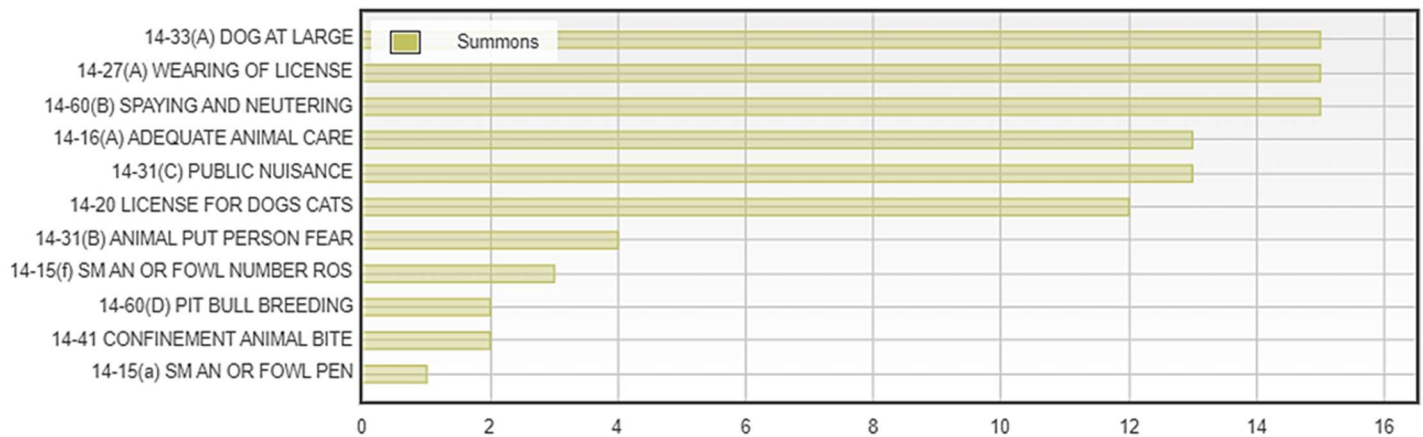


KCPP Animal Services Division Report for September 2024

Citations Issued / Enforcement

In September 2024, officers issued **ninety-eight (98)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. In addition, officers issued thirty-eight (38) 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. *A total of 660 criminal citations through Municipal Court have been issued so far in 2024.*

Types of Municipal Citations Issued in September



Community Presence

Animal Services Officers had 9 patrol vehicles in use daily in September. Officially marked patrol vehicles spent **931 hours** in the community and traveled **18,790 miles** throughout the city providing essential field services to our community.

Animal Services Division – Total Case Activities for September

Officers performed **2,102 total case activities** and were dispatched to **1,274 unique cases** in September -- 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
1,100	174	828	2,102	42.5%

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.

September 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	18	2	20	10%
IN > Dispatch – Dispatch Q	2,118	157	2,275	7%
IN > Dispatch – Dispatch After Hours Q	451	41	492	8%
Dispatch INBOUND Performance	2,587	200	2,787	1%
Dispatch OUTBOUND Performance	475	90	565	N/A
Total Performance for September 2024	3,062	290	3,352	9%

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.

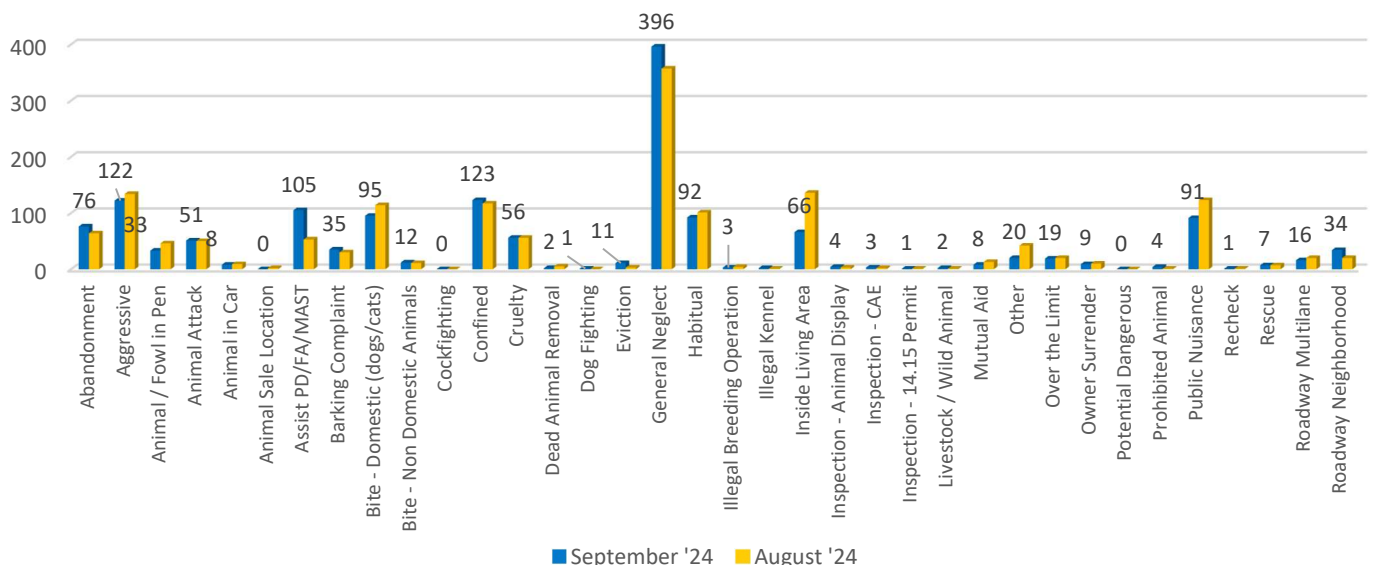
Dispatch After Hours Queue: Calls received between the hours of 7pm- 7am that are primarily answered by a designated “on-call” officer.

