

# KC PET PROJECT

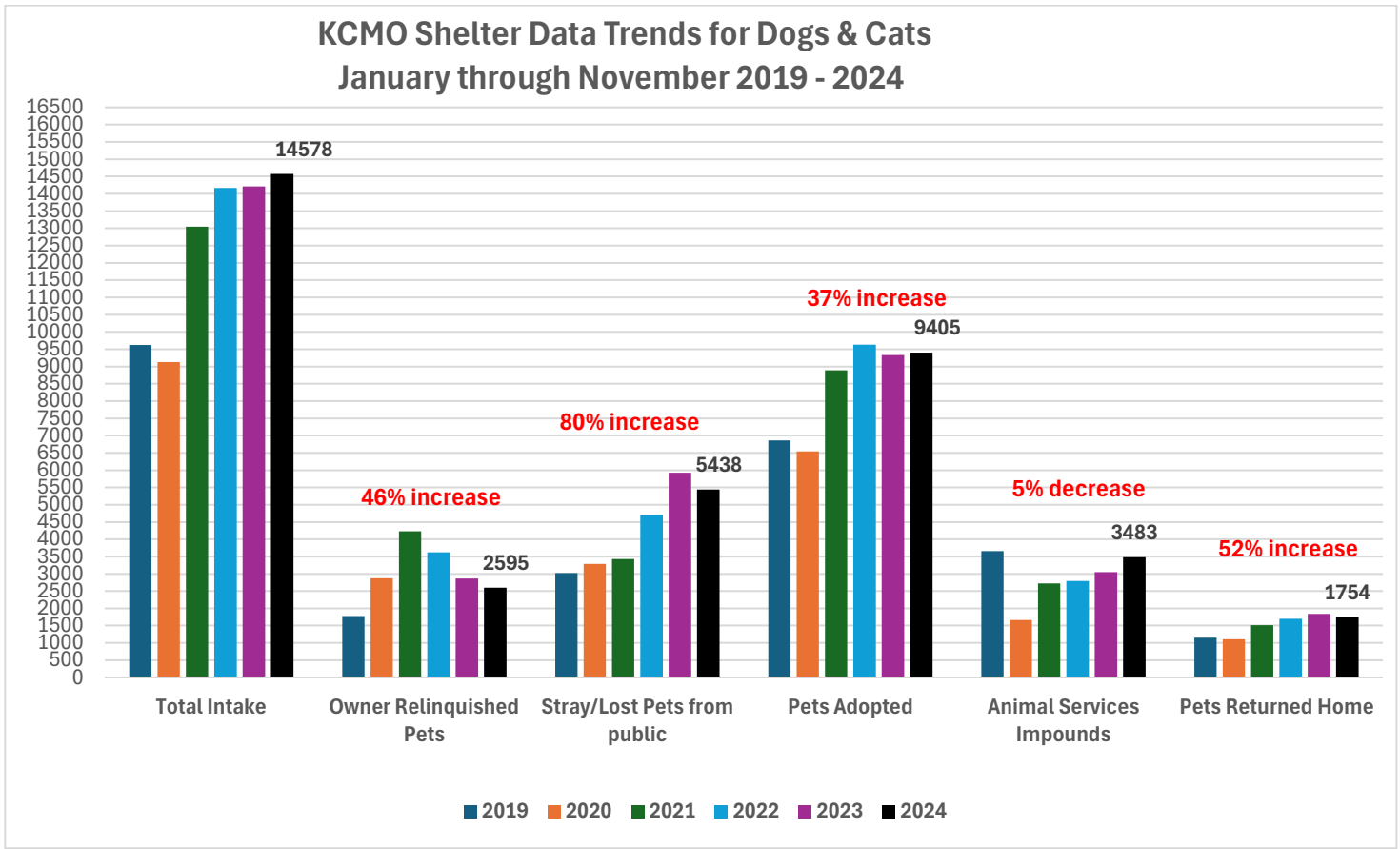
## Impact Report for November 2024 Activities

### Sheltering Statistics:

Dog & Cat Totals for Jan – Nov	2024	2023	Difference
Total Intake	<b>14,578</b>	14,208	370 more
Adoptions	<b>9,405</b>	9,336	69 more
Returned to Owners	<b>1,754</b>	1,840	86 fewer
Live Release Rate	<b>93.4%</b>	93.3%	0.1% higher
Owner Surrendered Pets	<b>2,595</b>	2,866	271 fewer
Stray animals brought in by public	<b>5,438</b>	5,923	485 fewer
Cats/kittens transferred IN	<b>1,208</b>	1,084	124 more
Spay/Neuter Surgeries Performed	<b>8,988</b>	8,255	733 more
Average Length of Stay for Dogs	<b>19.3 days</b>	20.3	1 day fewer
Average Length of Stay for Cats	<b>16 days</b>	19.4	3.4 days fewer

### November 2024 – Animals In & Animal Out

- We received or provided care for **1,185** new dogs and cats that arrived in November (631 dogs, 520 cats), along with 1 cow, 1 chickens/roosters, 2 goats, 6 guinea pigs, and 1 rabbit.
- **826** pets were adopted in November (401 dogs, 413 cats, and 12 other pets). Dog adoptions were 11.3% lower than last November but are still up over last year at this time. Cat adoptions were 7.5% lower than last November.
- We achieved a **93.1%** Save Rate in November (94.5% dogs, 91.7% cats). Our Save Rate so far in 2024 is **93.4%**.
- Our veterinary team performed **783** spay/neuter and specialty surgeries in November – including TNR services for 101 community cats (a 28% increase over last November).
- We provided **10** free spay/neuter surgeries for pitbull-type dogs that were reclaimed from our shelter by their families.
- **392** dogs/puppies and **99** cats/kittens were sent to foster homes last month.
- The Return-To-Home team saw a **7.5%** decrease in the number of lost/impounded dogs reunited with their families in November.
- The number of pets impounded by our Animal Services team is **14.3%** higher than last year at this time.



- **Intake** for animals is still running **52% higher** than what we saw in 2019.
- **Adoptions** are also still at the highest levels in our 12-year history – still **up 37%** from 6 years ago for this timeframe.
- **Stray/lost pets** brought in by the public are still at the highest level ever recorded in Kansas City – **up 80%** from 2019 totals.
- **Pets surrendered by their Owners** are **46% higher** than 2019 totals for this period.

