

# KC PET PROJECT

## Impact Report for July 2024 Activities

### Sheltering Statistics:

Dog & Cat Totals for Jan - July	2024	2023	Difference
Total Intake	<b>9,168</b>	8,936	232 more
Adoptions	<b>5,742</b>	5,560	182 more
Returned to Owners	<b>1,071</b>	1,226	155 fewer
Live Release Rate	<b>93.2%</b>	93.1%	0.1% higher
Owner Surrendered Pets	<b>1,661</b>	1,844	183 fewer
Stray animals brought in by public	<b>3,457</b>	3,651	194 fewer
Cats/kittens transferred IN	<b>653</b>	794	141 fewer
Spay/Neuter Surgeries Performed	<b>5,603</b>	4,784	819 more
Average Length of Stay for Dogs	<b>19.0 days</b>	20.2 days	1.2 days fewer
Average Length of Stay for Cats	<b>15.7 days</b>	17.2 days	1.5 days fewer

### July 2024 - Animals In & Animals Out

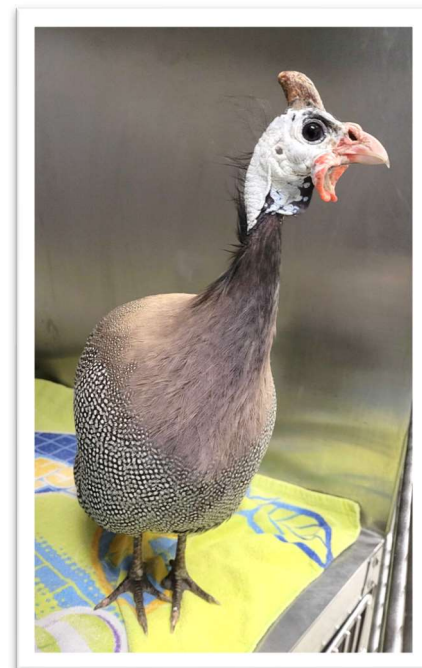
- ❖ We received or provided care for **1,514** new dogs and cats that arrived in July (782 dogs, 691 cats), along with 1 bluebird, 1 duck, 7 guinea pigs, 1 parakeet, 9 rabbits, 1 snake, and 1 Guinea Fowl (right).

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***Our veterinary team performed a record breaking 1,190 spay/neuter and specialty surgeries in July (the most spay/neuter surgeries ever performed in the month of July)!***

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- ❖ **1,115** pets were adopted in July (481 dogs, 620 cats, and 14 other pets). Adoptions for both dogs and cats were up **11%** over last July, with dog adoptions up nearly **10%** over last year at this time. *Pet adoptions are up in 2024 – but are not increasing at the pace of animals coming in every day.*
- ❖ Returned adoptions for dogs were down 4% from last July, and our year-to-date rate of returned adoptions is still **20%** lower than last year at this time! We continue to see a reduction in adopted dogs being returned due to quality matchmaking skills by our canine team as well as dedicated follow-up and post-adoption support.
- ❖ We achieved a **94.5%** Save Rate in July (93.0% dogs, 95.7% cats). Our Save Rate so far in 2024 is **93.2%**.
- ❖ We provided **165** low cost spay/neuter surgeries for community cats, and **33** free spay/neuter surgeries were provided for pitbull-type dogs that were reclaimed from our shelter by their families.

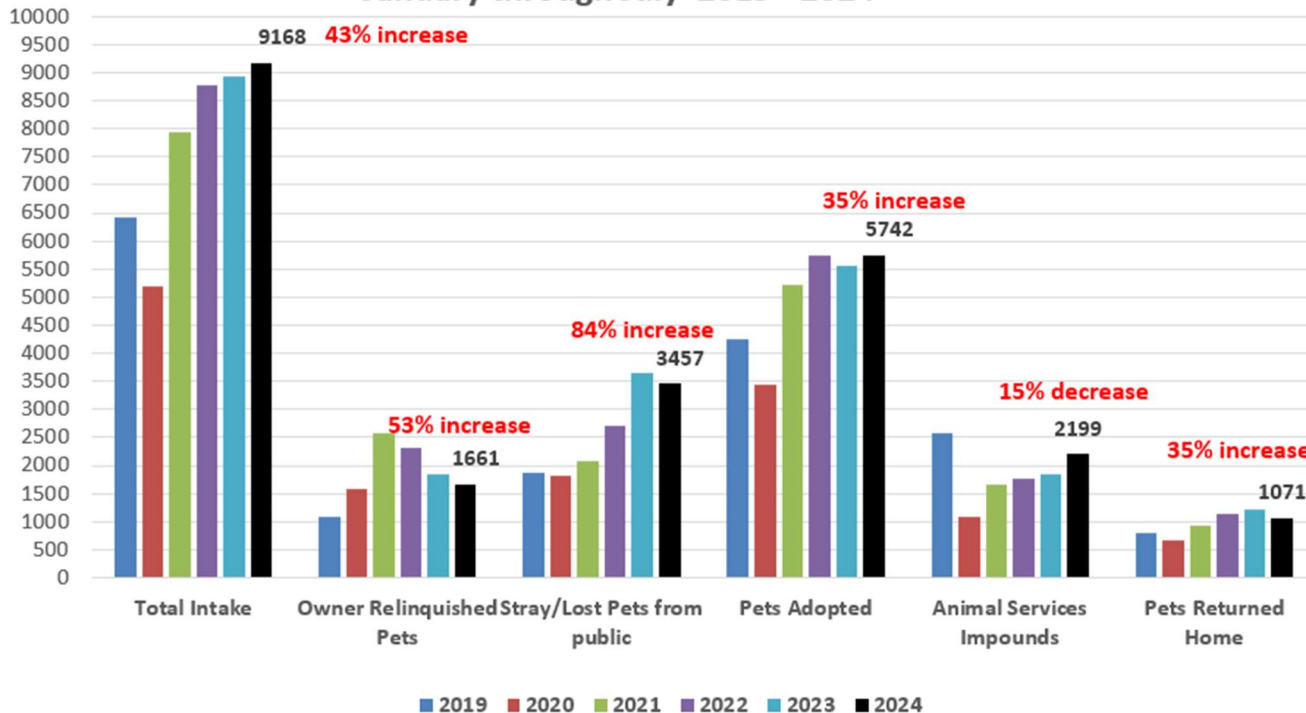


- ❖ Stray dogs and cats brought in by the public were down 15% in July.
- ❖ **401** dogs/puppies and **185** cats/kittens were sent to foster homes in July.