- ✓ Our Animal Services Dispatch team answered **2,587** live phone calls, completed **565** outbound calls, and resolved 127 voicemails.
- ✓ The Cruelty Tips Hotline received **7** calls in the month of September.
- ✓ Dispatchers spent **62** hours and 26 minutes on the phones last month and maintained an average wait time for calls to be answered at just **33** seconds in the direct Dispatch queue with a call abandonment rate of only **7%**.

Total Cases by Sub-Type Responded to in September 2024

Calls related to stray animals continue to comprise nearly half of our monthly call volume from residents. Approximately **143** (25%) of the **576** 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 September 2024 vs. August 2024



Animal Cruelty/Neglect/Abuse Cases Under Investigation

At the end of September, the Cruelty Investigations Team had 29 open animal cruelty cases under investigation.

- ✓ 23 reports of general neglect
- ✓ 4 reports of abandonment
- ✓ 2 reports of cruelty

Throughout September, the Cruelty Investigation Team investigated and closed 223 animal cruelty case activities for our community, including 43 reports of animal abandonment, 154 reports of neglect, 25 reports of cruelty and 1 report of dogfighting.

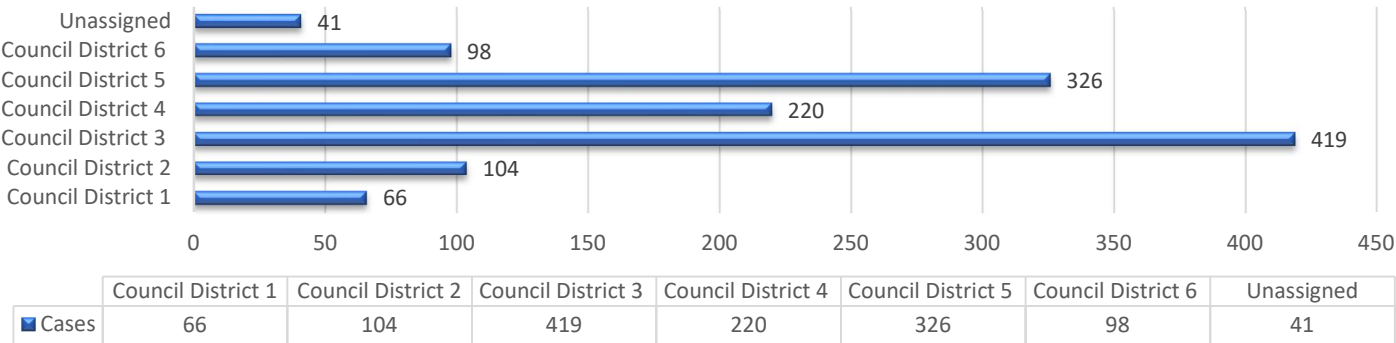


Case Results for September 2024

Results for Cases with Animals	September 2024	August 2024	% Change
Animals Impounded by Officers	310	399	22% decrease
Wildlife Relocated/Transferred Out	43	83	48% decrease
Animals Returned Home by Officers	54	26	108% increase

Fifty-four (54) loose/lost animals (48 dogs, 4 cats, and 2 horses) 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 September 2024




Compliance / Inspections / Permits

In September, Compliance Officer Oertwig issued three (3) Animal Display Permits, nine (9) 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 September 2024

