

# KC PET PROJECT

## Impact Report for December 2023 Activities

### Sheltering Statistics:

Dog & Cat Totals for Year	2023	2022	Difference
Adoptions	<b>10,218</b>	10,565	347 fewer
Total Intake	<b>15,308</b>	15,240	68 more
Returned to Owners	<b>1,992</b>	1,830	162 more
Live Release Rate	<b>93.4%</b>	96.0%	2.6% lower
Owner Surrendered Pets	<b>3,048</b>	3,855	807 fewer
Stray animals brought in by public	<b>6,319</b>	5,154	<b>1,165 more</b>
Cats/kittens transferred IN	<b>1,236</b>	1,711	475 fewer
Spay/Neuter Surgeries Performed	<b>8,966</b>	9,273	307 fewer
Average Length of Stay for Dogs	20.6 days	18.9 days	1.7 days longer
Average Length of Stay for Cats	19.4 days	20.1 days	0.7 days fewer

### December 2023 - Animals In & Animals Out

- ❖ We received or provided care for **1,100** new dogs and cats that arrived in December (681 dogs, 419 cats), along with 5 ferrets, 2 guinea pigs, 1 hamster, 2 bearded dragons, and 2 rabbits.
- ❖ **895** pets were adopted in December (421 dogs, 461 cats, and 13 other pets).
- ❖ The number of adopted dogs returned in December (17) was the lowest number since before moving into our Campus.
- ❖ Despite the continued increase in the number of animals arriving and the length of stay increasing for dogs, we achieved a **94.3%** Save Rate in December (91.8% dogs, 97.3% cats) and a **93.4%** Save Rate for 2023.
- ❖ Our veterinary team performed **753** spay/neuter and specialty surgeries in December. Doctors performed **1,164** examinations on pets in/arriving at our shelter and treated 5 puppies and young dogs in our shelter’s parvovirus ward – bringing our total treated for parvovirus to **252** puppies/dogs in 2023.
- ❖ We provided spay/neuter surgeries and veterinary services for 59 community cats last month – totaling **874** low-cost surgeries for feral/community cats performed in 2023
- ❖ We provided free spay/neuter surgeries and veterinary services for 22 owned dogs in December that were reclaimed and reunited with their families – totaling **354** reclaimed dogs that went home spayed/neutered at no additional charge from KCPP in 2023.
- ❖ **357** dogs/puppies and 52 cats/kittens were sent to foster homes in December – bringing our record-breaking total to **3,579** dogs/puppies and **2,414** cats/kittens sent through our foster departments in 2023! Our Canine Foster Program sent **1,890** dogs on a “Dog Day Out” with the public/volunteers in 2023 – a **107%** increase in the number of dogs over last year!

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**2023 had the largest number of stray animals brought in by the public in Kansas City’s recorded history – a 23% increase from 2022.**

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**6,049** dogs, cats, and other pets went through the foster department in 2023 – an **18%** increase!

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## Data Trends for 2023

**Intake** for dogs and cats is still running at the highest level recorded in our 11-year history – increasing steadily with an overall **58% increase** in the number of animals arriving over the past 6 years.

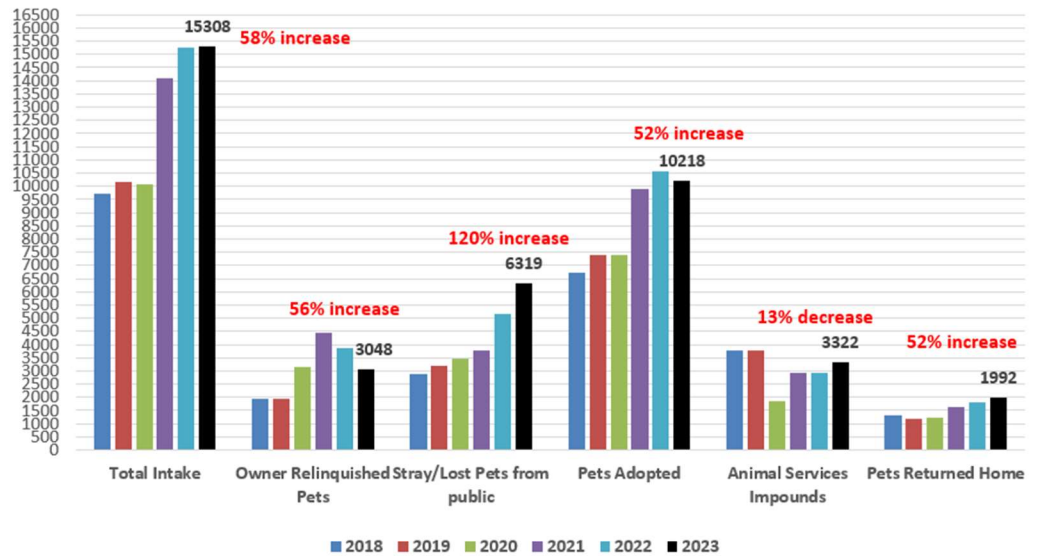
**Adoptions** are still at the highest levels in our 11-year history – **up 52% over the past 6 years**.

**Stray/lost pets** brought in by the public are still at the highest level ever recorded in Kansas City – **up 120% from 2018 totals**. The number of stray animals in 2023 was **23%** higher than last year’s record setting numbers.

**Lost/impounded pets** being reunited with their families through our dedicated Return-to-Home Team are **52%** higher than 2018 totals.