### Animal Services Update for November 2024

Officers worked **1,684** total case activities last month, travelling a total of **15,981** miles throughout the city, impounding **349** animals, and returning an additional **31** lost pets back to their homes without having to impound them.

- ❖ Our Animal Cruelty Investigations Team investigated and closed **186** animal cruelty cases, including 43 reports of animal abandonment, 133 reports of neglect, 9 reports of cruelty, and 1 report of cockfighting.
- ❖ Our Dispatch team efficiently handled nearly **3,304** calls, including 6 calls to the Cruelty Tips Hotline.
- ❖ The number of dogs impounded by Animal Services was up more than **12%** in November and is up **15%** over last year at this time. The number of cats impounded year-to-date is up more than **13.5%** due to several over-the-limit neglect cases.
- ❖ Thirty-one (31) loose/lost pets were reunited with their families in the field by Officers, rather than having to be impounded.

## Enforcement & Criminal Deterrent Efforts by our Animal Services Division

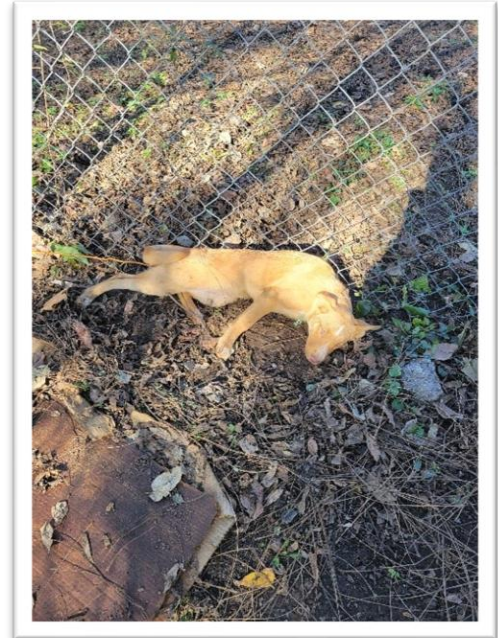
In November, officers issued **sixty-six (66) citations** for violations of the Kansas City Municipal Code. *A total of 806 criminal citations through Municipal Court have been issued so far in 2024.*

### The top five criminal court citations issued by Animal Services in November:

1. Public Nuisance,
2. Dog at large,
3. Animal putting person in fear,
4. Adequate Animal Care,
5. Wearing of license.

### Stories from the Field – Entangled

On November 11th, 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 a tether to the point where she could no longer stand and was trapped in an unnatural position. Adams quickly worked to free the dog. Through further investigation, the individual responsible for placing the tether on the dog was identified and issued citations by Adams through the Municipal Court of Kansas City, Missouri. Citations were issued for the care of the dog entangled, as well as for two other dogs found to be on the property.



### Marketing/PR/Communications/Community Events

- ❖ 176 pets found loving homes during the “Thankful for a Home” weekend adoption event (Nov 22-26). During this event, all dogs weighing 30 pounds or more and all adult cats were \$30 to adopt.
- ❖ Van Subaru went above and beyond by delivering adorable new dog and cat parent kits, filled with goodies to welcome pets into their new families. They also collected much-needed supplies from the community at their dealership and donated them.
- ❖ KCPP received three awards at the Nonprofit Connect: Network. Learn. Grow. Philly Awards! This event celebrates KC nonprofits for their outstanding achievements in marketing and communications each year. This year, our dedicated team brought home silver in social media campaigns for Horton’s inspiring story, gold in identity campaign for our 2024 brand refresh, and gold in newsletter/magazine for our summer direct mail appeal.
- ❖ KCPP for Hambingo at Hamburger Mary's Kansas City (Nov 9) raised \$2,000! Every game played supported our Canine Enrichment Program, helping provide shelter dogs with mental stimulation, exercise, and treats. Our YTD enrichment fundraising is at \$8,000 for the year.
- ❖ KCPP voted as the Best Place to Adopt a Pet in The Pitch's Best of KC! This category saw some of the highest voter turnout, making this recognition even more meaningful.
- ❖ During the month of November, we had 146 news articles (372 million reach) and 25 broadcast mentions (274,000 reach) for a total reach of **372,274,000 million** people.

Our biggest news story of November was [The Big Biscuit's pajama collection drive to help local children in need stay warm this winter season](#). This year so far, The Big Biscuit partnered with KCPP, local schools, and other community-

focused organizations on lifesaving initiatives like volunteering to pack over 1,800 pounds of nutrient-dense foods which helped nourish over 226,000 people in KC struggling with food insecurity each month. This article includes a brief mention about how The Big Biscuit’s President & Co-CEO, Chad Offerdahl adopted his new dog, Johnny from KCPP!

Website Statistics	Social Statistics
Users: 64,00 (New users: 58,000)	145,000 + followers on Instagram
Sessions: 83,000	202,499 followers on Facebook
Page Views: 615,000	1,229,263 TikTok Followers

### Volunteer Program Updates

In November **725** volunteers gave **4603.07** hours of service, the *equivalent of 26.55 full-time employees*.

- ❖ 336 volunteers served at KCCAC
- ❖ 112 volunteers served at KCCAC with Groups
- ❖ 67 volunteers served at Zona Rosa Adoption Center
- ❖ 96 volunteers served at our Petco Cat Habitat locations

*The remainder were those who input foster hours, court ordered community service and remote volunteer work*

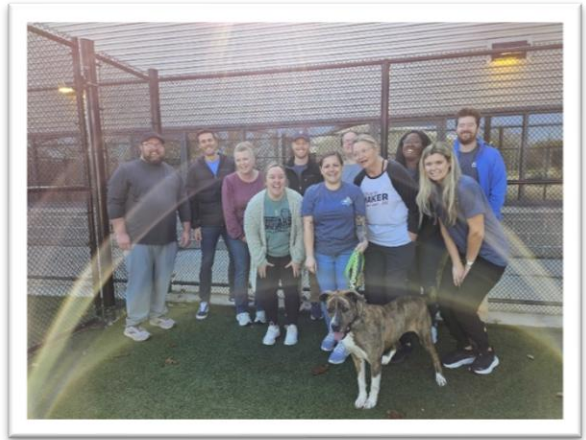
Total value of volunteer hours in November: **\$131,372.28**

**Businesses and groups** that volunteered in November brought 112 volunteers to the campus and gave 238.5 hours of service – a value of \$6,806.79 : *Commerce Bank UX Team, Liberty Academy (x2), Honeywell, UMKC Pre-Dental Society, Raytown High School Jaywalkers, Mill Creek Middle School, Oracle Consulting, Volunteer Anne Norton’s Church Group, Country Club Bank, UMB Institutional Banking Team, Cub Scout Pack 3286, Burnds&McDonnell, and Madam President Camp*

On November 20th six employees of Country Club Bank joined us for campus crew. They cleaned windows and floors in the canine hallway and lobby, cleaned cat windows and polished stainless steel, and made canine enrichment! They met the adorable Cauldron (now adopted!). One of the employees came back at the end of the week to adopt Jeff, one of the quality of life/Length of Stay dogs that was in the suites at KCCAC. She said when she came in to volunteer she saw him and could not get him out of her head. We love it when these groups lead to donations, ongoing volunteers and adoptions!



