



KC PET PROJECT

## ANIMAL SERVICES DIVISION

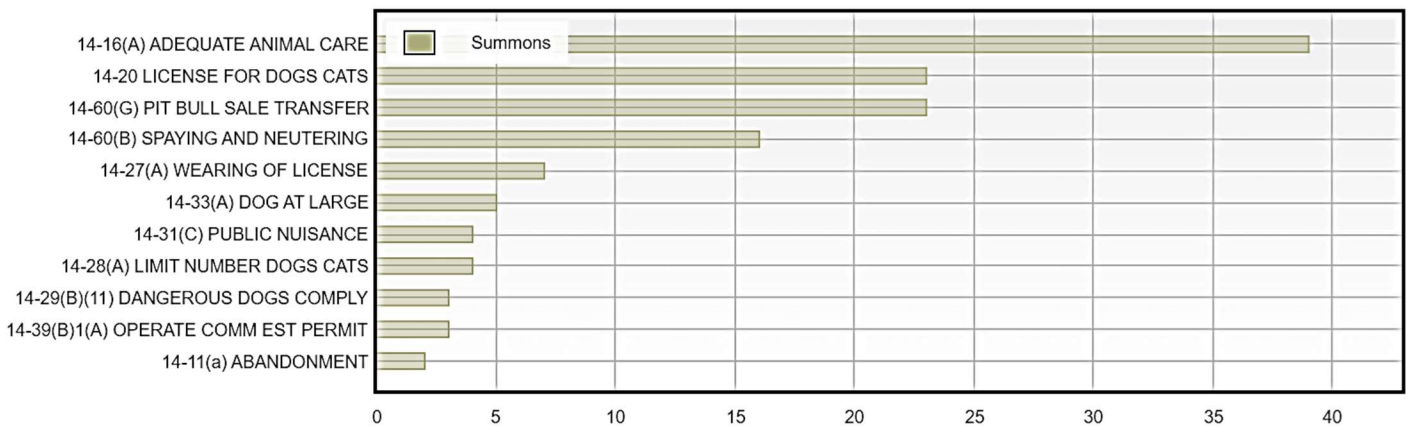
— A SERVICE FOR THE CITY OF KCMO —

### KCPP Animal Services Division Report for September 2023

#### Citations Issued / Enforcement

In September 2023, officers issued **one hundred and thirty-five (135)** criminal citations through the Thin Blue Line (TBL) system for review/issuance by the City Prosecutor. **This is a 1,588% increase compared to September 2022.** In addition, officers issued sixteen (16) verbal warnings for violations and nine (9) official Notice to Correct Violation warning tickets to residents. Prior to the issuance of citations, verbal and/or written warnings for violations are presented by the officer, and citations are not submitted if compliance with animal ordinances are achieved within the given corrective action period. **One animal cruelty case was referred to the Jackson County Prosecutor’s Office for state-level prosecution.**

#### Types of Municipal Citations Issued in September



#### Community Presence

Animal Services Officers had 7 patrol vehicles in use daily in September. Officially marked patrol vehicles spent **649 hours** out in the community and traveled a total of **13,424 miles** throughout the city providing essential field services to our community.

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

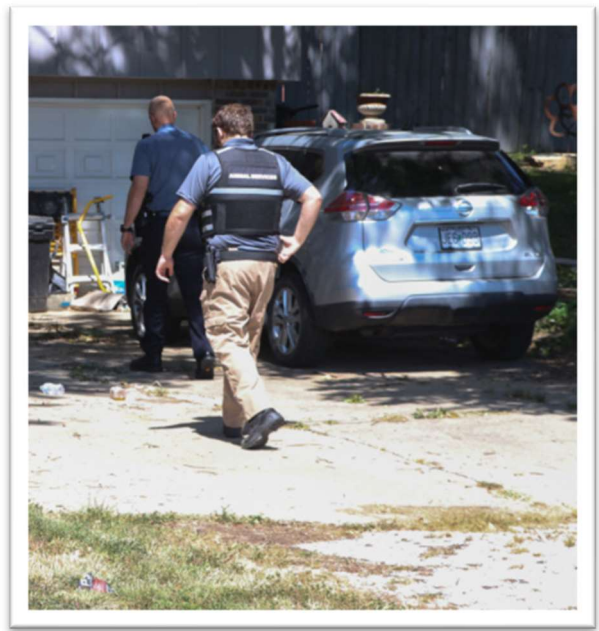
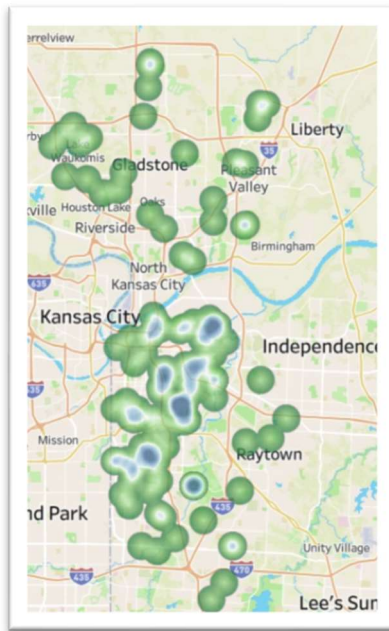
Officers worked 1,399 unique cases in September 2023 (a 16.6% decrease in cases from last month) and were dispatched to **1,817** case activities -- composed of all calls from residents received through the 311 Call Center or direct calls to Animal Services dispatch team, online reports submitted via the website by residents, and the additional follow up activities required to resolve cases or ensure compliance.