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## Data Trends 2024

### KCMO Shelter Data Trends for Dogs & Cats January through July 2019 - 2024



- **Intake** for animals is still running **43% higher** than what we were seeing in 2019.
- **Adoptions** are also still at the highest levels in our 12-year history – still **up 35%** over the past 6 years for this timeframe.
- **Stray/lost pets** brought in by the public are still at the highest level ever recorded in Kansas City – **up 84%** from 2019 totals.
- **Pets Surrendered by their Owners** have **risen 53%** over 2019 totals for this period.

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## Animal Services Division Update for July 2024

Officers worked **2,171** total case activities last month, travelling a total of **20,395** miles throughout the city, impounding **401** animals, and returning an additional **36** lost pets back to their homes without having to impound them.

- ❖ Our Animal Cruelty Investigations Team investigated and closed **283** animal cruelty cases, including 54 reports of animal abandonment, 209 reports of neglect, and 20 reports of cruelty.
- ❖ Our Dispatch team handled **3,953** phone calls with an abandonment rate of only **6%**. Dispatchers spent more than 66 hours on the phones and maintained an average wait time for callers at just **32** seconds in the direct Dispatch queue.
- ❖ Numbers of dogs impounded by Animal Services were up **15.5%** in July and is up more than **13%** over last year at this time.

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

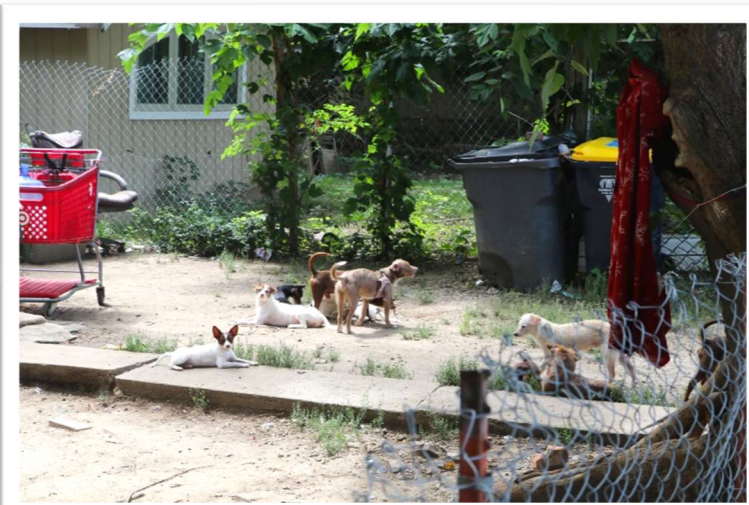
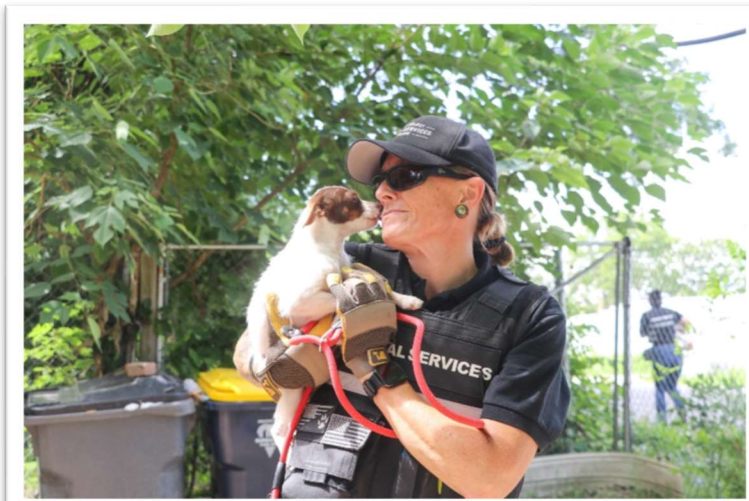
In July, officers issued **one hundred eighteen (118) criminal citations** for violations of the Kansas City Municipal Code. *A total of 472 criminal citations through Municipal Court have been issued so far in 2024.*

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

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

### Stories from the Field – Warrant for Animal Cruelty Leads to Rescue of 24 Dogs and Puppies

On July 9, 2024, the KC Pet Project Animal Services Division executed a search warrant at a residence on the 3100 block of Topping Avenue in Kansas City, Missouri. This action was part of an investigation into a large-scale animal neglect case. The property owner was keeping more dogs than allowed, resulting in widespread illness and death among the animals at this home.



The investigation revealed the owner was creating an "animal graveyard," where she buried or burned the bodies of other animals that had died. During the search, **24 dogs**, including 9 newborn puppies, were rescued from the home. They were found in various conditions, with many suffering from fleas, missing or thin fur, overgrown nails, and poor dental health. Additionally, most of the dogs and puppies displayed neurological issues due to inbreeding.

Sadly, it was discovered there had been a history of deceased animals at the home, highlighting the dire situation for these dogs. Thanks to the swift action of our Animal Services and Cruelty Investigations team, these dogs were brought to KC Pet Project and citations for several municipal code violations for animal cruelty are being issued.

## Marketing/PR/Communications/Community Events

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

- ❖ A lot of our work in July focused on planning for our **Love Finds a Way** gala scheduled for August 16, 2024.
- ❖ We held our annual KC Pet Project Day adoption special and fundraising drive. This year's campaign focused on raising funds for one day of care for pets in our shelter - which equates to around \$25,000. We featured many stories about our animal services division and the work that our shelter does every day to care for pets. A total of 132 pets were adopted during the weekend promotion.
- ❖ We held an extended 4th of July adoption promotion with fee-waived adoptions.
- ❖ We held a Community Pet Food giveaway at our Campus on July 5<sup>th</sup>. This event provided food and supplies to **195** households with 395 dogs and 378 cats for a total of **773** pets! We gave away approximately **38,000 pounds** of food in 4 hours!



- ❖ Zona Rosa held a Dog Days of Summer promotion where people could go shopping with their dogs. Different stores participated and donated proceeds from sales. Our Zona Rosa adoption team took puppies around to visit the stores.
- ❖ Due to a number of inaccurate comments about our spay/neuter efforts, we put together a blog on our website addressing the topic. It was also posted on social media.
- ❖ Members of our KC Pet Project team were invited speakers at the Best Friends National Conference in Orlando, Florida. Tori Fugate and Katie Grissum, our Communications and Design Coordinator, gave a presentation entitled "*Digital Synergy: Using Technology to Increase Lifesaving*", which was a featured presentation of the conference (meaning it was recorded and is available for all attendees). Tori also presented on "*Capacity Crisis Marketing*" with Misty Valenta from Williamson County Regional Animal Shelter in Texas. Teresa Johnson gave a presentation entitled "*Shared Challenges/Shared Solutions - Private Organizations with a Government Contract*" with Scott Giacoppo from Best Friends Animal Society. Chad Ackerman and Tabitha Urban also attended the conference.