On November 8th Honeywell employees joined us to make canine enrichment and ended their visit with a meeting with Sorella. They were a great, thankful group and they appreciated learning more about what we do at KCPP.



### Santa Paws Donation Drive

Linda Smith is spearheading the Santa Paws Donation Drive again this year. Linda houses barrels for this event at her home and brings them out in the fall for this special event to get supplies to KCPP. Photos here show Linda Smith and Teresa Mangiaracina celebrating the kick off of the event by wrapping and decorating the barrels. The following businesses are participating in this drive for KCPP:

- Union Hill Animal Hospital
- KC Vet Clinic
- Jeff David Insurance
- Eagle Animal Hospital - both locations
- Brookside Bakery
- Progress Rail.
- Better Homes and Gardens Real Estate Kansas City Homes



### Total active volunteers: 1686

- ✓ We received a total of 333 new volunteer applications in November and 5 new volunteer orientations were conducted for 102 attendees
- ✓ In November 226 volunteers participated in 370.73 hours of training sessions, including in-person mentoring sessions for 161 volunteers (*new volunteers and volunteer mentors*).
- ✓ *For 2024 November showed the highest number of total training hours!*
- ✓ 15 Community Service volunteers gave 122.43 hours in November, which is a value of \$3,494.15

### Other updates from the volunteer department:

- Now that we are fully staffed the volunteer department is focusing on our response times and retention efforts. To start we have implemented a three day processing time for all new volunteer applications. This means from the time the volunteer submits the application it will get processed within three days or sooner. We feel this may be helping our recruiting efforts as we are seeing more volunteers attending orientations and doing online and onsite training than earlier in the year. We have also started follow up with volunteers that are no longer actively dog walking to find out more about why they may not be with us and see what we may be able to do to get them back. Lastly, we have started tracking volunteer activity after mentoring for KCCAC dog walking mentoring and feline mentoring to review the retention rate after training. Diving further into this information will help us learn more, better understand the volunteers' journey and identify opportunities to retain and engage our volunteers.

## Surgeries & Medical Procedures Performed in November 2024

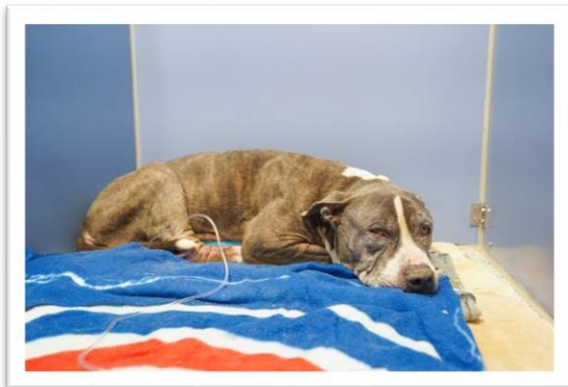
Surgeries	
Community Cats Neutered	48
Community Cats spayed	53
Reclaimed pets neutered	9
Reclaimed pets spayed	11
Shelter Animals Neutered	312
Shelter Animals Spayed	311
Specialty Surgeries	39
<b>Total Surgeries</b>	<b>783</b>

Medicine	
Wellness exams	78
Emergency exams	15
Foster pet exams	37
Rechecks performed	210
Medical concerns addressed	456
Post-adoption exams	3
Other Exams	48
<b>Total Exams</b>	<b>847</b>

Parvo Ward	
Parvo pups treated	8
Parvo pups graduated	8
<b>Save rate for parvo</b>	<b>100%</b>
Clinic Administration	
Communications with fosters	109
Communications with adopters	87
Medications filled	474

## Lifesaving Stories from the KCPP Veterinary Clinic

**Tank**, (right) came to us after he was rescued from his burning home. The firefighters told us Tank could be seen sitting inside the door to the house waiting for help, but he succumbed to smoke inhalation before they could get him out of the house and had to be revived with oxygen therapy on the scene. He was closely monitored overnight at an emergency clinic and then arrived at shelter the following morning for continued care. Smoke inhalation is very dangerous and can cause fatal swelling of the windpipe in the first 72 hours after exposure. It can also cause thickening of the fluid that lubricates the airways making it difficult to breathe. For three days, we provided the only care we could—we watched and waited and kept Tank on intravenous fluids to make sure he stayed hydrated. Tank got worse rather



than better over the first 24 hours, but then he began to cough up the irritants in his lungs and we all breathed easier . . . Tank included. Tank is doing well now and he turned out to be the most mild-mannered little guy you'll ever meet. We are hopeful that his family will be able to take him back soon.

### Goodbye to an old friend . . .

Milton arrived at the shelter clinic in 2020, a street cat with wounds to show for it. He had been shot with BBs, had injuries to his legs and feet, and was in generally poor condition. He also had Feline Immunodeficiency Virus (FIV). He was estimated to be 6 years old.

Volunteers Nancy and Dan Mahoney fell in love with Milton, they took him into their home as a medical foster. Milton's first week as a foster cat was punctuated by constant yowling, a sign of his Siamese heritage, and window blind destruction, a sign of his desire to return to the wild! Both habits resolved, but the blinds were never replaced and now serve as a memorial to Milton "Meezer Cat" Mahoney's magical ways. Whenever Milton came to the clinic for rechecks, he walked in on a harness and leash and greeted his adoring fans like a boss.

