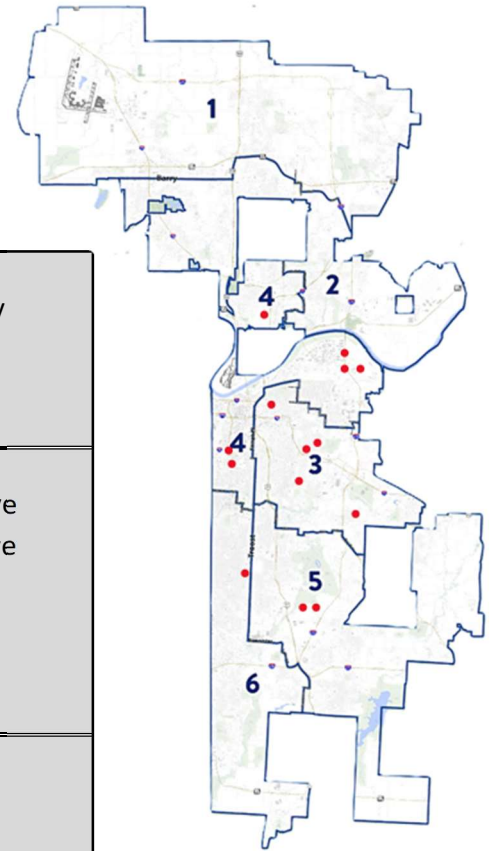
## Media Coverage/Public Education/Community Engagement

- ❖ On October 13<sup>th</sup>, Animal Services Officers participated in Lakeside Nature Center's Trunk or Treat event, handing out candy and treats in a safe and festival environment for children.
- ❖ Our Animal Services Division shared Halloween safety tips on social media ahead of the holiday.
- ❖ KC Pet Project had 70 news stories and broadcast mentions in October, reaching an audience of **112,717,001 million** people.



## 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><b>Council District 1 Areas:</b></p> <ul style="list-style-type: none"> <li>✓ No Directed Patrols currently</li> </ul>	<p><b>Council District 2 Areas:</b></p> <ul style="list-style-type: none"> <li>✓ No Directed Patrols currently</li> </ul>
<p><b>Council District 3 Areas:</b></p> <ul style="list-style-type: none"> <li>✓ Lykins Park area</li> <li>✓ 4500 block of Hanover Ct</li> <li>✓ 5000 block of S. Benton Blvd</li> <li>✓ E 23<sup>rd</sup> St &amp; Van Brunt</li> <li>✓ 3400 block of Monroe Ave</li> <li>✓ E 47<sup>th</sup> &amp; Sycamore Ave</li> </ul>	<p><b>Council District 4 Areas:</b></p> <ul style="list-style-type: none"> <li>✓ W 33rd St &amp; Pennsylvania Ave</li> <li>✓ W 38th St &amp; Pennsylvania Ave</li> <li>✓ E 9<sup>th</sup> Street &amp; Dittman Ave</li> <li>✓ 400 block of Wallace Ave</li> <li>✓ 500 block of N White Ave</li> </ul>
<p><b>Council District 5 Areas:</b></p> <ul style="list-style-type: none"> <li>✓ 3100 &amp; 3200 blocks of E 80th St</li> <li>✓ 7200 block of E 89<sup>th</sup> Terrace</li> </ul>	<p><b>Council District 6 Areas:</b></p> <ul style="list-style-type: none"> <li>✓ Loose Park area</li> </ul>

## Stories from the Field – Stray Dog Leads to Discovery of Neglected Children Alone and Hungry in a Home

Our Animal Services Division is deeply committed to serving not just the pets of Kansas City, but the people in our community as well. An example of that was when one of our officers responded to a call in October reporting a neglected dog at a home. When the officer arrived, she found the dog running loose outside. She noticed the dog had recently had puppies and was still producing milk, but her puppies were nowhere to be found. Attempts to contact the dog’s owner went unanswered and the dog had to be transported to our shelter.

Later that evening, the officer went back to the home in an attempt to reach an owner and locate this dog’s missing puppies. The officer knocked on the door of the home and found a heartbreaking situation. Several small children had been left alone in the home, with no knowledge of when or if their mother would return. They were all hungry and asked our officer if she had any food. Recognizing the severity of the situation, our officer immediately contacted the Children’s Services Division. These children, struggling with their own needs, had unintentionally let their dog loose, bringing the neglect in their home to light. They were unable to care for themselves, let alone their pets.



Thankfully, our officer was able to reunite the momma dog with her puppies and ensured the children received the help they needed. This situation is a reminder that our work in animal welfare often reveals deeper issues within our community and the work of our officers extends beyond just animal issues to help people in our community as well.

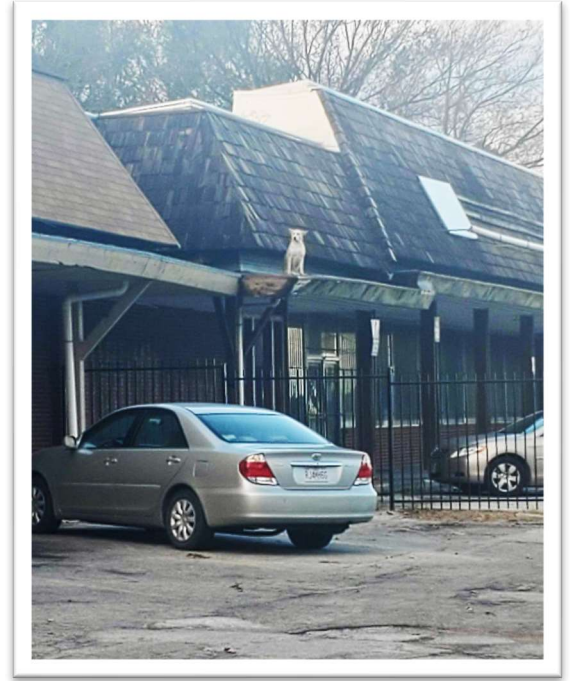
### Dog/Cat Bites Investigated in October 2024

- ✓ 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: 63

### Stories from the Field – Rooftop Rescue X 3

On October 31, Animal Services Officers Bryant and Walker teamed up with the Kansas City Fire Department to rescue three dogs that appeared to be trapped on the roof of a business (right).