- ❖ Tori has been asked to speak on “*Transparency About Euthanasia*” at this year’s Association of Animal Welfare Advancement (AAWA) national conference in November. She will have given presentations at all major animal welfare conferences in 2024.
- ❖ In July, we had 222 news stories and 63 broadcast mentions for a total reach of **375,866,719 million** people.
- ❖ Our retail store featured several new product lines in July – and sales were up 5% over last year at this time.



Website Statistics	Social Statistics
Users – 76,000	142,000+ followers on Instagram
New Users- 71,000	202,000+ followers on Facebook
Sessions – 153,000	1.2 million TikTok followers
Page Views – 756,000	

### Volunteer Program Updates

In July, **742** volunteers gave **5,010.16** hours of services, the equivalent of 29 full-time employees.

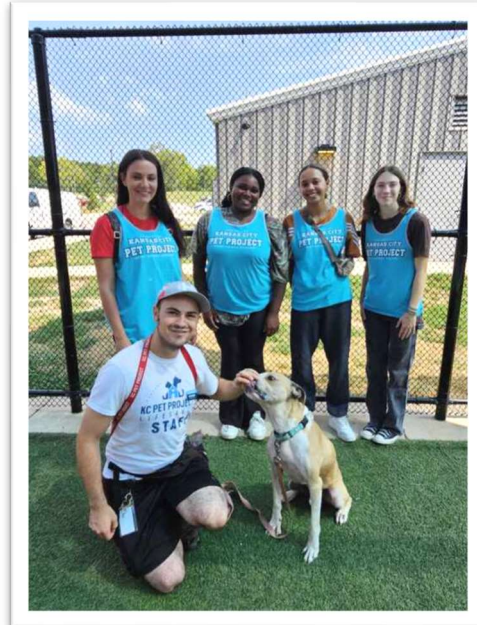
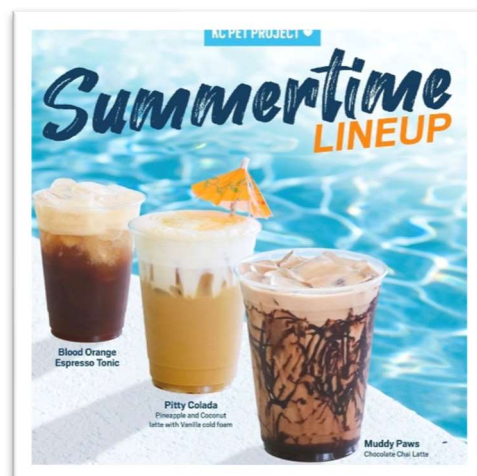
- ✓ 309 volunteers gave hours at KCCAC
- ✓ 178 volunteer gave hours as part of a business or group
- ✓ 47 volunteers gave hours at our Zona Rosa Adoption Center
- ✓ 107 volunteers gave hours at our Petco Cat Habitat locations

Total value of volunteer hours in July: \$138,956.95.

**Businesses and groups** that volunteered in brought **178** people to the Campus and gave 669 hours of service:

*Lockton Companies’ Intern program, The Big Biscuit, Metropolitan Community College, Girl Scouts Camp, St. Paul’s Episcopal Summer Camp, Worcester Investments, Besame Wellness, St. Thomas the Apostle Episcopal camp group, Jewish Community Center’s Ma’asim Tovim Camp, and a special birthday group for Amiyah.*

**Amiyah** (third from the left in photo), requested to spend her 17<sup>th</sup> birthday volunteering with her mom and close friends at the KC Pet Project making enrichment for the dogs. She wants to be a veterinarian!



On July 12<sup>th</sup>, **Lockton Companies** brought 51 interns (left) to our Campus to make dog enrichment treats, clean the lobby, power wash the outside areas, clean windows, dishes, kennels and more. Lockton employees volunteer regularly at KCPP!



### Volunteer Recruitment and Retention

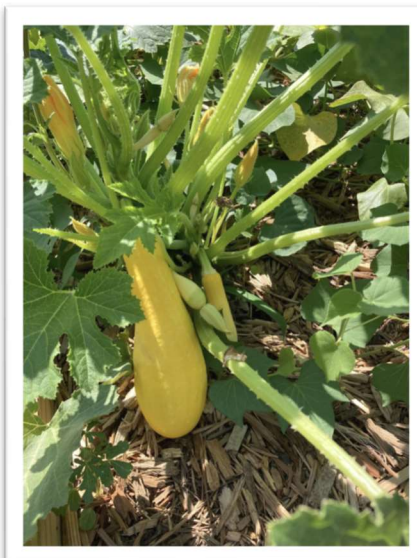
- ✓ **Total active volunteers: 1,675**-- including 97 newly active volunteers
- ✓ We received 375 new volunteer signups in July
- ✓ Five (5) new volunteer orientations were conducted for 79 attendees
- ✓ 147 volunteers participated in 251 hours of training sessions, including in-person mentoring sessions for 110 volunteers.
- ✓ Twenty-four (24) court-ordered community service volunteers gave 246 hours in July, which is a value of \$3,000.

Staff from **The Big Biscuit** fell in love with Johnny the dog when they volunteered as a service group. The next day, their president, Chad, came back to adopt Johnny! Johnny is now living his best life during the day at the Big Biscuit offices (right) and at night with his new loving family.



### Canine Sensory Garden and Canine Enrichment

Teddy Wright, a longtime volunteer, has led and supported the development of a “sensory garden” behind the main campus. In late June, raised beds were added to the garden to further allow volunteers to grow vegetables and flowers. This garden is part of the Canine Enrichment program, something Teddy is very passionate about. Enrichment offers the dogs opportunities to exercise their brain while having fun. The different plants in the garden give the dogs new smells and a different experience while out on walks. Recently some of the vegetables in the garden have been harvested to make broth for frozen “pupsicles” for the dogs. Teddy also organized the first “Bow Wow Bingo” fundraiser and silent auction on July 29<sup>th</sup> which raised more than \$5,000 for canine enrichment supplies.





**Bow Wow BINGO**

Join and support the Canine Enrichment Program for KC Pet Project...all while having a blast at Chicken N Pickle playing BINGO and bidding on silent auction items.