Animal Services Division Seizures/Impounds	September 2024	August 2024
Abandoned in Home/Yard	26	42
Bite Quarantine	16	22
Death of Owner	5	11
Dead on Arrival	11	8
Evictions	2	3
Left in Hot Car	0	2
Other Ordinance Violations	0	3
Medical Emergency	2	4
Meet Police/MAST/Fire	0	0
Police Arrests	16	8
Signed Over by Owner in Field	27	61
Stray/At Large	204	235
Total Animals Impounded:	310	399

Impoundments by Species	
 Dogs: 264	 Cats: 36
 Goats: 7	 Snakes: 2
 Bats: 4	 Chicken: 1

The number of dogs impounded by Animal Services was up **14% in September and is up **14%** from 2023. The number of cats impounded year-to-date is up more than **28%** over 2023 due to several large scale over-the-limit neglect cases.*

Media Coverage/Public Education/Community Engagement

- ❖ On September 3rd, Chief Ryan Johnson, Manager LaDue, Officer Bryant, and Officer Hopkins attended the annual “Bark at the Park” event at Kauffman Stadium, handing out information, engraved pet ID tags, and dog treats.
- ❖ On September 7th, Animal Services Officers Bryant and Stapp represented the division at the annual “Bark in Sculpture Park” community event handing out 39 pet ID tags and lots of dog treats.
- ❖ On September 11th, the Animal Services Division collaborated with Port KC workers to round up seven stray goats from Berkley Riverfront Park (see Stories from the Field).
- ❖ On September 11th, Chief Johnson and Manager LaDue attended the annual Wildlife Hazard Management Plan review at the Kansas City Municipal Airport to provide input on plan revisions.
- ❖ On September 18th, 1st Assistant City Prosecutor Laura Dold visited the KCPP campus to train officers on courtroom effectiveness and case preparation.
- ❖ On September 19th, Chief Ryan Johnson participated in the monthly National Animal Control Association (NACA) Board of Director’s meeting.
- ❖ On September 25th, Chief Ryan Johnson taught a course on “Building and Sustaining Partnerships” to animal control professionals across the U.S. as part of the NACA and Maddie’s Fund instructor-led programs.
- ❖ On September 30th, Chief Ryan Johnson was a featured speaker at the Tennessee Animal Care and Control Conference in Gatlinburg, TN and gave a presentation entitled “Public Perception and Animal Handling.”
- ❖ KC Pet Project had 26 news stories and 84 broadcast mentions in September, reaching an audience of **197,579,320 million** people.

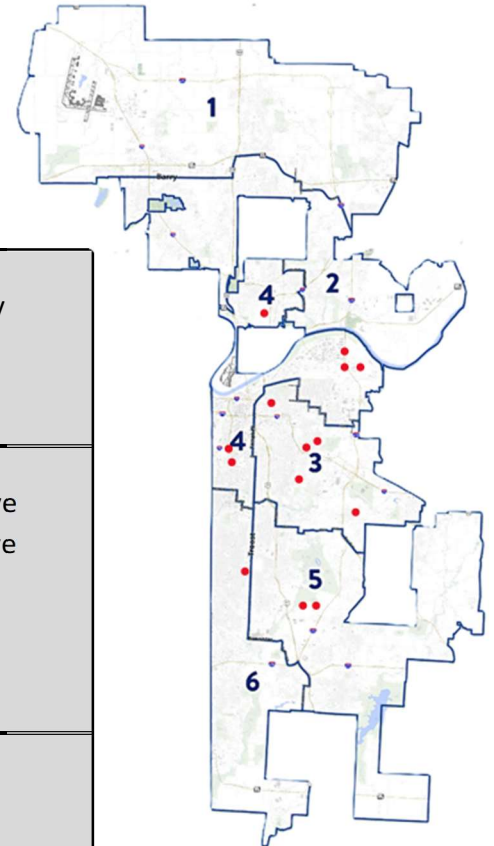


“Please give 1,000 THANK YOUs to Officer Blushwood – she was so patient, caring, and reassuring things were going to be okay after I found a snake inside my home yesterday. I have severe anxiety and Officer Blushwood came out and helped me calm down and I wanted her to know how much I appreciated her.”