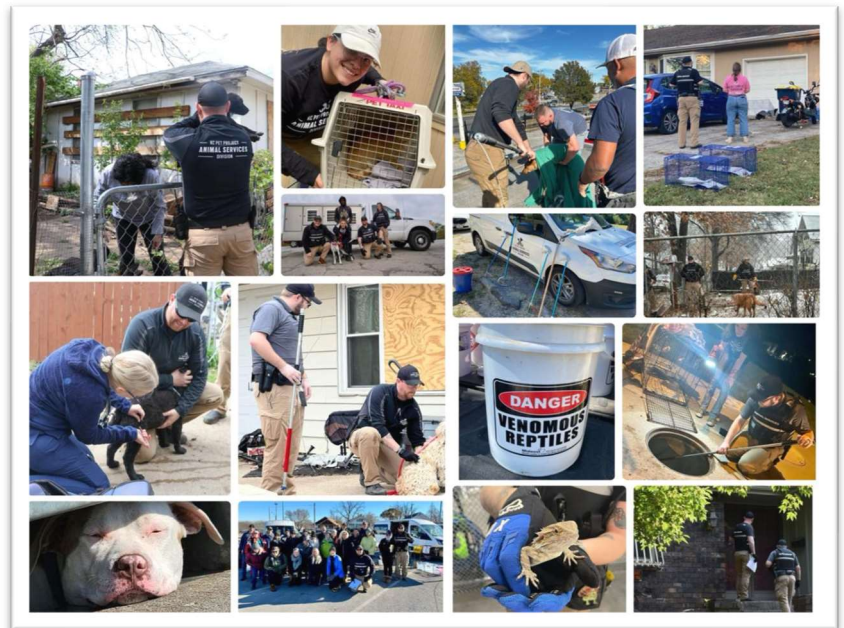
Our **Live Release Rate** (save rate) has unfortunately decreased due to the unprecedented numbers of dogs arriving, with the level of dog euthanasia 93% higher than in 2022. **Our Live Release Rate for dogs in 2023 was 92.7%.**

6-year KCMO Shelter Data for Dogs & Cats 2018 - 2023



## Animal Services Division Summary for 2023

- ❖ Officers worked **21,626** case activities in 2023, travelling a total of **157,175** miles throughout the city, impounding **3,396** animals, and returning an additional **322** lost pets back to their homes without having to impound them.
- ❖ We saw a **231%** increase in the number of animals that were abandoned and left behind by their owners in 2023.
- ❖ We saw a **51%** increase in the number of pets left behind due to evictions in 2023.
- ❖ Our Animal Cruelty Investigations Team investigated and closed **2,395** animal cruelty cases.
- ❖ The number of dogs declared dangerous or potentially dangerous by our Animal Services Division was at an all-time high in 2023. There are currently **56** addresses where declared dangerous or potentially dangerous dogs reside that officers monitor for on-going compliance with mandatory municipal code requirements. In 2023, eleven (**11**) court citations were issued to residents for failing to comply with those requirements.
- ❖ Animal Services Dispatchers handled **52,534** calls from/to residents, with an average wait time for calls during business hours of only **25.6** seconds.



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

In 2023 officers issued **762 criminal citations** for violations of the Kansas City Municipal Code. Citations are one of the many compliance-based tools that each Animal Services Officer is trained to use to ensure that humane care and compliance standards are upheld.

### The top five reasons criminal court citations were issued by Animal Services for ordinance violations in 2023 were:

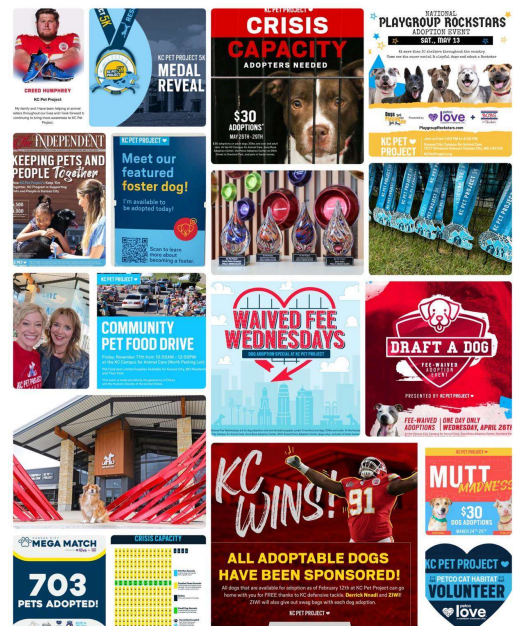
- 1) failure to provide adequate animal care,
- 2) failure to spay/neuter a pit-bull type dog,
- 3) failure to obtain a city license,
- 4) dogs running at large, and
- 5) dogs creating a public nuisance

Our Animal Services Division takes a zero-tolerance stance to egregious and heinous acts of animal abuse and in 2023 we worked cooperatively with the Jackson County Prosecutors Office and the Kansas City Police Department to create a referral process for state and felony-level animal cruelty cases. This unprecedented accomplishment has allowed us to submit a record **7 cases in 2023 for state-level prosecution for animal cruelty** ensuring that we interrupt the cycle of animal abuse in KCMO.

## Marketing/PR/Communications/Community Events

Chief Communications Officer, Tori Fugate, reported the following activities:

- ❖ Our *Home for the Holidays Adoption Special* ran December 14<sup>th</sup> – 24<sup>th</sup> then was extended until the 31<sup>st</sup>. We found homes for 544 pets during the event, which was sponsored by Tito’s Handmade Vodka.
- ❖ Our Project Pet Warmth event was held Sunday, December 10<sup>th</sup> at the Linwood YMCA. We had a huge turnout, with people lining up hours before we opened to wait for free dog and cat foods, dog houses, straw, coats, and other pet supplies. Three TV stations covered the event.
- ❖ We began monthly pet segments with My KC Live on KCTV5 that will air every 4<sup>th</sup> Friday of the month.
- ❖ We partnered with Tom’s Town for their Tinsel Town event with proceeds from reservations going to our shelter.
- ❖ We partnered with the Legends for the *Enchant* holiday lights walk-thru event for a “pet night.”
- ❖ We had 109 news stories and broadcast mentions during the month of December with a total reach last month of **89,800,795 million people**.