**Calendar icon** Saturday, July 20th

**Clock icon** 10:00AM - 12:00PM

**Location pin icon** **Chicken N Pickle**  
1761 Burlington Street  
Kansas City, MO

**Calendar icon** **\$25 Per Ticket**  
Includes: unlimited non-alcoholic beverages, snack, B BINGO cards, and access to the silent auction.

## Daniel Karre - Junior Volunteer Recognized by KCMO City Council for Service

On July 18<sup>th</sup>, Daniel Karre, 11, was recognized by KCMO City Councilman Crispin Rea for his outstanding volunteer contributions at the KC Pet Project (right). Daniel's volunteer service at the includes walking dogs in the vet clinic as part of our Dog Squad, accompanying dog walks, helping the photo team on Sundays, and more. Daniel's mom, Liz Karre (also a volunteer), Daniel's dad, and several volunteers and KCPP staff attended the City Council meeting to support and thank Daniel. Daniel is a great example of how volunteers of all ages contribute to our organization.



## Surgeries & Medical Procedures Performed in July 2024

Surgeries				Parvo Ward	
Community Cats Neutered	73	Wellness exams	73	Parvo pups treated	14
Community Cats spayed	92	Emergency exams	82	Parvo pups graduated	12
Reclaimed pets neutered	21	Foster pet exams	85	<b>Save rate for parvo</b>	<b>86%</b>
Reclaimed pets spayed	12	Rechecks performed	243		
Shelter Animals Neutered	477	Medical concerns addressed	405		
Shelter Animals Spayed	479	Post-adoption exams	7	Communications with fosters	106
Speciality Surgeries	36	Other Exams	645	Communications with adopters	73
				Medications filled	561
<b>Total Surgeries</b>	<b>1190</b>	<b>Total Exams</b>	<b>1540</b>		

Our doctors have performed **5,603** spay/neuter surgeries and **338** specialty surgeries so far in 2024. *This is a 17% increase in the number of spay/neuter surgeries performed over last year at this time.*

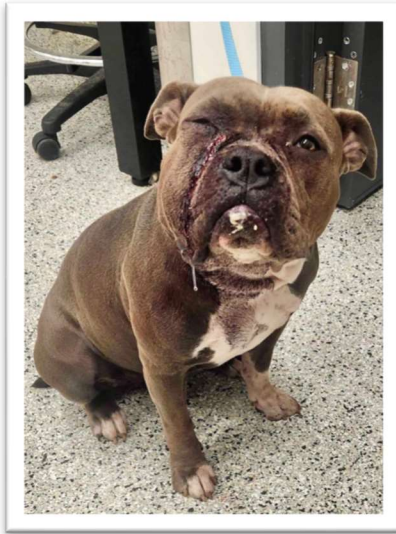
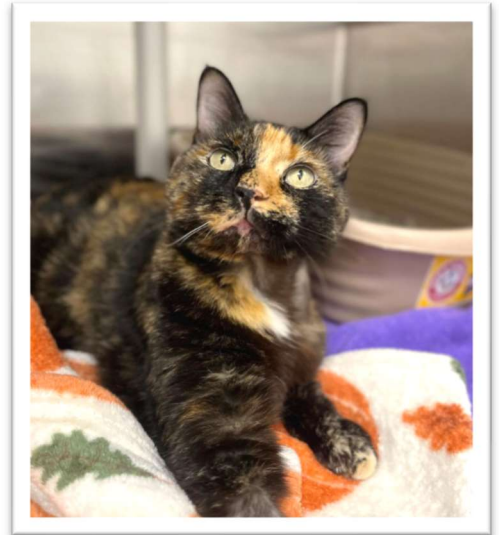
## Lifesaving Stories from the KCPP Veterinary Clinic – FHO (Femoral Head Ostectomy) Surgeries

FHO (Femoral Head Ostectomy) is a surgery that removes the head of the femur, the bone in the back leg that forms part of the hip joint. It's typically performed when there's a fracture or abnormality causing painful bone-on-bone contact. **We've done about 15 FHOs already this year**, including three in July alone! After surgery, the hip joint is gone, but with exercise and strong thigh muscles, pets can regain good mobility. Early limb use is key to a full recovery. We're fortunate to have a skilled care team and incredible volunteers who foster and care for these dogs, providing range-of-motion exercises, massages, and even paying for hydrotherapy services! We deeply appreciate their support.

One recent patient, Peregrine, came to us as a stray in May and was moved to our Zona Rosa adoption center. A few days after her arrival, a volunteer noticed her limping. X-rays revealed a sudden femoral head dislocation, and Peregrine underwent FHO surgery in our vet clinic. Her recovery was tougher than usual, but thanks to her foster's dedicated care, Peregrine improved over six weeks. In a happy ending, she found her forever home on July 26<sup>th</sup>. We're thrilled we could help her!

**Claret** (right), adopted from us as a kitten in 2015, returned to the shelter on June 28th, nine years later, after being hit by a car. Once an owned cat, she had become a community cat, living in the same neighborhood for five years. A resident who had been feeding her accidentally hit her with his car and rushed her to the shelter. Claret arrived in shock with bruised lungs, a fractured jaw, broken teeth, and a degloved lip.

We were able to reattach her lip to her jaw, and we placed a tube into Claret's stomach to allow us to feed her while she healed. Despite her severe injuries, by late July she had fully recovered. Claret is now an indoor cat, living safely with her caregiver.



**Strawberry Shortcake** (left) arrived at the shelter on July 15<sup>th</sup> – brought in by Animal Services after being found with a swollen face, thought to have been from vehicular trauma. However, a bleeding circular wound below her eye indicated she'd been shot.

X-rays confirmed bullet fragments were embedded in her broken cheek bone and abdomen. Despite her injuries, she was sweet and trusting with everyone. After receiving pain medication and antibiotics, she quickly recovered, though she will need lifelong eye lubricant due to nerve damage below her eye.

She has since made a full recovery and was adopted into a loving home.

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

### **Customer Engagement Performance**

#### **Google Ratings:**

- ✓ KC Pet Project at KCCAC: **4.2/5.00** (1,590 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (714 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (223 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **990** emails were received in July inquiring about fostering a pet or pets in foster homes. An additional **877** emails were received through our Contact email address, mostly regarding pets available for adoption or the adoption process.