<b>Calls from Residents Resulting in Cases</b>	<b>Online Reports Received by ASD</b>	<b>Case Follow Up Activities Performed</b>	<b>Total Case Activities for the Month</b>	<b>% of Calls resulting in Case Creation</b>
<b>1,267</b>	<b>132</b>	<b>418</b>	<b>1,817</b>	<b>36.8%</b>

## Dog/Cat Bites in September 2023

- ❖ Number of bites from dogs/cats occurring on their own property or inside a home: 55
- ❖ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 52
- ❖ Number of bites from dogs/cats in which bite took place at a business: 17

The Animal Services Team utilizes visual data to track specific trends throughout KCMO to identify patterns in animal bites and works towards proactive preventative measures. See density map [right] depicting location of animal bites occurring in Sept '23.



## Directed Patrol Areas

Frequently, our Animal Services Division receives reports from residents of dogs habitually roaming a neighborhood or dogs that have become a public safety concern or nuisance problem for a specific neighborhood. However, many times officers are unable to locate the dog(s) when they arrive. To resolve on-going cases of this nature and to provide continued enforcement efforts for these issues, directed patrols have been established whereby officers schedule frequent drive-bys through these specific areas looking for the dogs. The following locations are currently identified as **Directed Patrol Areas** where officers are looking for dogs reported as habitually roaming, public nuisances, or aggressive dogs:

**Council District 1**

- ✓ 4500 block of NE Parvin Road
- ✓ N. Main Street / NE 53rd Street
- ✓ 4200 block of N Walrond Ave

**Council District 2**

- ✓ US 152 / North Amity Ave

**Council District 3**

- ✓ 3400 block of Monroe Ave
- ✓ E 23rd Street / Van Brunt
- ✓ 200 block of Garfield Ave
- ✓ 4300 block of Benton Blvd

**Council District 4**

- ✓ W 33rd Street / Pennsylvania
- ✓ W 38th Street / Pennsylvania
- ✓ E 9th Street / Ditman
- ✓ 400 block of Wallace Ave

**Council District 5**

- ✓ 72nd Street / Indiana Ave
- ✓ 5700 block of Agnes Ave
- ✓ 100 block of E 83rd Ter
- ✓ E 63rd Street / Brooklyn
- ✓ 3100 block of E 80th Street

**Council District 6**

- ✓ No locations patrolled

## Animal Services Dispatch – Call Center Metrics

During the hours of 7 AM – 10 PM every day, our Dispatch Specialists handles all incoming calls from residents through the City’s 311 Call Center, direct calls to our Animal Services’ Dispatch Team, and our after-hours phone queue. (Dispatchers also receive reports from residents via email through our website). Each reported animal-related concern is documented by location, assigned based on priority, and logged by council district as well as zip code.

September 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	730	46	776	5.9%
IN > Dispatch – Dispatch Q	2,035	130	2,165	6%
IN > Dispatch – Dispatch After Hours Q	398	100	498	20.1%
Dispatch INBOUND Performance	<b>3,163</b>	276	3,439	10.6%
Dispatch OUTBOUND Performance	1,120	237	<b>1,357</b>	Average Ring Time: 24 seconds
<b>Total Performance for September 2023</b>	4,283	513	4,796	

**Dispatch 311 Queue:** Incoming calls from the KCMO 311 menu that are routed to KC Pet Project for animal control related issues.

**Dispatch Queue:** Calls received from residents who call us directly to report an animal control related issue or concern.