In 2023, we were featured in news or broadcast mentions **2,814** times with a total reach of **4,532,932,873 billion** people – with an advertising value equivalency estimated at **\$41,929,629.02**.

This was a **37%** increase in news mentions and a **200%** increase in total reach from 2022!

### Our biggest news stories of the year were:

- 1) the rescue of Jolene the frozen dog,
- 2) our crisis capacity story by the Kansas City Star, and
- 3) the viral moment of the NFL Draft when a puppy urinated on an NFL Analyst on live TV!

Website Statistics	Social Statistics
Users – 70,000	110,000+ followers on Instagram
New Users- 64,000	169,000+ likes on Facebook
Sessions – 135,000	1.2 million TikTok followers
Page Views – 1,300,000	

- ✓ In 2023, we had **862,000** users visit our website. We added new content that included What No-Kill Means, defining our At-Risk List, and information about mandatory spay/neuter ordinances.
- ✓ We added 20,000 new followers on Instagram in 2023
- ✓ We added 25,000 new followers on Facebook in 2023

### Volunteer Program Updates

- ✓ In December, **576** volunteers gave **4,670.31** hours of services, the equivalent of 27 full-time employees.
- ✓ Total value of volunteer hours in December: \$133,290.24; an 11% decrease from last month's totals.
- ✓ Four (4) new volunteer orientations were conducted for 54 attendees.
- ✓ Seventy-seven (77) new volunteers gave 281.87 hours in December and 142 volunteers participated in 233.85 hours of training sessions, including in-person mentoring sessions for 89 volunteers.
- ✓ Sixteen (16) court-ordered Community Service volunteers gave 280.22 hours in December.

**Businesses and groups that volunteered in December**, bringing 107 people to the Campus, and giving 248 hours of services: Epsilon, ChannelMix, USA National Miss Kansas & Missouri Titleholders, Johnson County Developmental Support, Guadalupe Centers High School, and Girl Scouts (multiple troops).

### Volunteer Recruitment and Retention

- ✓ Total active volunteers: **2,004** individuals, including 22 *newly active* volunteers.
- ✓ We received 294 new volunteer signups in December.

### News From the Volunteer Department

- ❖ Volunteers, in partnership with our veterinary team, completely redesigned the canine enrichment room – cleaning, rearranging, replacing old equipment, and buying new stainless-steel tables and shelving units. This new and improved space gives volunteers more room to make enrichment treats to distribute daily to the dogs in our care (right).

**KC PET PROJECT**

**Your Support Makes a Huge Impact on the Lives of Kansas City's Homeless Pets.**

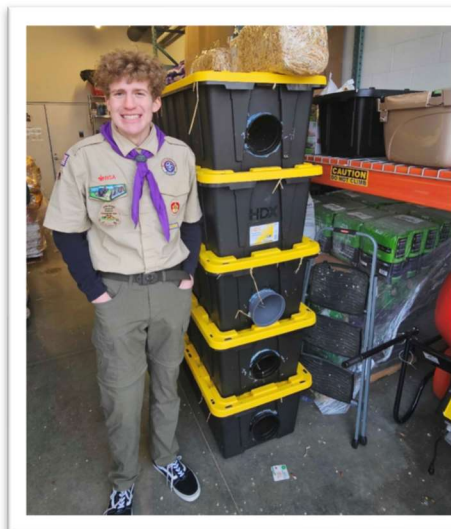
 <b>10,298</b> pets adopted	<b>The Power of Your Donation</b>
 <b>1,991</b> pets returned home	
 <b>16,000</b> pets cared for	

- \$25** Aids in microchipping for two pets
- \$50** Provides vaccinations for a litter of puppies
- \$150** Feeds 3 litters of kittens while in a foster home
- \$500** Provides x-rays and diagnostics to an injured pet



- ❖ We had lots of at-home service projects delivered in the month of December, including some holiday-themed enrichment treats for our canine residents! Many of these treats were created by long-time volunteers and their families over the holidays, and we could not be more thankful for their continued support (photo right).

- ❖ Our Girl Scouts and Eagle Scouts worked hard last month, delivering donations from troop-facilitated donation drives and completing projects for our main campus. Logan (right), a local Eagle Scout, was one of these amazing young people who built 10 insulated cat houses for our local community cat colonies and their caretakers.



- ❖ We created new/updated volunteer assignments to better equip our volunteers with better information to support the greatest needs of our shelter staff.

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- ❖ We began offering new late evening orientation options following requests/feedback from potential volunteers and began offsetting janitorial labor with help from our community service volunteers.

## 2023 Volunteer Department Year in Review

<b>Total Volunteer Hours Served</b>	<b>66,538.65</b> <i>(26,000 more hours than last year!)</i>
<b>Total Value of Service</b>	<b>\$1,899.013.07</b> <i>(\$740,000 more than last year!)</i>
<b>Groups/Businesses</b>	2,307 individual volunteers from 213 organizations/businesses <i>(116 more groups and 1,434 more volunteers in 2023 for a total of 6,004.75 hours served)</i>
<b>Community Service Program</b>	147 individuals providing 2,031.72 hours, valued at \$57,985.29.
<b>Volunteer Orientation Classes</b>	1,209 new volunteers attended
<b>Trainings/Mentoring</b>	6,226.64 hours of in-person mentoring, and online trainings provided