We received **55** adoption updates last month, including these notes from adopters:

*"It's been 3 days since taking Pesto home. I decided to rename him Ruger. He has already come out of his shell so much and gotten comfortable and made himself at home. He loves cuddles and attention too. He's clumsy and goofy. I'm so glad I could bring him home!"*

*"**Asteria** (right) has been with us now for about 4 months and she is doing great! She just finished up several weeks of professional training with Beyond the Dog and she is now a model citizen. She loves going for walks, meeting new people, cheese, and chew toys. Thank you for providing us with the opportunity to welcome her into our lives and our home as a member of our family. We appreciate all you do for the community."*





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

- ✓ **2024 Rating: 4.8/5.0 stars**
- ✓ Historical rating: 4.468/5.0 stars: 22 surveys submitted in July, 1,320 submitted since September 2020

*“Extremely fast and effective service.”*

*“Three ladies at the front desk, very sweet, lovely gals, helped me get Charlotte back.”*

***“KC Pet Project did a wonderful job taking care of me and other customers around me. I appreciate them.”***

In July, the Pet Support Center staff assisted **1,542** KCMO residents with in-person services (an average of 50 families 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 **7 minutes**.*
- ❖ We took in **493** stray/lost animals from the public in July.
- ❖ The Pet Support Center kept families together for **178** animals whose owners originally contacted KCPP to surrender their pet(s), **152** animals were diverted through return-to-field, trap-neuter-return, and safety net programs, **102** were diverted through in-person conversations by our PSC staff, and 19 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter.

***A total of 451 animals stayed with their families last month instead of coming into or staying at the shelter thanks to supportive services provided by KCPP staff!***

**The top 4 reasons pets are being surrendered in 2024:**

1. Lack of financial resources or inability to access resources for their pets, including costs for veterinary care and unplanned litters (511 pets),
2. Health of owner/family, health of pet, and euthanasia requests (351 pets),
3. Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (323 pets),
4. Housing Issues including cost of housing, loss of home, moving/relocating, eviction, and housing restrictions (270 pets).

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

July 2024	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3,554	949	4,503	21%
IN > Helpline - Spanish	71	71	142	50%
IN > Helpline - Lost and Found	809	234	1,043	22%
<b>Helpline INBOUND Performance</b>	<b>4,434</b>	<b>1,254</b>	<b>5,688</b>	<b>22%</b>
OUT < Helpline – Main	1,107	192	1,299	N/A
OUT < Helpline – Lost and Found	317	102	419	N/A
<b>Helpline OUTBOUND Performance</b>	<b>1,424</b>	<b>294</b>	<b>1,718</b>	<b>N/A</b>
<b>Total Performance for July 2024</b>	<b>5,858</b>	<b>1,548</b>	<b>7,406</b>	<b>21%</b>

Our Pet Support Center team answered **4,434** live phone calls, made **1,718** outbound calls, and resolved 184 voicemails.

## Return-to-Home Team

- ❖ Admissions staff reunited 20 lost pets with their owners PRIOR to impounding them thanks to identification.
- ❖ The team conducted 313 ownership investigations in an effort to send lost pets back home in July.
- ❖ 159 (24%) of the 666 lost animals (127 neonate kittens excluded) brought to the shelter in July were returned to their owners.
- ❖ Twenty-eight percent (28%) of lost dogs were reunited with their families, while only 2.5% of lost cats arriving were reclaimed/returned to their owners.

## Returned-to-Home: "Pup Is Home!"

Pup (right), a German Shepherd, was reunited with his family after spending 13 days in the shelter. Pup's owner was out of town when he managed to escape the yard. Luckily, the friend tasked with watching his dog located him on our website and the owner was able to reclaim Pup, aka Barrymore, before this handsome dog was adopted.



## Rehoming Support Services

In July, our team received 112 requests for our private rehoming services. Eligible pet owners posted **53** owned pets for adoption through our ReHome website. *Our team has received 4,290 requests for ReHome services since November 2021.*

- *We received 374 requests in July from residents seeking initially to surrender their pets to the shelter.*

## Keep 'Em Together, KC Program Updates

Tara McNamara, Keep 'Em Together Program Coordinator, *reported 566 families benefitted from our five (5) KETKC Subsidiary Programs in July (a 66% increase from last month):*

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

Pet owner financial assistance totaling **\$2,845.00** for 17 families (20 pets) was provided by KCPP in July.

- ✓ 16 Pet Care Assistance Applications were received
- ✓ Home Away from Home reunification fees granted: \$57.00
- ✓ Shelter reunification assistance granted: \$2,788.00

### 2. 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*. KC Pet Project received a semi-truck full of pet foods donated by Chewy and The Humane Society of the United States, which was used to provide resources to **195** households with **773** pets!

- ✓ 32,067 lbs. of dog food and 176 lbs. of dog treats
- ✓ 8,996.5 lbs. of cat food and 77 lbs. of cat treats
- ✓ 1,900 lbs. of kitty litter
- ✓ 43 collars and 17 leashes
- ✓ 40 individual doses of flea/heartworm medicine
- ✓ 13 kennels/crates and 4 doghouses, 1 dog toy and 329 miscellaneous pet care items

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**453 local families with 1,256 pets benefitted from pet food resources provided in July.**

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

One (1) individual with one dog was enrolled in our Home Away from Home emergency boarding program in July. Although the program was put on hold at the end of 2023, an emergency enrollment was granted to a family in need.

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

- ✓ 71% of the animals reclaimed from the shelter in July were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program.
- ✓ *Since June 2021, we have subsidized \$319,459.00 in reclaim fees for 3,062 families with 3,597 pets.*

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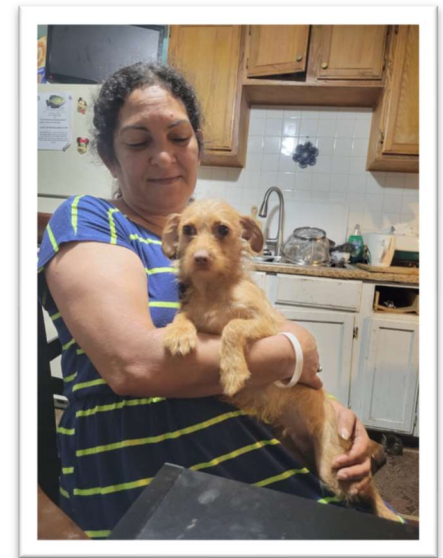
***In July, \$9,550.00 was subsidized by KCPP in Reclaim Fee Forgiveness for 96 families with 113 pets.***

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### 5. Pets For Life (PFL) Program:

Mariana Vasquez, Pets for Life Coordinator, reported activity occurring in the program for the 64127 zip code.