Milton's health improved in the loving care of the Mahoney family, and Nancy and Dan provided Milton a forever home for the next four years. In September, Milton was diagnosed with heart disease that had caused a blood clot, and more recently, his kidneys failed him. Nancy and Dan made the compassionate and difficult decision to let this angel take flight. Although he did not make it into his teens, Milton demonstrated how well an FIV positive kitty can live in a multi-cat household.

Rest in peace little man. You were loved by all.

## Pet Support Center – Pet Support Desk, Pet Helpline, and Return to Home (Lost and Found)

### Customer Engagement Performance

"I volunteer there and can tell you that the people who work there do love animals and want the best for them."

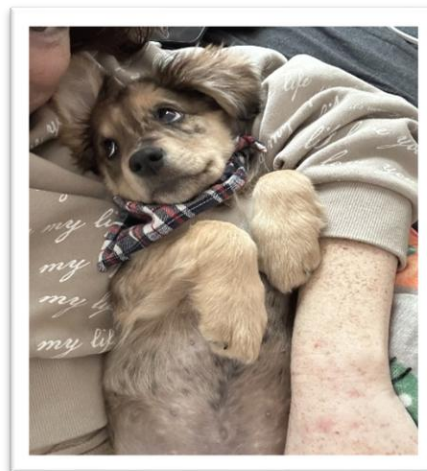
### Google Ratings:

- ✓ KC Pet Project at KCCAC: **4.2/5.00** (1,625 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (725 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (229 Google reviews)

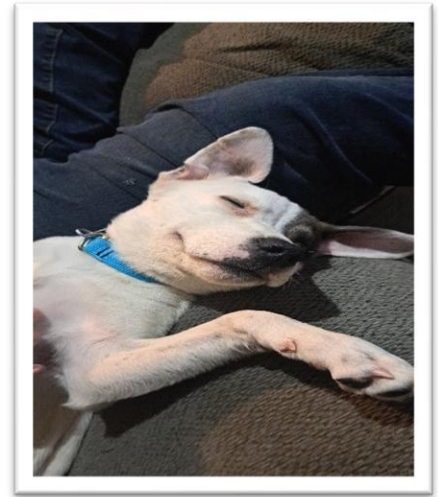
Colin Sutter, Customer Engagement Coordinator, reported **669** emails were received in November inquiring about fostering a pet or pets in foster homes. An additional **989 emails were received through our Contact email address, mostly** regarding pets available to adopt or the adoption process.

**Adoption Updates:** In November we received 31 adoption updates through our Constant Contact email campaigns. Here is what some of our adopters had to say this month:

"Hi friends! My husband and I adopted Oviedo, who now goes by Rooster, on Halloween and wanted to send you an update. We LOVE him! Maverick and he became quick friends, and he is the talk of the neighborhood. The only downside is just how quick he is growing up - we wish time would slow down 🐾 Hope you enjoy the attached photos as much as we've enjoyed having Rooster in our family!"



"We adopted Jersey about a week ago. We have changed his name to Luke. There's another Jersey we know in the family so we figured it would be easier if we changed his name. But Luke is doing good. He tries to play with our cats but they haven't warmed up to him yet. But he's been doing good. He loves to sit in the middle seat on the couch and watch TV with us at night. He's a big cuddle bug. He is so sweet. He has definitely been a great addition to our family."



**Pet Support Center - Customer Satisfaction Survey & Services Provided**

- ✓ **2024 Rating: 4.463/5.00**
- ✓ Historical rating: 4.686/5.00; 15 surveys submitted in November, 1,394 submitted since launch in September 2020.

***"Y'all provide such important services! I love KC Pet Project!"***

***"Paige was exceptional. She was caring and understanding. It has been so emotional losing my dog and now finding her. Having a friendly person to assist really put my nerves at ease. She is awesome! Thank you for everyone on staff for all you do and the time and energy given to the animals. God Bless You"***

***"Found our dogs, and took care of their shots and chips! We were notified of all steps as soon as possible. You all are a God sent. Thank you so much KC Pet Project!"***

**Pet Support Call Center/Pet Helpline Performance**

November 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
<b>IN &gt; Helpline - Main Queue</b>	3,059	537	3596	15%
<b>IN &gt; Helpline - Spanish</b>	59	26	85	31%
<b>IN &gt; Helpline - Lost and Found</b>	797	160	957	17%
<b>Helpline INBOUND Performance</b>	<b>3915</b>	<b>723</b>	<b>4,638</b>	<b>16%</b>
<b>OUT &lt; Helpline – Main</b>	943	231	1174	N/A
<b>OUT &lt; Helpline – Lost and Found</b>	272	67	339	N/A
<b>Helpline OUTBOUND Performance</b>	<b>1215</b>	<b>298</b>	<b>1513</b>	<b>N/A</b>
<b>Total Performance for November 2024</b>	<b>5130</b>	<b>1021</b>	<b>6151</b>	<b>17%</b>



***Our Pet Support Center team answered 5,130 live phone calls, completed 1,513 outbound calls, resolved 117 voicemails, and completed a total of 8,101 interactions with pet families in November, a 9% increase from last month's total of 7,410.***

- ❖ In November, the Pet Support Center staff assisted approximately **1,328** KCMO residents with in-person services (avg. 44 residents a day) who came in for pet relinquishment services, stray animal impounds, microchipping, lost and found/return to home, pet licensing, bringing in sick or injured pets, pets being reclaimed, and for pet resources such as basic pet care supplies as well as supportive programs through Keep 'Em Together, KC.
  - ❖ Our Average wait time for services in the Pet Support Center was 4 minutes
  - ❖ 63% (851) of clients were assisted less than 1 minute after walking into the Admissions lobby
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***Our Pet Support Center team received 403 requests in November from residents to surrender pets to the shelter, an 5% decrease from last month (424), and a 12% increase from November 2023 (436).***

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#### **The top reasons for in-person services in November**

- ❖ Found a Pet (26%)
- ❖ Foster/Dog Day Out (16%)
- ❖ Surrendering a Pet (13%).
  
- ❖ We took in **392** stray/lost animals over the counter from members of the public (a 20% decrease from November 2023; 468 animals).
- ❖ The Pet Support Center kept families together for **175** animals whose owners originally contacted KC Pet Project to surrender their pet(s), **87** animals were diverted through return-to-field, trap-neuter-return, and safety net programs, **114** were diverted over the counter, and **14** additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. ***A total of 390 animals stayed with their families last month instead of coming into or staying at the shelter, a 2.5% decrease from last month's total of 400, and a 31% increase from November 2023 (298 pets).***
- ❖ Pet Support Center staff diverted 114 animals through walk-in and over-the-counter in-person services for community members who visited the admissions department at the Kansas City Campus for Animal Care in November.