## Surgeries & Medical Procedures Performed in December 2023

Surgeries		Medicine		Parvo Ward	
Community Cats Neutered	29	Wellness exams	181	Parvo pups treated	5
Community Cats spayed	30	Emergency exams	43	Parvo pups graduated	2
Reclaimed pets neutered	13	Foster pet exams	41	<b>Save rate for parvo</b>	<b>40%</b>
Reclaimed pets spayed	9	Rechecks performed	328		
Shelter Animals Neutered	313	Medical concerns addressed	336	<b>Clinic Administration</b>	
Shelter Animals Spayed	317	Post-adoption exams	3	Foster concerns addressed	156
Speciality Surgeries	42	Other Exams	232	Adopter concerns addressed	229
				Medications filled	321
<b>Total Surgeries</b>	<b>753</b>	<b>Total Exams</b>	<b>1164</b>		

### News from the Veterinary Clinic

After the past two years, it has become clear to our veterinary team that providing the basic vaccinations and anti-parasitic treatments that all animals receive will no longer be the norm – with more animals than ever before coming in with more serious medical conditions. The most common conditions we treated were wounds and allergies in dogs, and viral infections in cats, but many pets arrived in 2023 suffering from acute kidney failure, traumatic brain injury, paralysis, starvation, fever of unknown origin, and shock.

***Our veterinary team performed 9,438 surgeries and 15,605 exams on patients in 2023.***

**As more pet owners experience barriers to accessing veterinary care for their pets, we see more pet owners who must give up their pets -- and more pets arriving that have not received critical medical care.**

While our surgery team is spaying and neutering animals and performing amputations, exploratory abdominal surgeries, dentals, and other procedures every day, our medical team is examining, diagnosing, and treating many other animals arriving with serious medical conditions. Our medical team has had to reallocate their time differently to allow more time to examine and treat animals arriving due to the frequency of more complex medical problems.

### Stories from the Veterinary - Dukester

Dukester arrived at KCPP in the arms of a KCMO Police Officer who had responded to a car accident on December 20th. The dog had been riding in the front passenger seat when the accident happened -- and when the airbag deployed, he was pinned against the seat, injuring his shoulder. While emergency personnel transported his owner to the hospital, the KCPD officer freed Dukester from the car and rushed him to our vet clinic.



Dukester was fearful and in extreme pain. Our Fear-Free certified team sedated him to perform diagnostics and X-rays revealed a fractured right humerus, the bone of the front limb between the shoulder and the elbow. Unfortunately, the fracture was too severe for us to fix at the shelter. While an orthopedic surgeon would be able to fix it, the only option at the shelter would be amputation. We contacted Dukester's owner, and the doctors let him know Dukester was in excruciating pain and needed medical intervention immediately. We are grateful Dukester's owner loved him enough to make the very difficult decision for leg amputation surgery.

We made room in our full surgery schedule to perform the amputation immediately. The next morning, Dukester was already able to stand up and walk outside. After a few days in our hospital, Dukester and his owner were able to be reunited.

## Pet Support Center – Pet Support Desk, Pet Helpline, and Return-to-Home

### Customer Engagement Performance

#### Google Ratings:

- ✓ KC Pet Project at KCCAC: **4.3/5.00** (1,527 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (684 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (210 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **837** emails were received in December inquiring about fostering a pet or pets in foster homes. An additional **771** emails were received through our Contact email address, mostly regarding pets available for adoption or the adoption process.

We received **81** adoption updates last month, including these notes from two adopters:

*“Absolutely in love with these two boys. They are both doing great and very spoiled already. I love them so much and so does my husband.”*

*“We adopted our new furry family member in November. His name is now Bruce and is amazing. He is a great dog and is getting along great with our other furry family members. We ❤️ him so much!”*

### Pet Support Center – Customer Satisfaction & Services Provided

- ✓ **2023 Rating: 4.63/5.0 stars**
- ✓ Historical rating: 4.68/5.0 stars: *24 surveys submitted in December, 1,225 submitted since launch in September 2020*

*“You are amazing thank you for your help and understanding.”*

*“Diane was incredibly helpful. She went above and beyond to put my worries to rest. She seemed well equipped for her position. Thank you very much for everything you all do.”*

- ❖ In December, the Pet Support Center staff assisted approximately 1,304 KCMO residents with in-person services - bringing the total for 2023 to more than **12,981 residents/families** 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.
- ❖ The Pet Support Center kept families together for **251** animals whose owners originally contacted KCPP to surrender their pet(s); **127** animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 6 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. **A total of 531 animals stayed with their families last month instead of coming into the shelter due to supportive services provided by KCPP (a 78% increase from last month – and a 191% increase from December 2022!**
- ❖ We took in **397** stray/lost animals from the public in December.
- ❖ Pet Support Center staff diverted **117** animals from being surrendered through walk-in and in-person services for community members who visited the Admissions Department at our Campus in December. *The total number of owned pets diverted from community members seeking walk-in services was **463** pets in 2023.*

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**3,119** pets were diverted from coming into the shelter in 2023 through services provided by our PSC team, and **779** microchips were implanted at time of reclaim, a **6.7%** increase over last year.

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## Rehoming Support Services

In December, our team received 93 requests for our private rehoming services. Eligible pet owners posted **54** owned pets for adoption through our ReHome website. *Our team has received 3,446 requests for ReHome services since November 2021.*

- *We received 345 initial requests in December from residents seeking to surrender their pets to the shelter – bringing the total number of requests from residents to 4,478 for 2023.*

### The top 4 reasons pets were surrendered in 2023:

1. Lack of financial resources or inability to access resources for their pets, including costs for veterinary care and unplanned litters (1,070 pets),
2. Health of the owner or health of pet (620 pets),
3. Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (554 pets),
4. Housing Issues including cost, loss of home, moving/relocating, eviction, and housing restrictions (488 pets).