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:

<u>Council District 1 Areas:</u> ✓ No Directed Patrols currently	<u>Council District 2 Areas:</u> ✓ No Directed Patrols currently
<u>Council District 3 Areas:</u> ✓ 4500 block of Hanover Ct ✓ 5000 block of S. Benton Blvd ✓ E 23 rd St & Lydia Ave ✓ E 23 rd St & Van Brunt ✓ 3400 block of Monroe Ave ✓ E 47 th & Sycamore Ave	<u>Council District 4 Areas:</u> ✓ W 33rd St & Pennsylvania Ave ✓ W 38th St & Pennsylvania Ave ✓ E 9 th Street & Dittman Ave ✓ 400 block of Wallace Ave ✓ 500 block of N White Ave
<u>Council District 5 Areas:</u> ✓ 3100 block of E 80th St ✓ 7200 block of E 89 th Terrace	<u>Council District 6 Areas:</u> ✓ Loose Park area



Public Safety Activities and Investigations

- ❖ In September, Animal Services Officers responded with KCMO city staff from Neighborhoods and Public Works to abate on-going issues of unleashed/loose dogs originating from a houseless encampment near 24th Street and Troost Avenue. Animal Services will continue to work toward obtaining compliance in this matter, even after the issuance of municipal court citations to the owner for various KCMO code violations.
- ❖ Throughout September, Animal Services Officers issued **13 municipal court citations** in various cases where a dog was creating a public nuisance, including dogs having attacked other animals and/or causing injury to a person.
- ❖ Officers responded to 100 separate reports of loose dogs in various neighborhoods being reported as acting aggressively towards residents.
- ❖ In September, two (2) dogs were declared Potentially Dangerous and both declarations were upheld by the Administrative Hearing Judge.

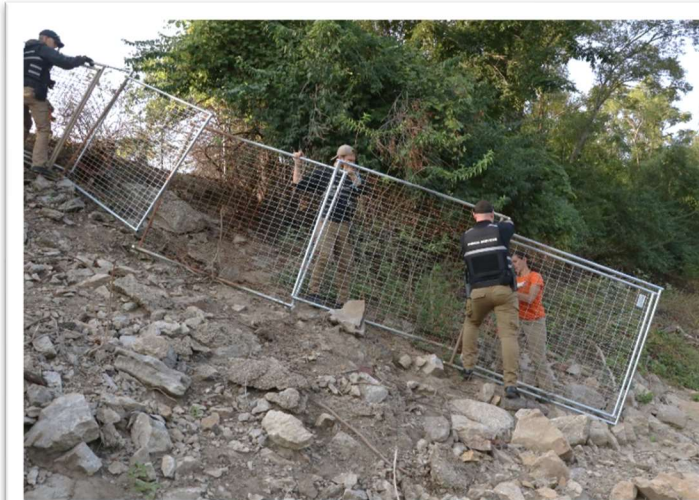
- ❖ Animal Services is holding one (1) dog at the shelter pending owner compliance with the mandatory requirements outlined in Sec. 14-29 of the Municipal Code of Ordinances for dogs deemed Dangerous or Potentially Dangerous.
- ❖ Officers responded to twelve (12) cases of stray dogs reported on school grounds or at a daycare facility.
- ❖ As of September 30th, Animal Services Officers were actively investigating one (1) case of prohibited ownership of a “dangerous animal” in KCMO - specifically the ownership of several Wolf-Dog Hybrids.

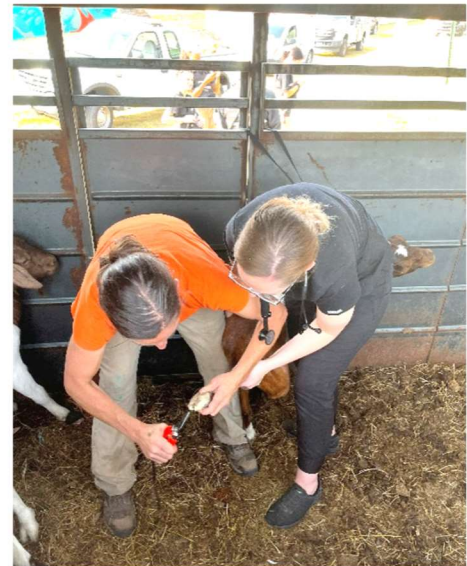
“Enhancing public safety remains the top priority of KC Pet Project’s Animal Services Division as we continue to declare more dogs Dangerous or Potentially Dangerous than ever before in Kansas City.” - Chief Ryan Johnson

Stories from the Field - The Great Goat Round Up

In September, the Animal Services Division carried out a large-scale goat roundup operation in Berkley Riverfront Park. In early August, the division began receiving reports from the community about a number of loose goats wandering the riverfront area. Prior to these reports, the division had been aware of a herd of goats being used to clear brush in the area, but all those goats had been accounted for by the contractor and were removed after the project ended.