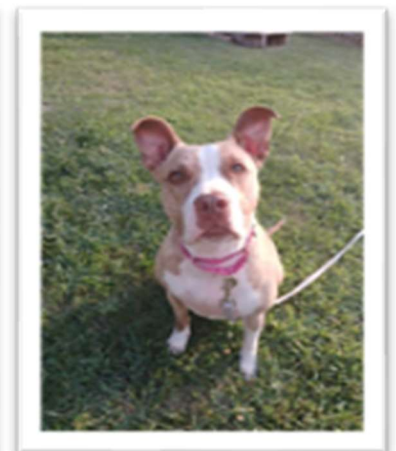
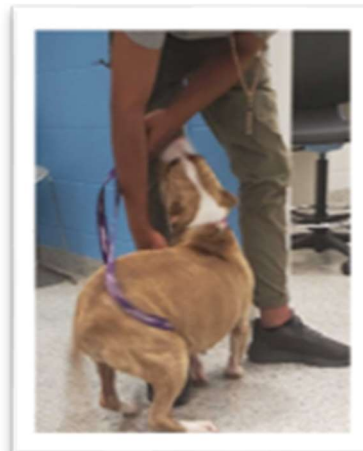
- ✓ New clients met through active PFL outreach: 4
- ✓ New clients who contacted PFL or were referred to PFL by others: 2
- ✓ Number of new pets met: 11
- ✓ Total number of spay/neuter appointments scheduled: 3
- ✓ Total number of spay/neuter surgeries completed: 3
- ✓ Total number of touchpoints/conversations with PFL clients: 35
- ✓ Supplies given (leashes, food, shelters, etc.): 96 items
- ✓ Medications or services given (dewormer, nail trim, microchip, vaccines, etc.): 33
- ✓ Completion rate of spay/neuter: 100%
- ✓ Conversion rate of pets whose families request spay/neuter services: 100%



### **Keeping 'Em Together: Ethan and Chime**

Ethan came into Admissions looking for some help. Ethan and his dog, Chime, had lost their housing and were living in their car. Though things were starting to turn around, Ethan still needed someone to care for Chime while he started his new job the following morning. A new home had been secured but it was going to take at least a couple weeks before he could move in. With the temperatures rising, Ethan could not leave Chime in his car all day. Our Pet Support Specialists provided him with boarding resources, but no one could help him immediately.

While weighing his options, our CEO, Teresa Johnson, met Ethan sitting on the bench outside. With no open kennel space in our shelter that day, trying to keep one more dog out of the shelter was imperative. With some quick thinking and the ability of an incredible volunteer for a foster, Chime was able to be enrolled in a modified version of our safety net foster program (Home Away from Home). And after 2 weeks, Ethan called, and he and Chime were able to be reunited. She was so excited that her wiggles could not be contained. We were so excited to have kept one more pet with the family that loves her!



## Canine Behavior & Enrichment Department

- ❖ Dogs assigned to Behavior Team for assessment: 45
- ❖ Pre-adoption behavior consultations conducted: 140
- ❖ Number of dogs introduced to adopters: 16

- ❖ 140 post-adoption support follow up emails sent
- ❖ 11 behavior support phone consultations performed
- ❖ 70 behavior support emails/correspondence sent
- ❖ Assisted 4 people with behavior help or lessons given for recently adopted or foster dogs

During the month of July, our team faced a higher number of dogs being euthanized due to kennel space constraints. This situation weighs heavily on staff and impacts team morale. We are looking at a variety of ideas to address these challenges and how we can better serve our community and the dogs in our care.

## Canine Operations & Adoptions

We had **1,031 separate individuals/families** at our KC Campus for Animal Care in July who were interested in meeting dogs available for adoption.

- ✓ Nearly **41%** of all visitors who met with a Canine Matchmaker adopted a dog that day.
- ✓ The average wait time for a Canine Matchmaker in July was **9** minutes.
- ✓ The average wait time for an Adoption Counselor to finalize the adoption was **32** minutes.
- ✓ The average total time spent at KCCAC to meet and/or adopt a dog was **71** minutes.
- ✓ Canine staff cared for an average of **266** dogs daily at our Campus location.
- ✓ **481** dogs and puppies were adopted last month – that's **10%** higher than last July.

Returned adoptions are still down significantly – with a **20.2% reduction** -- and we believe is due to the quality of matchmaking that is occurring between our Canine Care team members and potential adopters, as well as the post-adoption follow up that occurs.

In July, the Canine Care & Adoptions departments trained in dog walking, dog to dog introductions, and showing dogs to potential adopters. We welcomed Sasha Bercian to the team as the Supervisor of Canine Adoptions. The Canine Care team continued monthly team meetings to increase communication and education across the department. The team reviewed policies and procedures across the department with a focus on upcoming Dogs Playing for Life training and the Mega Match Adoption Special. Foster-to-adopt continues to gain in popularity, with 24 dogs participating in the program.

**KCCAC Adoptions Customer Service Survey** rating: **4.88/5.0** stars (4 surveys submitted in July)

*"From start to finish the process went smoothly. The staff are friendly, knowledgeable and seem genuine. A few hours after I got my newly adopted dog home there was an issue with her surroundings. I called KC Pet Project and I was very emotional. The person I spoke with not only offered some solutions but was very sensitive and empathetic. Her understanding and patience was so appreciated! She went above and beyond! Thank you, KC Pet Project we are extremely happy with Sicily (formerly known as Evian), She is settling in great and is definitely part of our family!"*

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**An average of **181** dogs every day participated in canine playgroups!**

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**Dog adoptions are still up **9%** year-to-date!**

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## Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported **145 dogs** (32% of the dogs in our care) were in foster homes at the end of July.

- ✓ During the month, **401** dogs/puppies were sent to foster homes!
- ✓ We welcomed **54** new dog foster families.
- ✓ We had **82** dogs/puppies adopted directly from foster homes.

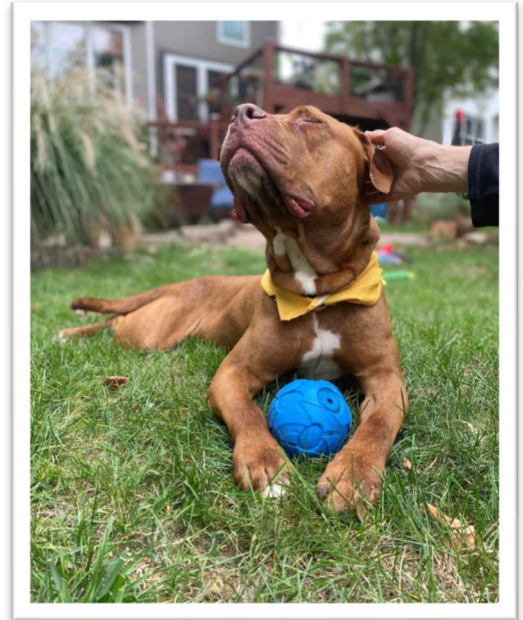
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**Volunteers took 201 dogs on a Dog's Day Out in July!**

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July was another busy month for the Foster Department; we saw many puppies, nursing moms, and pregnant dogs come through the door. Our Dog Day Out (DDO) volunteers continue to grow the program, including sending a record 22 dogs on a DDO in one day in July!