#### **The top 3 reasons for surrendering a pet in 2024 are:**

- ❖ 1) Resource issues, including unwanted litters and cost (884)
- ❖ 2) Health Issues related to allergic reaction to the animal, euthanasia requests and the health of the animal/owner/family (564)
- ❖ 3) Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (455 pets).
- ❖ ***Housing Issues including cost/loss of home, moving, and relocating restrictions (399 pets) currently sits as fourth largest cause of relinquishment; and behavior-related challenges sits as the fifth largest cause of relinquishment (299 pets).***

## News from the Pet Support Center

- ❖ After an exhaustive search, the Pet Support Center is now back up to fully staffed! Kiersten White joined the team this month and with her background in social work she is ready to hit the ground running. With a fully staffed department, the Pet Support Center is ready to provide important services to the Kansas City community!

## Return-to-Home Team

- ❖ Admissions staff reunited **17** found animals with their owner prior to impound.
- ❖ The Return to Home team completed **119** ownership investigations in an effort to send lost pets back home.
- ❖ **129 (22.6%)** of the **569 (68 neonate kittens excluded)** found animals impounded at the shelter in November were returned to their owners. **24%** of found dogs were reunited with their families, while 9.5% of found cats were reclaimed by their owners. An additional **20** animals considered “at risk” were returned to their homes after an initial quarantine or scheduled surrender.
- ❖ In November, **12** animals (11 dogs and 1 cow) were enrolled in the Friendly Finder Program, which allows finders to foster dogs they find as strays through KC Pet Project. This program encourages the finders to be more involved in the reunification process and helps prevent overcrowding in the shelter. Of the nine dogs fostered through the program:
  - 4 were reunited with their owner
  - 4 were adopted by the Friendly Finder



## Return-to-Home: Jade's Trek Back to Arkansas

A friendly pitbull named Jade arrived here at the shelter as a stray on November 7<sup>th</sup>. Her microchip connected her to a family in Arkansas who had been missing her since last April. They relayed that she came to the city with a family friend whose home she went missing from. Her family had given up hope that she would be found so were super excited when they heard she was here. The RTH team was able to also locate the family who had been caring for her the last 6 months and they agreed that she should be reunited with her original Arkansas family. This news was relayed back to the Arkansas family and they immediately began the trek to Kansas City to reclaim.

## Rehoming Support Services

In November, our team received 126 requests for private rehoming. Eligible pet owners posted 50 owned pets for adoption through our ReHome website for rehoming support services. *Our team has received 4,810 requests for ReHome since March 2021.*

## Keep 'Em Together, KC Program Updates

Tara McNamara, Keep 'Em Together Case Manager, attended a seminar about Pet-Inclusive Housing through Maddie's Fund. Tara had the opportunity to listen to speakers from My Dog is My Home, My Pitbull is Family, Heart LA, and

Michelson Found Animals. The seminar provided resources for helping members of your community to find pet-inclusive housing, as well as how they can learn more about their legal rights as a renter.

Tara McNamara, Keep 'Em Together Case Manager, reported **245** families benefitted from our five (5) KETKC subsidiary programs in November (a 16.1% decrease from last month's total of 292).

### **1. Pet Care Assistance Program (PCAP)**

Pet owner financial assistance totaling **\$3,457.00** for **16** families (21 pets) was awarded in November:

- ✓ 16 Pet Care Assistance applications were received
- ✓ Healthy Pets, KC medical assistance granted: \$0.00
- ✓ Home Away from Home reunification fees: \$0.00
- ✓ Shelter reunification assistance granted: \$3,457.00

### **2. Pet Resource Assistance Program**

Tara McNamara, Keep 'Em Together Case Manager, reported pet foods were shared with three (3) community pantry partners in the metro, including, Chestnut Avenue Resource and two (2) local community cat caregivers.

- ✓ 826.5 lbs. of cat food and 6 lbs. of cat treats
- ✓ 791 lbs. of dog food and 114 lbs. dog treats
- ✓ 70 lbs. of kitty litter
- ✓ 22 collars and 10 leashes
- ✓ 22 individual doses of flea/heartworm medicine
- ✓ 0 kennels/crates and 3 outdoor cat houses
- ✓ 163 miscellaneous pet care items

**114 local families with 256 pets benefitted from pet food resources provided by KCPP in November.**

### **3. Pets for Life (PFL) Program:**

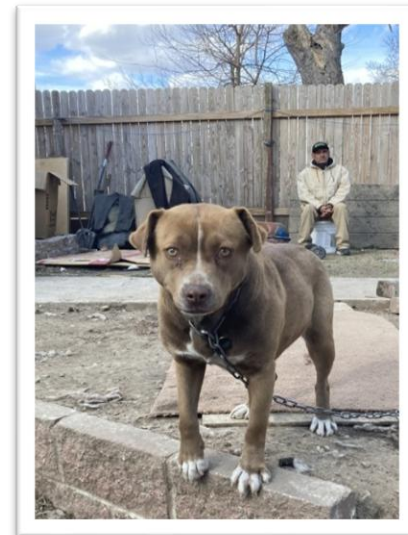
Mariana Vasquez, Pets for Life Coordinator, reported the following program updates for the month of November:

- ✓ New clients met through active PFL outreach: 10
- ✓ New clients who contacted PFL or were referred to PFL by others: 1
- ✓ Number of new pets met: 24
- ✓ Total number of spay/neuter appointments scheduled: 1
- ✓ Total number of spay/neuter surgeries completed: 0
- ✓ Total number of touchpoints/conversations with PFL clients: 32
- ✓ Supplies given (leashes, food, shelters, etc.): 140 items

- ✓ Medications or services given (dewormer, nail trim, microchip, vaccines, etc.): 5
- ✓ Completion rate of spay/neuter: 0%
- ✓ Conversion rate of altered pets whose pet families request spay/neuter services: 100%

**Pets For Life:** “Saving one dog will not change the world, but surely for that one dog the world will change forever.”