***In 2023, there were 4x more calls reporting pets being abandoned due to evictions or surrendered due to evictions than in 2022.***

### Pet Support Call Center/Pet Helpline Performance

December 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3,192	531	3,723	14%
IN > Helpline - Spanish	66	25	91	27%
IN > Helpline - Lost and Found	619	134	753	18%
Helpline INBOUND Performance	<b>3,877</b>	<b>690</b>	<b>4,567</b>	<b>15%</b>
OUT < Helpline – Main	1,259	207	1,466	N/A
OUT < Helpline – Lost and Found	331	72	403	N/A
Helpline OUTBOUND Performance	<b>1,590</b>	<b>279</b>	<b>1,869</b>	<b>N/A</b>
<b>Total Performance for December 2023</b>	<b>5,467</b>	<b>969</b>	<b>6,436</b>	<b>15%</b>

Our Pet Support Center team answered **3,877** live phone calls, completed **1,869** outbound calls, resolved 270 voicemails, and completed a total of 8,910 interactions with pet families in December, a 15.6% increase from last month's total.

2023 – Annual Totals	Answered	Unanswered	Total Calls	Abandoned Rate %
Helpline INBOUND Performance	51,081	13,698	64,779	21%
Helpline OUTBOUND Performance	17,681	3,347	21,028	NA
<b>Total Performance for 2023</b>	<b>64,779</b>	<b>21,028</b>	<b>85,807</b>	<b>20%</b>

### Return-to-Home Team

- ❖ The Return-to-Home team received 124 Lost Pet Reports and 59 Found Pet Reports filed online or over the phone by residents last month. They conducted 264 in-depth microchip/ownership investigations for stray animals in our care.



- ❖ 135 (22%) of the 612 lost animals brought to the shelter in December were returned to their owners. Twenty-six percent (26%) of lost dogs were reunited with their families, while only 4.6% of lost cats were reclaimed by their owners.
- ❖ **In 2023, our Return to Home and PSC teams facilitated a record 1,999 owner reclaims/lost pet reunions (an 8.7% increase)! In 2023, 27% of lost dogs were reunited with their families, while only 6% of cats were reclaimed by their owners.**
- ❖ Animal Services Officers reunited **322** lost pets in the field in 2023, keeping those pets with their families and out of the shelter. *The number of lost/impounded pets being returned to their families through our Return-to-Home Team and our Animal Services Officers has increased 77% over the past 6 years.*

### Returned-to-Home: Dog Gone Puppy Party

During the holidays, this frantic owner found his three 4-month-old puppies had escaped their yard and were nowhere to be found. Thankfully, they had been found together and brought to KCPP.

Their grateful owner agreed to have all three spayed/neutered at KCPP before they left our shelter, and these four friends were all happy to go back home together (right).



### Keep 'Em Together, KC Program Updates

Tara McNamara, Keep 'Em Together Program Manager, reported **378** families benefitted from our five (5) KETKC Subsidiary Programs in December:

#### 1. Home Away from Home (HAFH) – Temporary Care Boarding Program

- ✓ 1 family with 1 pet applied for temporary care assistance in December.
- ✓ 3 new safety net foster applications were received.
- ✓ 1 family with 3 pets was reunited in December.
- ✓ In 2023, we enrolled **9 families with 17 pets**, resulting in 733 days of enrollment.

264 applications for temporary care boarding were received in 2023. Since the program launched in February 2021, 689 applications have been received. Home Away from Home has provided 5,179 days of enrollment and 8,131 days of temporary care for a total of 91 families with 141 pets with a **93% reunification rate**.

#### 2. Pet Care Assistance Program

Pet owner financial assistance totaling **\$3,406.05** for 21 families (27 pets) was provided by KCPP in December.

- ✓ 18 Pet Care Assistance Applications were received.
- ✓ Home Away from Home Reunification Fees: \$105.00
- ✓ Healthy Pets KC medical assistance granted: \$1,494.55
- ✓ Shelter Reunification assistance granted: \$1,806.50

**In 2023, our Pet Care Assistance Program granted a total of \$38,495.95 in financial assistance for 220 KCMO families with 253 pets.**

#### 3. Pet Resource Assistance Program

Pet foods were shared with three (3) community pantry partners in the metro, including *Chestnut Avenue Resource Center*, and two local community cat caregivers.

273 families with 542 pets benefited directly from these resources provided in December.

- ✓ 968.5 lbs. of cat food and 5 lbs. of cat treats
- ✓ 2,618.5 lbs. of dog food and 32 lbs. dog treats
- ✓ 158.5 lbs. of kitty litter
- ✓ 53 collars and 36 leashes
- ✓ 43 individual doses of flea/heartworm medicine
- ✓ 3 kennels/crates
- ✓ 300 miscellaneous pet care items and 6 dog toys

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*In 2023, we provided a record-setting 238,026.50 lbs. of pet foods (119 TONS) and more than 26,378 pet supplies and pet care items to 12 community partners and 3,490 households with 6,851 pets.*

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**Our Keep ‘Em Together, KC initiative continues to grow with the increased need for pet support services in our Kansas City, Missouri, community. Some notable accomplishments for 2023 include:**

- We saw increases a **51.4% increase** in the number of families and a **45.5% increase** in the number of pets supported through our Keep ‘Em Together, KC Initiative.
- Our Reclaim Fee Forgiveness Program saw a **26% increase** in the amount of financial assistance provided in 2023.
- In 2023 the Keep ‘Em Together Resource Request Program served a record number of families in need. We distributed **119 tons of free pet foods** and treats to the community, a **25% increase** from what was given out in 2022. The program was primarily supported through generous donations from Chewy, Cargill Inc, and the many generous donors who provide supplies to our shelter each day.