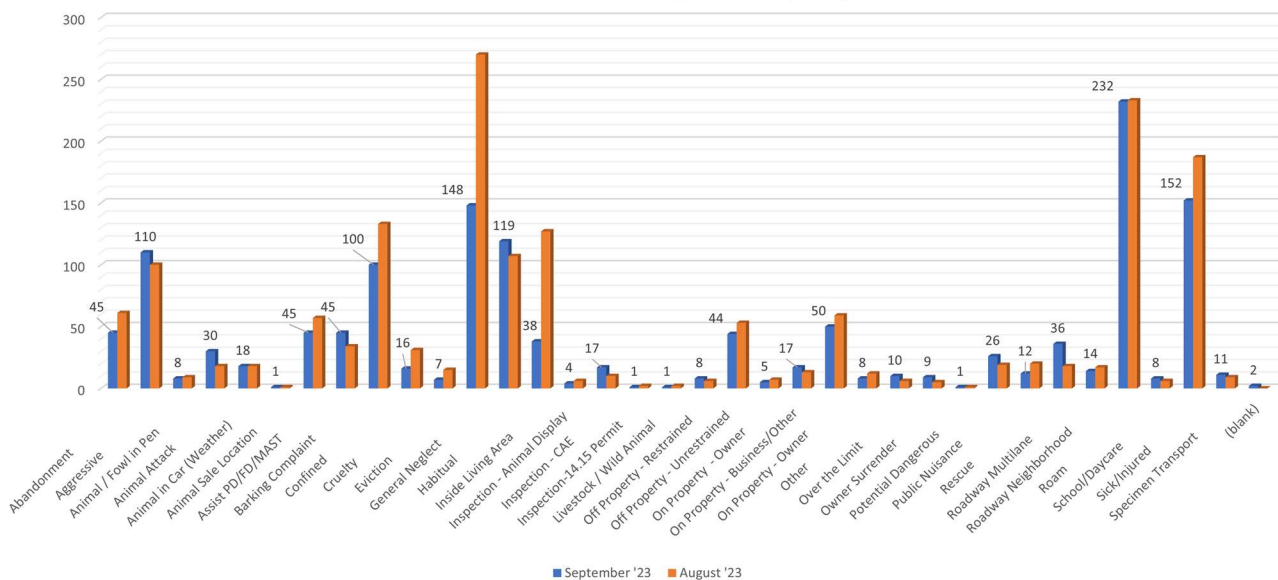
**Dispatch After Hours Queue:** Calls received between the hours of 7pm- 7am that are primarily answered by a designated “on-call” officer.

- ❖ Our Animal Services Dispatch team answered **3,163** live phone calls, completed **1,357** outbound calls, and resolved **142** voicemails.
- ❖ The Cruelty Tips Hotline received **29** calls in the month of September.
- ❖ Our average wait time for calls to be answered was **24 seconds** in September. Our Dispatch Team maintained an impressive call abandonment rate of just 6% during the hours of 7:00 AM – 7:00 PM.

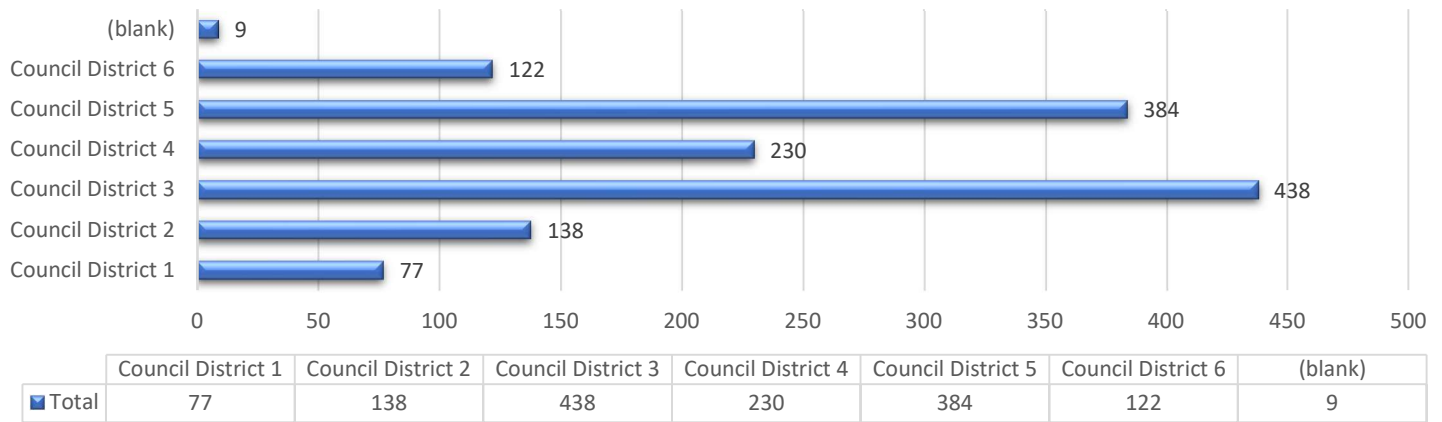
## Total Cases by Sub-Type in September 2023

Calls related to stray/roaming animals continue to comprise over half of our monthly call volume from residents. Approximately 130 (24.1%) of the 538 stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs or animals in the roadway.