Meet Chocolate, a sweet 3 yr old girl, who although she experienced a rough upbringing, has taught everyone around her the importance of staying positive and embracing a new day. Javier, her daddy, took over custody from a family member last year, and ever since has spoiled her with compassion, attention and affection. In return, Javier gained a new best friend, an unwavering loyalty, and unbreakable bond. I think it’s safe to say, that’s his favorite Chocolate.



#### 4. 3-Day Reclaim Fee Forgiveness Program

- ✓ **75%** of the animals reclaimed from the shelter in November were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program.
- ✓ Since August 2021 we have subsidized a total of \$355,850 in reclaim fees for 3,420 families with 4,010 pets.

***\$7,605 was subsidized by KCPP in Reclaim Fee Forgiveness for 83 families with 109 pets in November 2024.***

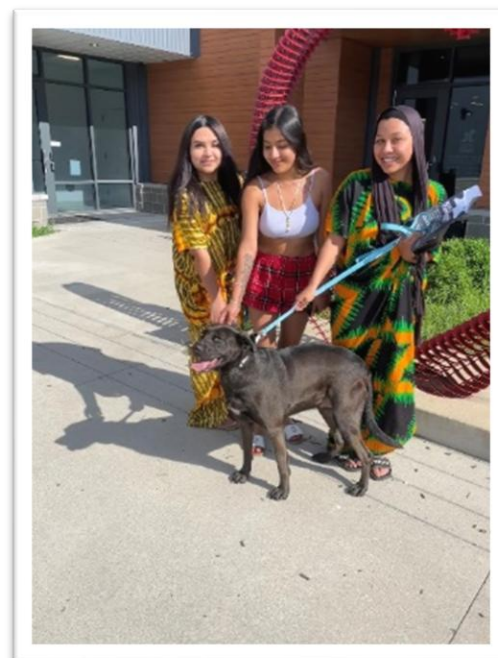
#### 5. Home Away from Home (HAFH) Program

No new families were enrolled in our Home Away from Home emergency boarding program in November.

### Keeping ‘Em Together: Baby, Diesel, and Karla

“They’re everything”, Karla answered when asked what her dogs, Baby and Diesel mean to their family. Baby and Diesel found their way into the shelter on July 3rd, brought in by two citizens on their way to happy hour after leaving work for the holiday. They had found them together, near the highway and were very concerned for their safety.

Baby had a microchip, which came back with their owner, Karla’s information. Diesel did not have a microchip, but the dogs seemed to be bonded. Staff made note of how the dogs seemed to be bonded and hoped that once they were able to contact Karla that she would know who Diesel was. The next day, Karla came to the shelter frantically searching for her dogs. She was relieved to learn that Diesel had come into the shelter alongside his fur-sister, Baby. Baby was already spayed and went home with Karla that day. She had not had Diesel as long and had not yet had him chipped or neutered. Diesel stayed an extra night for surgery and joined his sister the following day. We also were able to fit him for a harness, as he tends to pull out of his collars. Karla was excited for him to rest up for a few days after his surgery, so she could take him for a run with her. Her day-to-day life just wasn’t the same without her babies!



This is just one of the many families that our Keep 'Em Together, KC program has supported this year. Whether it is help with financial assistance or pet supplies, we would not be able to keep families like this together without your support.

## Canine Behavior and Enrichment Department

- ❖ Dogs assigned to Behavior Team for assessment: 50
- ❖ Pre-adoption behavior consultation conducted: 144
- ❖ Number of dogs introduced to adopters: 8
- ❖ 167 behavior support emails/correspondence sent
- ❖ 24 behavior support phone consultations performed
- ❖ Assisted 6 people with behavior help or lessons given for recently adopted or foster dogs
- ❖ Average daily number of dogs served via playgroups: 181 dogs a day on average in playgroups
- ❖ New dog playgroup introductions: 11 new dogs a day on average introduced to playgroups

In November, the Behavior and Enrichment team officially dissolved the long-vacant Behavior Follow-up position, which had been open since 2022 but frozen for over a year. During this time, Tabitha Urban, Director of Canine Operations, has overseen the responsibilities associated with the role. With this change, the team is now positioned to enhance support for adopters, fosters, and community members, aiming to provide resources and assistance that help prevent shelter intakes. This shift marks a significant step in optimizing team capacity and improving community outreach.

## Canine Operations & Adoptions

We had **837 separate individuals/families** at our KC Campus for Animal Care in November who were interested in meeting dogs available for adoption.

- ✓ **45.4%** of all visitors who met with a Canine Matchmaker adopted a dog that day.
- ✓ The average wait time for a Canine Matchmaker in November was 8 minutes. (5 minutes quicker than October 2024)
- ✓ The average time it took for an interested party to meet and decide on a dog to adopt was **31** minutes.
- ✓ The average wait time for an Adoption Counselor before finalizing the adoption was **26** minutes.
- ✓ The average total time spent at KCCAC to meet and take a dog home was **67** minutes. (23 minutes quicker than October 2024)
- ✓ The Canine staff cared for an average of **250** dogs daily at our Main Campus location.
- ✓ 251 dogs and puppies were adopted in November.

In the month of November, the Canine Care & Adoptions departments trained in dog walking, dog to dog introductions, and showing dogs to potential adopters. At the end of the month there were five vacancies on the Canine Care team.

The Canine Care team continued monthly team meetings to increase communication and education across the department. At the November Canine Care Team we reviewed safety protocols, loose dog protocol, and the Pets for Patriots program. We also discussed and implemented new opening and closing checklists with a goal of maintaining supplies and organization.



Canine Adoptions stayed busy with "Fee Waived Wednesday" taking place throughout the month, as well as a successful "Thankful for a Home" adoption special resulting in 54 adoptions in the week/weekend leading up to Thanksgiving. Foster-to-adopt was a bit slower this month, with 23 dogs participating in the program.

By the end of November, the Adoptions team had sold 316 flea/tick & heartworm preventative products for a total revenue of \$4,022!