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*With an average cost of dry pet food estimated at \$1.75 per pound, the financial impact to our community was \$416,546.38 in donated dog/cat foods provided to residents in 2023.*

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

- ✓ 71.9% of the animals reclaimed from the shelter in December were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program.
- ✓ **\$8,435.00** was subsidized by KCPP in Reclaim Fee Forgiveness for **83** families with **97** pets in December.
- ✓ *Since June 2021, we have subsidized \$258,604.00 in reclaim fees for 2,486 families with 2,921 pets.*

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*In 2023, \$117,627 was subsidized by KCPP in Reclaim Fee Forgiveness for 1,111 families with 1,288 pets – a 23% increase.*

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#### **5. Pets For Life Program:**

**36 clients (with 58 pets)** received ongoing support from Pets for Life in the Kansas City, Missouri community of 64127 since the program launched in March 2023. Seven (7) pets have been spayed/neutered at no charge. Our previous program coordinator left in October, but a new program coordinator takes over in January 2024.

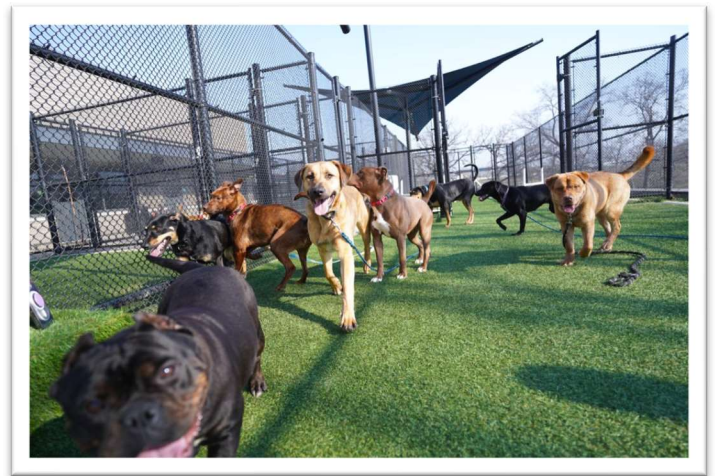
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#### **Keep ‘Em Together KC (KETKC) Totals for 2023**

- Total Financial Assistance Subsidized by KCPP for KETKC programs: **\$131,780.95**
    - Total number of KCMO families helped by KETKC programs: **4,621**
    - Total number of owned pets helped by KETKC programs: **8,173**
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## Canine Behavior & Enrichment Department

- ❖ Dogs assigned to Behavior Team for assessment: 60
- ❖ Pre-adoption behavior consultations conducted: 111
- ❖ Number of dogs introduced to adopters: 13
- ❖ Avg. daily number of dogs in canine playgroups: 143
  
- ❖ 111 post-adoption support follow up emails sent
- ❖ 16 behavior support phone consultations performed
- ❖ 54 behavior support emails/correspondence sent
- ❖ Assisted 7 people with behavior help or lessons for recently adopted or foster dogs



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### Canine Behavior Team Notable Stats for 2023

- Total number of dogs assessed by Behavior Team: **772**
  - Average number of dogs participating each day in playgroups: **150 dogs** (a 15% increase)
    - Set a record for the number of dogs in playgroups in a single day: **204 dogs!**
    - Total pre-adoption behavior consultations provided for adopters: **1,184**
  - Number of follow-up emails, behavior support emails, phone consults and in-person lessons for adopters: **1,884**
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## Canine Operations & Adoptions

In December, our Canine Care team cared for an average of **255** dogs every day at the KC Campus for Animal Care. *In 2023, we cared for an average of **245** dogs a day – a 13% increase over 2022!*

**421** dogs and puppies were adopted in December. Numbers of dogs/puppies adopted stayed the same as last December, *but dog adoptions are up **10%** overall for the year.*

In December, the Canine Care & Adoptions departments trained in dog walking, dog to dog

introductions, and matchmaking for adopters. The Canine Care team continued monthly team meetings to increase communication and education across the department and prepared for the upcoming 2024 Department of Ag inspection.

**KCCAC Adoptions Customer Service Survey** rating: **4.84/5.0** stars (9 surveys submitted in December, 337 responses to date)

*"Great place – love my dog!"*

*"Beautiful facility and pleasant staff! THANK YOU!"*

*"Bri was very kind and very knowledgeable. I really enjoyed working with them."*

*"My whole family came with our son's dog so we could all be involved. The staff did a great job helping us thru the process."*

*"I'm very impressed with your organization! The staff is great, and the dogs are so thoroughly cared for that you make it so easy to adopt. Thank you!"*

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***In 2023, a record **8,420** dogs/puppies arrived at KCPP and a record **5,111** were adopted by new families.***

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## Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported **170 dogs** (37% of the dogs in our care) were in foster homes at the end of December.

- ✓ During the month, **357** dogs/puppies were sent to foster homes!
- ✓ Volunteers took **177** dogs on a Dog's Day Out last month.
- ✓ We welcomed 82 new dog foster families in December.
- ✓ We had 69 dogs/puppies adopted directly from foster homes.