We had some good long term foster dogs adopted this month as well. Most notably were Marjorie and **Chorizo** (right). Marjorie came to us in July 2023 and was finally adopted a year and a day later on July 20, 2024. Chorizo was with us slightly less time; he came in August 2023 and was adopted at the beginning of July. We also had a long-term shelter resident, Nani, leave for foster at the end of this month and her new foster family is enjoying spoiling her!



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

In July, 16 dogs and 1 alligator were transferred out to these shelters/rescue organizations: *Great Plains SPCA, Lawrence Humane Society, Mid America Boston Terrier Rescue, Missouri Pit Bull Rescue, Pawsitive Tails, Paws-N-Claws Iowa, Riverview Wildlife Center, Wayside Waifs, Whispering Willows Senior Dog Sanctuary, and Windy Hill Dog Haven*

### Small Animals & Farm Animals

We processed **14** small animal adoptions last month – 6 chickens, 1 Guinea Fowl, 3 Guinea pigs, 3 rabbits, 1 snake.

### Transports

Our offsite adoption program continues to create lifesaving space at our main campus location by utilizing staff and volunteers to transport animals offsite to those locations.

Sixty-two (**62**) puppies/small dogs and forty-three (**43**) large breed dogs were moved to off-site locations this month to our Zona Rosa Adoption Center.

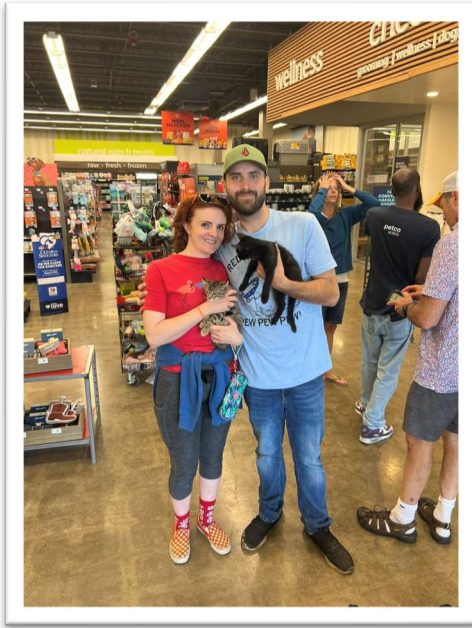
Three (3) small animals were moved to our Petco Adoption Center.



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

Gage Mofield, our Petco Program Coordinator, oversaw the transfer in of **205** cats/kittens from *Austin Pets Alive!, Joplin Humane Society, and Liberty Animal Shelter*

- ✓ The average length of stay for adult cats in a Petco Cat Habitat in July was 6 days, and the length of stay for kittens was just **3 days** at the Habitats! The slight increase in Length of Stay is typical in summer months.



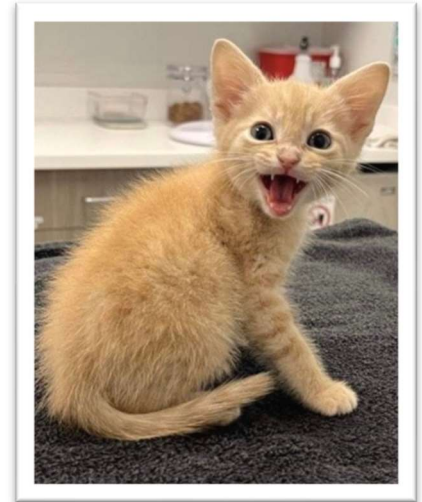
**Every underage kitten that arrived in July found a foster home within 24 hours of arrival!**

- ✓ We processed **205** cat/kitten adoptions from our Petco Cat Habitat stores, as well as **13** adoptions from Whiskers Cat Café. **That is the largest number of cats adopted from Petco stores since July 2023!**
- ✓ The Liberty Petco store had the highest number of adoptions in July with 38 adoptions, followed by the Belton store with 36 adoptions!
- ✓ Petco Cat Habitat volunteers gave **609.75** hours of service to the program, a value of \$17,402.21 to KCPP. This is our second highest month of volunteer hours in 2024! We had **107** volunteers donating at least one shift to a store during the month.

### Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported she sent an unusually low **185** number of felines (184 kittens and 1 adult cat) to foster homes last month.

At the end of July, **225** cats/kittens (54% of the cats at KCPP) were in 67 foster homes, and we onboarded 7 new foster homes. We had **80** adoptions direct from foster homes last month (which was 13% of all adoptions in July).



The lull in kitten intakes, in addition to changes made to our vaccine and surgery schedules, allowed our foster kittens to move through our foster program and be placed up for adoption faster than ever before. We also managed to keep kitten wet food in stock for our fosters all month despite the shortages we've seen in past years. By tracking our numbers from past years, we are able to anticipate and prepare for some of the greatest challenges we see during kitten season and make improvements to keep our foster homes supported and kittens happy!

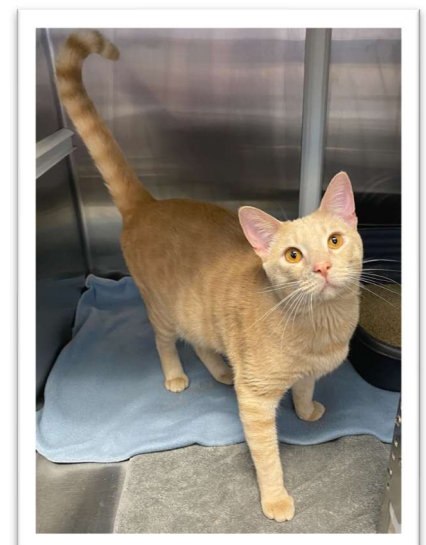
### Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported the number of incoming cats was up over last year at this time, mostly due to several over-the-limit Animal Services cases and an 89% increase in the number of community cat/TNR services being provided.