### Customer Satisfaction Surveys

**KCCAC Survey total overall rating: 4.87/5.0 stars**

(8 surveys submitted in November, 52 responses year to date)



"Meeting and adopting Zipp was a wonderful experience. Zipp is obedient, walks well on a leash, is potty trained, is very social with our other 2 Australian Shepherds, and is very loving. We are thrilled with Zipp! Thank you so much for all the

<b>Staff Training</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Able to introduce dogs to adopters:	19	22	23	23	23	26	26	21	20	17	21	
Able to facilitate dog-to-dog introductions:	24	24	28	30	31	31	29	20	20	15	23	
Level 1 Week 1:	28	28	32	32	31	31	31	23	24	26	25	
Level 1 Week 2:	27	28	32	32	31	31	31	23	22	23	24	
Level 1 Week 3:	27	28	32	32	31	31	31	23	22	22	23	
Blue Level	27	27	28	32	31	29	31	22	20	17	23	
Level 2 Week 1:	25	26	27	29	29	29	27	20	18	16	21	
Level 2 Week 2:	25	25	27	29	29	29	26	20	18	13	19	
Level 2 Week 3:	25	25	27	29	29	29	26	20	18	13	16	
Level 2 Week 4:	24	24	25	26	28	29	24	20	18	13	16	

love and care you all gave him. Sincerely, Zipp's family "

"Overall, my experience was very pleasant. I put an early bird hold on a cute scruffy girl who I named Tinsley. The behavior counseling was very thorough, and the staff were all very nice. It was incredibly busy when we picked her up, and the staff was nice and professional while helping a lot of people at once. "

"Brin was an awesome

helper at finalizing our adoption. She was very knowledgeable, helpful, and friendly. All of the employees and volunteers were very helpful and friendly. Thanks for the pleasant experience!"

"Very impressed with the behavior team and other staff making sure we found a great match for my household."

## Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported that **126** dogs were in foster homes at the end of November.

- ✓ During the month, **392** dogs/puppies were sent to foster homes!
- ✓ We welcomed **45** new dog foster families.
- ✓ We had **64** dogs/puppies adopted directly from foster homes.  
Dogs day out: 237

**Volunteers took 237 dogs on a Dog's Day Out in November!**

November was a great month for the Canine Foster department, and we wanted to highlight three dogs and their foster stories.

First is Ginny. Sweet Ginny arrived at the shelter as a stray in early August at just 5 months old. She was very scared and immediately shut down in the shelter. We discovered that she gained confidence around other dogs, but we were making little progress one-on-one. She went into foster care a couple of times with households that had other dogs, but she still struggled with human connection. Fast forward three months, and she is now in a foster home as the only dog, coming out of her shell with people daily! We cannot wait to see what her future holds.

Next is Falcon! Falcon, (to the right) spent 103 days in the shelter, where he struggled immensely. He spent a lot of time just spinning in his kennel, which was heartbreaking to see. However, once he moved into a foster home on November 24th, everything changed. He has been thriving ever since, and we have received nothing but positive updates from his foster family. It is amazing how much of a difference a foster home can make.

Last, but not least, we wanted to highlight Rustopher Lee's story. Rustopher Lee also arrived at the shelter in early August. He spent over two months in foster care with little interest until one day when his forever home new he was the right fit! He now has two built-in little human best friends for life. We are so excited for him!



## Canine Transfer & Placement | Transport | Small Animals & Farm Animals

In November, 31 dogs were transferred out to these shelters/rescue organizations: Chain of Hope, Great Plains SPCA, Independence Animal Services, Mac's Mission, Mid America Boston Terrier Rescue, Missouri Pit Bull Rescue, Pawsitive Tails, Paws-N-Claws Iowa, Shiba Inu Rescue Association, Wayside Waifs

### Small Animal & Farm Animals Program:

We processed 12 small animal adoptions last month – 1 Cow, 4 Chickens, 3 Guinea Pigs and 2 rabbits.

### Transports

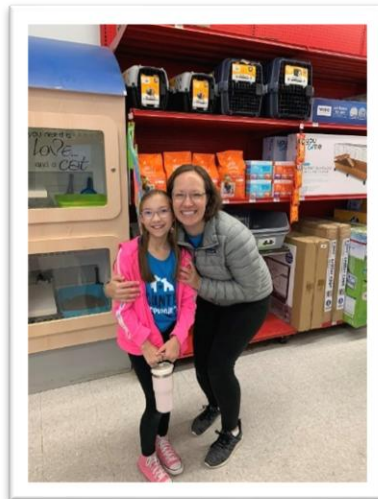
Our offsite transportation program continues to stay busy and maintain our role in creating lifesaving space at our main campus location by utilizing staff and volunteers to transport animals offsite.

Sixty-six (66) puppies/small dogs and thirty-five (35) large dogs were moved to off-site locations this month to our Zona Rosa Adoption Center. Six (6) small animals were moved to our Petco Adoption Center. These transports were performed by staff and by our dedicated volunteers!

### Petco Habitats | Whiskers Cat Café | Feline Lifesaving Transfer Program

Gage Mofield, the Petco Program Manager, oversaw the transfer of **119** cats/kittens from Austin Pets Alive!, City of Grain Valley, Gladstone Animal Control, Humane Society of Scott County, Joplin Humane Society, and Midwest Animal ResQ.

- ✓ The average length of stay for adult cats in a Petco Habitat in November was 5.1 days, and the length of stay for kittens was just **1.8 days** at the Habitats!
- ✓ We processed **131** cat/kitten adoptions from our Petco Cat Habitat stores, as well as 3 adoptions from Whiskers Cat Café.
- ✓ The Olathe Petco store had the highest number of adoptions in November with 25 adoptions, followed by the Barry Road Petco store with 19 adoptions.
- ✓ Petco Cat Habitat volunteers gave **514.72** hours of service to the program, a value of \$15,025.81 to KCPP.



This is a decrease from this previous month, but this lines up as we had a few day stretches where we did not have cats at every habitat, which means less habitat shifts to sign up for in general, and this tends to happen as kitten season winds down! This past month, we had 13 new volunteers and 4 new junior volunteers trained all across our Petco Cat Habitats! This is the largest number of new volunteers enrolled into the program in 2024! Meet Some of our new volunteers!

### Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported sending **95** kittens and 4 adult cats to foster homes in November. While also onboarding 13 new foster homes!

- ✓ At the end of the month, we had **156** cats/kittens, about 54% of cats at KCPP, in 42 active foster homes.
- ✓ There were 40 kitties who found adopters through foster homes in November which accounted for about 10% of cat adoptions for the month.