Animal Services Cases in KCMO September/August Comparison



## Total Number of Animal Services Cases by City Council District for September 2023

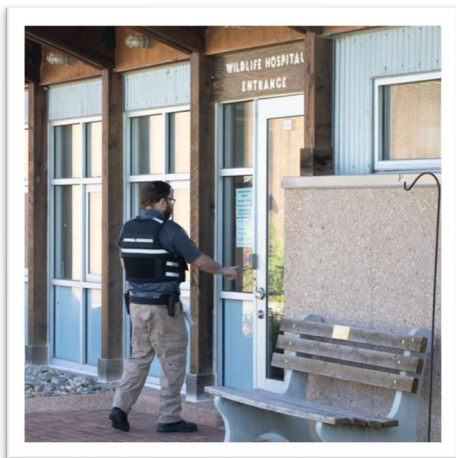


In September 2023, calls from Council Districts 3 and 5 represented 58.7% of our overall call volume.

## Case Results for September 2023

Results for Cases with Animals	September '23	August '23	% Change
Animals Impounded by Officers	295	313	5.7% decrease
Wildlife Relocated/Transferred Out	8	8	No change
Animals Returned Home by Officers	33	15	120% increase

Thirty-three (33) loose/lost dogs that could be returned in the field were reunited with their owners by officers, rather than impounding them at the shelter. This practice allows our officers to build trust-based relationships with our community, keeps pets safe at home, and allows for connection to resources, if needed. Additionally, it preserves limited shelter resources for those animals truly in need of sheltering.



## Reasons for Animals Impounded by Officers in September 2023

Animal Services Division Seizures/ Impounds	September '23	August '23
Abandoned in Home/Yard	21	29
Bite Quarantine	11	12
Cruelty/Neglect	0	3
Death of Owner	1	10
Dead On Arrival	4	12
Evictions	11	15
Injured	1	3
Left in Cars	0	1
Medical Emergency	3	9
Meet P.D./MAST/Fire	1	1
Police Arrests	9	5
Sick	0	1
Signed Over by Owner in Field	25	16
Stray/At Large	208	196
<b>Total Animals Impounded:</b>	<b>295</b>	<b>313</b>

## Stories From the Field – A Happy Reunion Following a Horrible Cruelty Case

On March 30<sup>TH</sup>, Animal Services Officers executed a search warrant at a home to seize 14 dogs being kept in deplorable conditions. When officers entered the home, they were shocked to see dogs in wire kennels stacked on top of one another in a room with no ventilation, no natural light, and not enough space for dogs to lie down. The dogs in the lower crates lived in a state of stress and fear from the dogs housed in crates above them. The dogs became KCPD's property and were made available for adoption.

On September 16<sup>th</sup>, Chief Johnson got the chance to reunite with one of the dogs he rescued when the new owners brought him to KCPD's *Bark in the Sculpture Park* event. They wanted to let Chief Johnson know just how much they love the dog they adopted from this case!

### 14 dogs rescued from South Kansas City home, owners cited

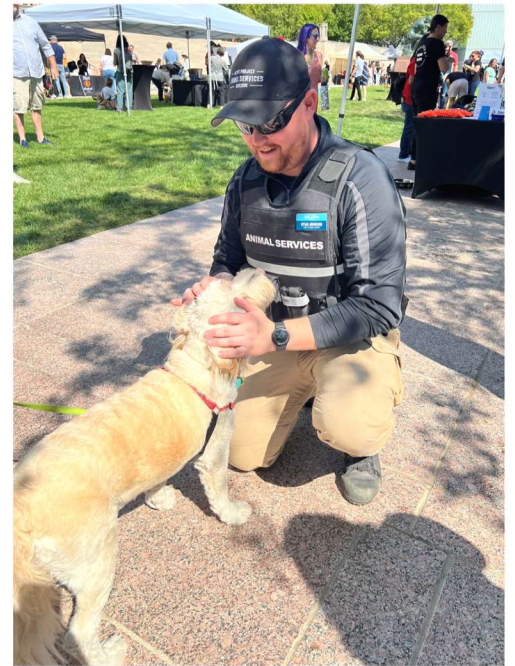
Heidi Schmidt

6 months ago



KANSAS CITY, Mo. — Two Kansas City Animal Services Officers are with a dog outside of a South Kansas City home on March 30, 2023. The officers seized 14 dogs after the owners were cited for a number of violations. (Photo provided by KC Pet Project)