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*In 2023, we sent a record **3,579** dogs into foster, including **1,890** dogs sent on a Dog's Day Out.*

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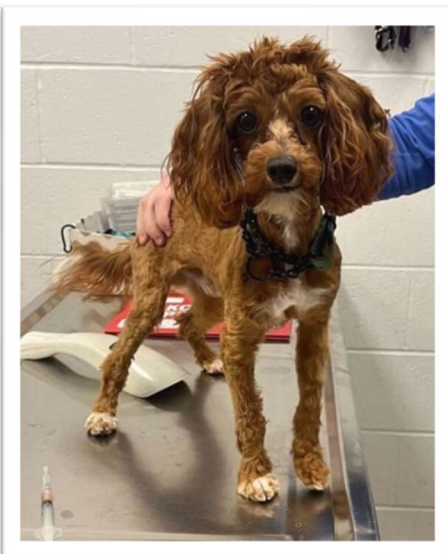
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### Canine Foster Program Notable Accomplishments for 2023

- We increased the number of dogs sent to foster by **46%**!
  - We increased the number of dogs going on a Dog's Day Out by **107%**!
    - Dogs adopted directly from foster homes: **641**
    - New dog foster families onboarded in 2023: **484** (26% increase)!
    - Average number of dogs in foster homes every month: **144**
  - Implemented a Canine Foster Handbook, conducted monthly Group Learning Sessions for new fosters, solicited feedback from foster families through a survey, created a Dog Foster Database, revised the Dog Foster Sign-up process, and implemented Meet My Foster Dog appointments.
- 

In early December, a group of nine (9) very emaciated, under-socialized puppies came in (right). They needed to go into foster homes to put on weight prior to surgery and to gain confidence and social skills.

Once in homes, they grew and blossomed and our "bat eared" puppies were soon all adopted by new families before the end of the month. This is the lifesaving work our foster families continue to do for us.



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

Chelsae Rohrback, Rescue and Transport Coordinator reported 30 dogs were transferred to other rescue organizations in December.

Organizations we transferred animals to: Boxer Paws Rescue, Great Plains SPCA, HavaHeart Rescue, Humane Society of Greater Kansas City, Mid America Boston Terrier Rescue, Missouri Pit Bull Rescue, Pawsitive Tails, Warrior's Best Friend Foundation, Wayside Waifs, and Whispering Willows Senior Dog Sanctuary.

A new partnership with HavaHeart Rescue was established and they assisted in taking a dog named **Versace** (left). Versace was a 1-year-old poodle mix with a grade 5 heart murmur in dire need of an echocardiogram with a

cardiologist and would potentially need life-saving heart surgery. HavaHeart stepped up to take in this dog to get him the specialty care he needed at the MU Veterinary Health Center. Versace is now expected to live a long, happy life!

### **Small Animals & Transportation Program:**

Fifty-one (51) puppies/small dogs and fifty-four (54) large dogs were moved to our Zona Rosa Adoption Center or Petco Adoption Center in December!

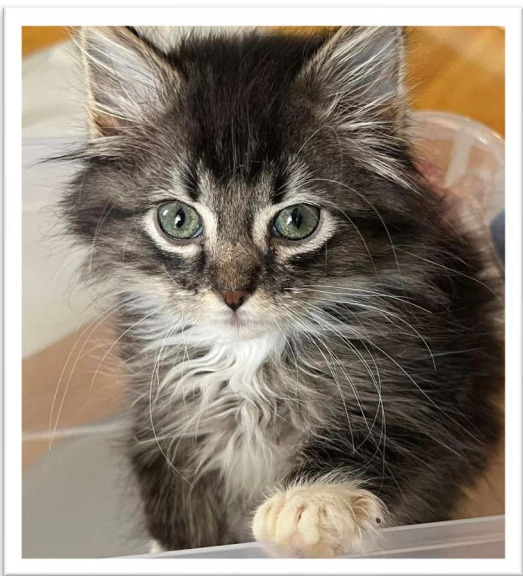
We processed **13** small animal adoptions last month – 4 guinea pigs, 1 iguana, 2 bearded dragons, and 6 rabbits

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### **Notable Canine Rescue and Transport Accomplishments for 2023**

- We sent **414** other animals to rescues, including 1 alligator, 9 pigs, 1 turkey, and 1 turtle
    - We had partnerships with **49** different rescues/shelters in 2023
  - We found homes for **166** small and farm animals, including 16 chickens, 50 guinea pigs, 1 goat, 3 iguanas, 7 lizards, 2 pigs, 66 rabbits, 1 sheep, 1 snake, 2 turtles, 3 hamsters, and 1 budgie
    - Created a “Dogs in Need of Rescue” Trello board that is live on our website
    - Created a Small Animal Foster Database and working on a Canine Rescue Database
- 

### **Feline Foster Care Program**



Feline Foster Program Coordinator, Leslie Bauer, reported winter really slowed the number of kittens in need of foster homes in December. We sent only **52** (50 kittens and 2 adult cats) to foster homes last month, including this little baby (left).

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***In 2023, we sent 2,414 cats/kittens to 318 different foster homes!***

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At the end of the month, **79** cats/kittens (44% of the cats at KCPP) were in 30 foster homes, and we onboarded 16 new foster homes in preparation for our upcoming kitten season in 2024.



We saw a **34%** decrease in the number of bottle baby kittens arriving in 2023.



We had a **3%** decrease in kitten mortality in foster homes and an overall **33%** decrease in the mortality rate for cats/kittens in 2023.

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


Gage Mofield, our Petco Program Coordinator, oversaw the transfer of 152 cats/kittens from Joplin Humane Society, Austin Pets Alive!, Lee’s Summit Animal Control, Melissa’s Second Chances, Pawportunities Inc., and Texas Cat Coalition. This is a 12% increase from last year at this time, as fewer cats coming in from our community (due to winter) allow us to help other shelters and organizations.

We processed **152** cat/kitten adoptions from our Petco Cat Habitat stores, as well as 33 adoptions from Whiskers Cat Café, including **Teddy** (right). The Belton Petco store had the highest number of adoptions in December (27), followed by Olathe and Vivion Road Petco stores with 25 adoptions each.



Our average length of stay for kittens at Petco stores last month was just **1.8 days!** We saw a greater demand for kittens during the holiday season, with 8 kittens at the Vivion Road Petco and 6 kittens at the Belton Petco all adopted in less than 24 hours.

 In 2023, we transferred in **1,236** cats from **29** different agencies/shelters.