One special foster from November was Little Minnie. She was brought in by a member of the public as a stray after being found in the middle of the road, and throughout her stray hold remained terrified of people. We were concerned about potential injuries as she was observed stumbling a few times when she walked, but her radiographs showed no abnormalities. She received TNR surgery after her stray hold in case she needed to be released and one of our team members offered to be a caretaker for her. She went to foster for acclimation and to see if a few weeks in a foster home would make her more comfortable around people. To our complete surprise, she came out of her carrier into the kennel set up at her foster home with greater confidence than we had ever seen. After seeing the resident cats in the home, she immediately began chirping at them

and then accepted pets for the first time! She began purring and soliciting attention, and even enjoyed sitting on laps and being showered with affection. Unfortunately, 2 days later she developed an upper respiratory infection and came back to the shelter for treatment, but thankfully she maintained her sociability. She was cleared for adoption on 11/21 and found her forever home just 4 days later! Little Minnie is a shining example of the resilience of kittens and the benefit a foster home can provide!



## Feline Operations

Jennifer Dreiseward, Director of Feline Operations, reported the number of owner surrendered cats increased by 28% over last November. For November, the number of cats arriving and receiving care from KCPP is up **4.7%** over last year at this time.

- ✓ Stray cats being brought in by the public are **21%** lower this month compared to last year.
- ✓ We had a total of **409** cats/kittens adopted in November.
- ✓ **387** families arrived at our KCCAC location in November that were interested in adopting cats.
- ✓ The average wait time to see cats was 14 minutes.
- ✓ **50.3%** of all visitors who met with a Feline Matchmaker adopted a cat that day!
- ✓ Visitors spent on average 41 minutes meeting cats before deciding to adopt.

**Rockin Robin** originally came to KCPP when she was 11 years old on December 6th, 2021 through a transfer from another organization and she has had quite the adventure since then! She was first adopted in January of 2022, but ended up coming back in February of 2023. She found a new home that same month, but ended up in another animal shelter in Grain Valley this year, so she came back to us on November 1st. She found her next, and hopefully forever, home just 8 days later! Despite all of the changes she had to navigate, Rockin Robin remained a sweet, social, and brave senior lady, and we are so happy she found her new home so quickly!



## Community Cat/TNR Program

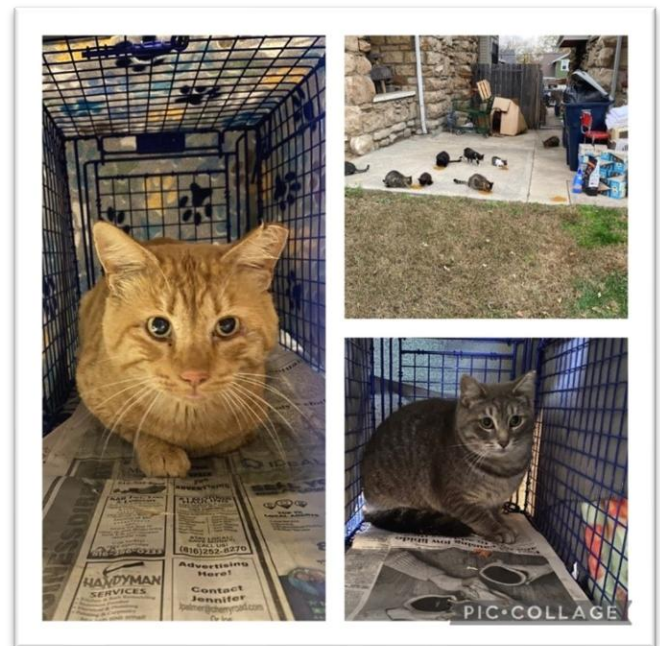
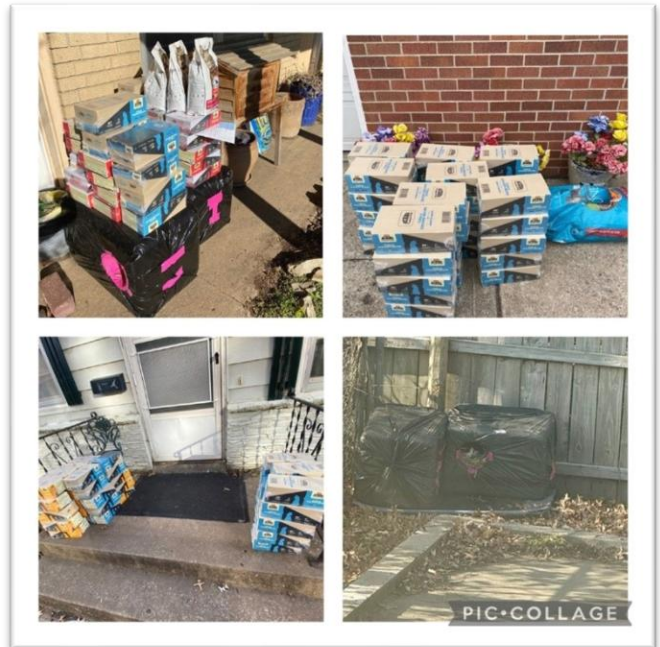
**Seventeen** (17) cats received Trap/Neuter/Return (TNR) service from KCPP in November!

During the month, we delivered to our community:

- ✓ 261 cases of wet food
- ✓ 93 lbs. of dry cat food
- ✓ 23 winter shelters

We spent November working on cleaning up our practices (and our work areas!), planning and prepping for winter and 2025, and delivering winter shelters and food to caretakers in need. We also focused on “colony wrap ups” – ensuring that the colonies we have started are complete, leaving no cats to be TNR’d!

Staff Highlight: Lead Trapper Yaneli - during her lunch break Yaneli spotted a cat behaving unusually near the lake in Swope Park. She stopped and observed the cat and decided to trap it for TNR services and to assess the cats behavior further. This cat unfortunately ended up passing overnight due to intestinal damage, likely from eating something it shouldn't have. That same evening while driving home, Yaneli again spotted an out of place cat at roughly the same area as the first one. This cat laid underneath someone's car and she inquired about the situation and was advised the cat had simply been there for a few hours under this person's car. Yaneli again set a trap and trapped this cat, only to learn that it was a cat we had previously provided TNR services for this summer. The cat's colony location was nowhere near the lake and how she ended up there is a mystery. Unfortunately, when the cat was brought back to the shelter it was determined that she was incredibly sick and due to her fractiousness and fearfulness of humans, humane euthanasia was the kindest thing we could do for her. We are so grateful to Yaneli's dedication to helping all cats and going above and beyond for the community cats!



Submitted by,

Steven Kaufman, Interim Chief Executive Officer  
KC Pet Project