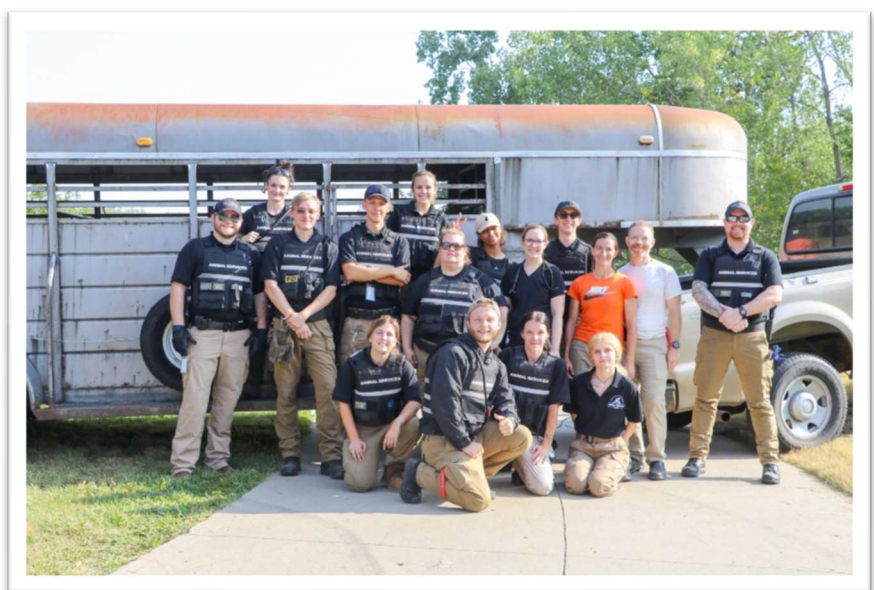
Throughout August, multiple attempts were made by Animal Services Officers to capture the remaining 10 goats, but due to the vast area and rocky terrain they roamed, the goats evaded capture.





Three goats were eventually rescued after becoming trapped in a small enclosure, but seven still remained at large. Ear tags on the goats proved unhelpful at finding the owner who had abandoned their herd of goats in this area.

On September 11th, Animal Services Officers teamed up with Port KC employees and local goat expert Margaret Chamas for a full-scale roundup, starting early in the morning. Officers utilized the natural terrain, corral fencing, and livestock panels to create barriers, pushing through dense brush along the steep and rocky southern banks of the Missouri River – herding the goats into a livestock trailer. Officers battled heat, hornet nests, sharp rocks, thick



vegetation, and uncooperative goats. After several hours, the last two wayward goats finally entered the trailer, and the gate was secured. All seven goats received on-site medical evaluations from our shelter’s veterinary team, including immediate medical care for a goat with an injured hoof, and all seven goats were taken to the shelter to complete their mandatory five-day stray hold. Since no owner came forward, the goats were adopted out to new homes, and we hope their wandering days on the rocky riverbanks of Kansas City are over.

Dog/Cat Bites Investigated in September 2024

- ✓ Number of bites from dogs/cats occurring on their own property or inside a home: 55
- ✓ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 40

City Council District Overview for September 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: 20
Cruelty Investigations/Neglect: 3
Dog/Cat Bites Investigated: 10
Other Services (Police/Fire/MAST/Evictions): 9

Council District 2:

Total Unique Animal Services Cases in District: **104**
Zip code with greatest number of case activities: 64119
Stray/Animals at Large: 37
Cruelty Investigations/Neglect: 16
Dog/Cat Bites Investigated: 9
Other Services (Police/Fire/MAST/Evictions): 15

Council District 3:

Total Unique Animal Services Cases in District: **419**
Zip code with greatest number of case activities: 64127
Stray/Animals at Large: 213
Cruelty Investigations/Neglect: 60
Dog/Cat Bites Investigated: 26
Other Services (Police/Fire/MAST/Evictions): 44

Council District 4:

Total Unique Animal Services Cases in District: **220**
Zip code with greatest number of case activities: 64123
Stray/Animals at Large: 78
Cruelty Investigations/Neglect: 31
Dog/Cat Bites Investigated: 22
Other Services (Police/Fire/MAST/Evictions): 21

Council District 5:

Total Unique Animal Services Cases in District: **326**
Zip Code with greatest number of case activities: 64132
Stray/Animals at Large: 175
Cruelty Investigations/Neglect: 47
Dog/Cat Bites Investigated: 22
Other Services (Police/Fire/MAST/Evictions): 27

Council District 6:

Total Unique Animal Services Cases in District: **98**
Zip Code with greatest number of case activities: 64114 & 64131
Stray/Animals at Large: 32
Cruelty Investigations/Neglect: 16
Dog/Cat Bites Investigated: 11
Other Services (Police/Fire/MAST/Evictions): 8

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