We had **620** cats adopted – a 12% increase over last July.

- ✓ **500** families arrived in July at our KCCAC location that were interested in adopting cats.
- ✓ The average wait time to see cats was 18 minutes.
- ✓ **38%** of all visitors who met with a Feline Matchmaker adopted a cat that day.
- ✓ Visitors spent on average, nearly 56 minutes meeting cats before deciding to adopt.

**Watson** (right) came to the shelter May 30<sup>th</sup> and was on medical hold until the beginning of July to monitor his breathing. He was well known for “purring too loudly” during vet clinic’s attempts to listen to his lungs! He was adopted on July 9<sup>th</sup>, just shortly after being made available!



## Community Cat/TNR Program

**Eighty-nine (89)** cats received Trap/Neuter/Return (TNR) services from KCPP in July! Our team trapped cats eight only days in July, due to staffing shortages and our need to go door-to-door to identify caretakers for the many colonies we've begun assisting.

We assisted nine (9) caretakers with seven (7) cat colonies, and we assisted seven (7) caretakers with supplies of cat litter and cat food. One caretaker runs a food pantry, and we gave her a large donation of wet cat food to further assist the community members she's already helping. When canvassing and trapping cats in neighborhoods, we dedicate a day specifically to our Spanish-speaking community members.

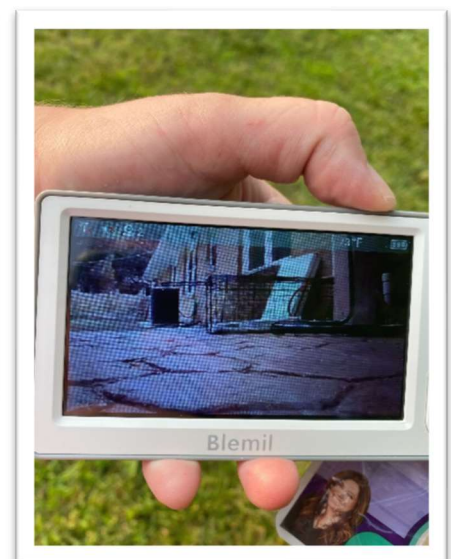
On July 3<sup>rd</sup> one colony caretaker, Robert, called us regarding a critically sick and injured community cat he cares for. She was so weak he was able to contain her safely in a carrier and bring her directly to us. Our vet clinic examined her determined due to severity of her illness and injuries that humane euthanasia was kindest for this kitty. Robert was so grateful to know she had received the best care possible and did not have to suffer any longer. He received a card and paw prints from our clinic staff -- which may seem a small gesture, but to community cat caretakers, it is huge. To Robert, this kitty was family, and having a way to memorialize her meant the world to him.

On July 16<sup>th</sup> the team trapped **twenty (20)** cats and kittens in less than 90 minutes at a colony. We can only fit 15-16 traps in our van, but many smaller cats and kittens doubled up in traps maximizing the number of cats able to receive TNR services. We also took in 7 underweight and sickly kittens from this caretaker. He had them inside his home due to their illness and *had spent his entire disability check to take them to the vet for medication*. He was beyond grateful that we could take the kittens to our shelter's vet clinic and get them additional medical treatment and a foster home once healthy.

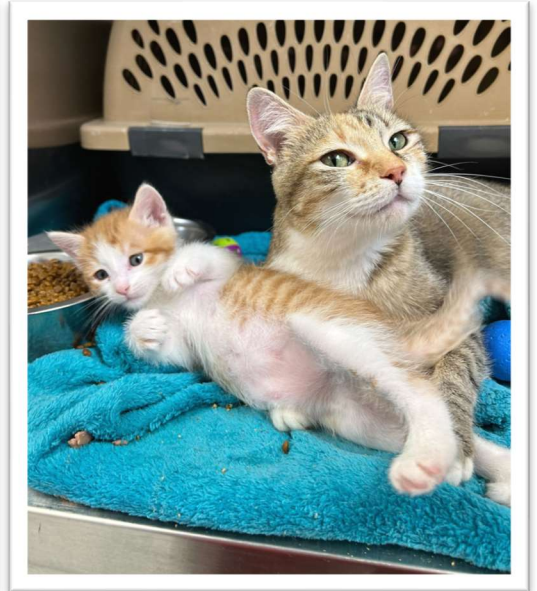
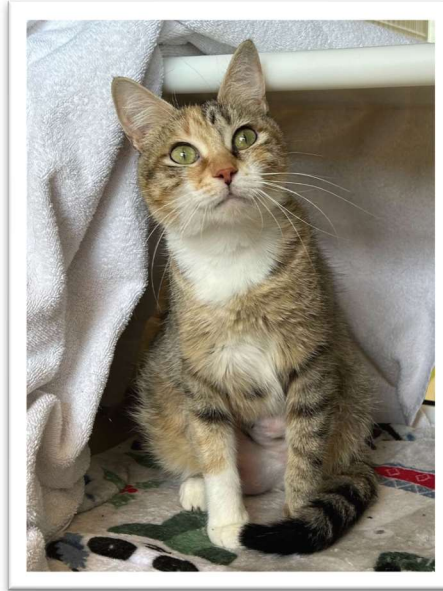
On July 16-18 our TNR team trapped a record **thirty-nine (39)** cats in 3 days – and 27 of those cats were female! Those colonies would have continued to grow exponentially had we not been able to assist them. One of the caretakers is on disability and utilizes a wheelchair and cannot trap cats himself and another caretaker we assisted is retired and on a very fixed budget that only allows for cat food, but not spay/neuter costs.

Thanks to a generous donation we received of a portable power station, we were finally able to use our baby monitors live in the field to oversee trapping at two neighborhood colonies at once. We set up the baby monitors in one caretaker's backyard (above & right) and we worked our drop trap from the other neighbor's front yard. This allowed us to safely monitor the traps in the backyard while continuing to trap cats in the other neighbor's yard, thus maximizing our trapping abilities.

**To date, we have provided TNR services to 477 cats from more than 45 community cat colonies across Kansas City – including 88 kittens under 12 weeks old.**



**Peanut Butter** (right) came to KCPP May 29<sup>th</sup> and nursed the plumpest little kittens we have seen all year. She was very protective of her kittens and did not appreciate sharing a foster home with the foster's owned cat. So, she came back and stayed on Campus until her babies started eating on their own. She fought off an infection and was in our vet clinic hospital for a few weeks in July, but she was adopted by a wonderful family the first day she was available on July 28<sup>th</sup>!



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Submitted by,

*TJohnson*

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