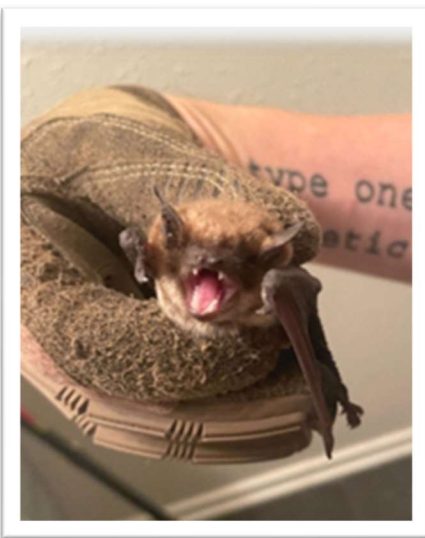
With the assistance of KCFD, the officers safely captured the dogs and removed them using leashes, tarps, a catchpole, and the fire department’s ladder truck. The dogs were taken to KC Pet Project and were checked out by our veterinary team. This is not the first time Animal Services Officers and KCFD have worked together to rescue a dog from this very same rooftop – but we certainly hope it will be the last!



### Bat Appreciation Month – Saving Bats in KCMO

At KC Pet Project, we recognize and appreciate the critical role bats play in our ecosystem. In honor of Bat Appreciation Month, we want to highlight our bat quarantine and rehabilitation process, which helps protect these vital creatures and our community.

Since July 2022, Animal Services has partnered with Lakeside Nature Center to launch a progressive program aimed at rescuing and rehabilitating bats found in living spaces in Kansas City, Missouri. KC Pet Project’s Special Investigations Administrator, Rachel Leyh, developed the quarantine program to prevent unnecessary euthanasia of bats, while also ensuring public safety. This initiative provides an opportunity to educate the community about bats, the only flying mammals in the world, and their importance to our environment.



Contrary to common fears, less than 1% of bats carry rabies, and those that do pose little risk when proper precautions are taken. Most bats are insectivores, feeding on insects and actively avoiding contact with humans and pets. The fear of bats is often rooted in misinformation, but our officers are working to help dispel these myths.

If a bat is found in a home and there is uncertainty about potential rabies exposure, such as whether the bat's saliva has come into contact with an open wound, Animal Services officers will capture the bat and transport it to Lakeside Nature Center. There, the bat is placed in isolation with experienced bat rehabilitators, John and Kris Harmer, who have been rehabbing bats for over 20 years. They closely monitor the bat for up to two weeks. If the bat behaves normally, it is not shedding the rabies virus and can be safely released back into the wild. If the bat shows signs of illness or abnormal behavior, it is euthanized and sent for rabies testing.

Since the program's inception, KCPP's Animal Services and Lakeside Nature Center have saved over **300 bats**. The initiative has been endorsed by respected organizations such as Bat World Sanctuary and Gotham Bat Conservancy. Bats are essential to our environment and without them we could see the extinction of plants that depend on bats for pollination, the destruction of forests, and the loss of natural pest control, which currently saves U.S. farmers an estimated \$3 billion each year. Saving bats means saving ecosystems and supporting agricultural sustainability.

## City Council District Overview for October 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: 18  
Cruelty Investigations/Neglect: 9  
Dog/Cat Bites Investigated: 11  
Other Services (Police/Fire/MAST/Evictions): 3

### Council District 2:

Total Unique Animal Services Cases in District: **144**  
Zip code with greatest number of case activities: 64119  
Stray/Animals at Large: 54  
Cruelty Investigations/Neglect: 20  
Dog/Cat Bites Investigated: 11  
Other Services (Police/Fire/MAST/Evictions): 5

### Council District 3:

Total Unique Animal Services Cases in District: **439**  
Zip code with greatest number of case activities: 64127  
Stray/Animals at Large: 221  
Cruelty Investigations/Neglect: 58  
Dog/Cat Bites Investigated: 35  
Other Services (Police/Fire/MAST/Evictions): 19

### Council District 4:

Total Unique Animal Services Cases in District: **251**  
Zip code with greatest number of case activities: 64123  
Stray/Animals at Large: 106  
Cruelty Investigations/Neglect: 27  
Dog/Cat Bites Investigated: 23  
Other Services (Police/Fire/MAST/Evictions): 12

### Council District 5:

Total Unique Animal Services Cases in District: **353**  
Zip Code with greatest number of case activities: 64132  
Stray/Animals at Large: 159  
Cruelty Investigations/Neglect: 59  
Dog/Cat Bites Investigated: 29  
Other Services (Police/Fire/MAST/Evictions): 16

### Council District 6:

Total Unique Animal Services Cases in District: **97**  
Zip Code with greatest number of case activities: 64114  
Stray/Animals at Large: 29  
Cruelty Investigations/Neglect: 7  
Dog/Cat Bites Investigated: 15  
Other Services (Police/Fire/MAST/Evictions): 5

*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



Evan LaDue, Interim Chief of Animal Services, KC Pet Project