 The top three Petco stores for adoptions in 2023 were Liberty (280 adoptions), Olathe (275 adoptions), and Barry Road (223 adoptions).

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***In total, 2,049 cats/kittens were adopted through Petco stores in 2023 – comprising 40% of our total cat adoptions!***

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## Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported we took in **419** cats/kittens in December. We had **461** cats adopted last month, but adoptions were lower than last December due to several Petco store habitats still being unavailable for use.

### Year End Review:

- ✓ In 2023, KCPP took in **6,888** cats, an 9% decrease from 2022.
- ✓ Cats/kittens surrendered by their owners decreased nearly 28% in 2023, but cats brought in from the public as “stray” increased **39%** - leading to the largest number of stray cats to arrive in our shelter’s history. We saw a trend of cats reported as being found as “strays” by people living in surrounding areas of the metro: Independence, Gladstone, Belton, Raymore, Lee’s Summit, Johnson County, etc.
- ✓ Our transfer program for cats slowed down considerably this year in response to a loss of kennel space in several Petco stores and the subsequent decline in adoptions. However, we were able to help **29** different shelters and agencies, including taking **49** ringworm positive cats/kittens from Joplin Humane Society.
- ✓ Our Zona Rosa location increased the number of cats adopted from that location (14% of all cat adoptions).
- ✓ The average length of stay for all cats (NOT including cats/kittens in foster homes) was approximately **7 days**.
- ✓ At our Campus location, we welcomed **4,477** families looking to adopt a cat/kitten and the conversion rate (the percentage of people who DID adopt on that visit) was **37%** - higher than the national average. The average time people spent interacting with cats before they decided to adopt was **36.35 minutes!** In 2024, we will focus on customer service training to increase our adoption rates.
- ✓ We created new 30-day training checklists for staff, a new Customer Service Training program, a new Staff On-boarding process for the Feline Care Team, and a new process using a QR code and Airtable for foster appointment check-ins.
- ✓ We implemented a fear, anxiety, and stress (FAS) scoring system for felines entering our shelter. The data is used to determine how a cat is feeling, adaptability for offsite locations, and those cats needing more attention to lower their stress levels. FAS scores also consider where a cat is housed, the surrounding environment, and how they are adapting to daily shelter life.



## Community Cats: KCPP’s Full Circle Program

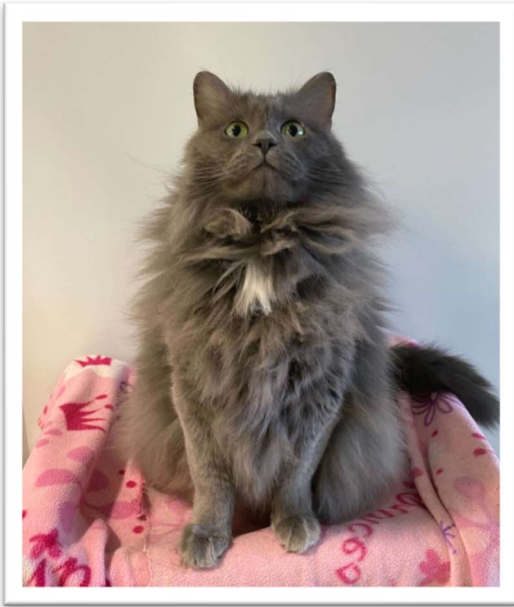
Funded by a grant from *Orphan Kitten Club*, the KCPP feline team launched a new program in the summer of 2023. Our **Full Circle program** was established using the found locations of stray kittens being brought in to target the trapping of

adult cats in the area to prevent further reproduction. We were able to purchase 36 traps with grant money to begin trap-neuter-return (TNR) services for targeted groups of community cats. In 2023, our KCPP Feline Team trapped **153** cats/kittens, with the goal of 600 cats in the coming year.

In 2024, we will map these locations to identify active breeding colonies of cats in need of TNR services. We purchased a vehicle as a part of our grant funding for transporting trapped cats to our vet clinic for surgery, as well as transporting cats to Petco Cat Habitats, offsite adoption centers, and transferring cats into our shelter from local organizations.

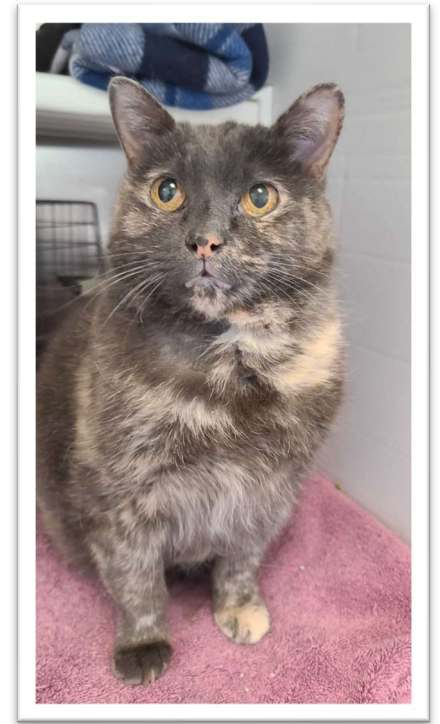
Notable Adoptions in December:

**Gigi** (right) arrived at the end of August. She was a blind, 13-year-old kitty who needed a lot of time learning to trust people again. Our staff won her over, then she won over a new family in December.



**Squish** (left) arrived in May, and even met Jackson Galaxy when he hosted a cat behavior conference at KCPP in June. We used clicker training, playtime, and lots of treats and toys to break the communication barrier between Squish and the rest of the world.

We found out Squish loved children, and her perfect family found her at Christmas!



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Submitted by,

*TJohnson*

Teresa Johnson, President/CEO & Chief Lifesaving Officer,  
KC Pet Project