KANSAS CITY, Mo. — Two [Kansas City](#) women face dozens of citations after officers rescued



## Animal Cruelty/Neglect/Abuse Cases Under Investigation

As of September 31<sup>st</sup>, the Cruelty Investigations Team had **138 open** animal cruelty cases under investigation:

- ✓ **30** reports of animal abandonment
- ✓ **94** reports of animal neglect
- ✓ **14** reports of animal cruelty

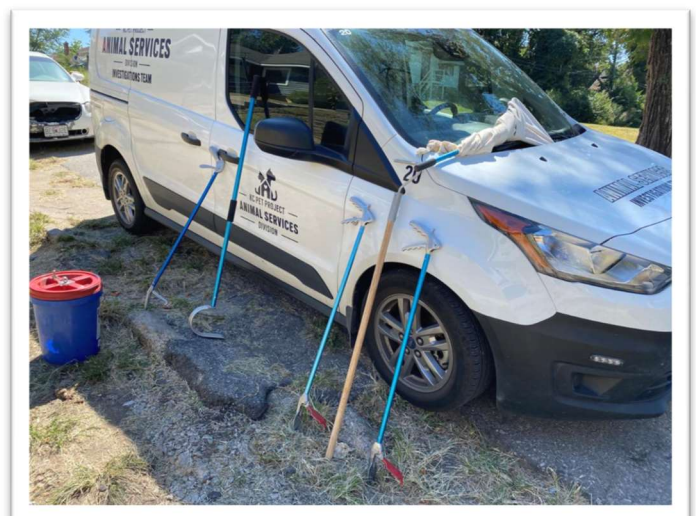
In September, the Cruelty Investigation Team investigated and **closed 205** animal cruelty case activities for our community, including 45 reports of animal abandonment, 145 reports of neglect, and 15 reports of cruelty.

## Stories From the Field – A House Full of Venomous Snakes

On September 1<sup>st</sup>, Animal Services Officers conducted a joint investigation with MO Conservation Department agents into the illegal and prohibited ownership of venomous snakes by a KCMO resident. At the end of a street sat a house like every other house on the block. However, the inside of this residence was something out of a nightmare. This house contained many exotic and very dangerous snakes!

Inside the home, Animal Services Officers discovered several species of Rattlesnakes, Copperheads, Spitting Cobras, and an 18-foot-long Python.

Not only is it a violation to own such snakes in Kansas City, but it is also highly dangerous for all occupants and visitors to the home. After hours of negotiating and coordinating a safe relocation plan, the owner became defiant and stopped



cooperating with officers. The owner was immediately charged with multiple ordinance violations and is scheduled to appear before the Municipal Court in November.

### Media Coverage/Public Education/Community Engagement

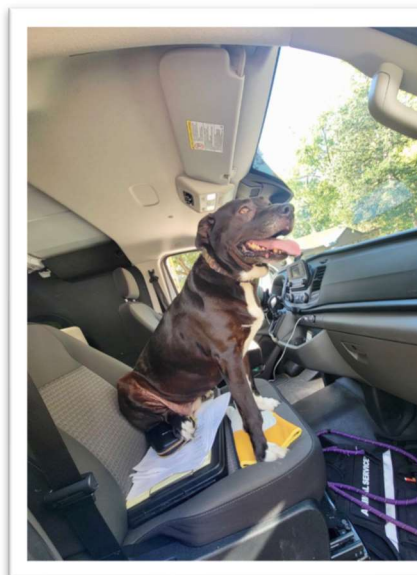
- ❖ On September 5<sup>th</sup> Animal Services provided more than 20 free pet identification tags at Kauffman Stadium at the Kansas City Royal's Bark in the Park event. Chief Ryan Johnson was honored for his community service as the **Buck O'Neil Legacy Seat** recipient for the game.
- ❖ On September 8<sup>th</sup>, Chief Johnson, and Manager Rohrback gave a presentation on local animal cruelty data trends for attorneys at the Jackson County Prosecutor's Office.
- ❖ On September 16<sup>th</sup>, Chief Communications Officer Tori Fugate, Chief Johnson, and several staff represented KC Pet Project at the annual Bark at the Sculpture Park event. Thirty-five (35) free pet identifications tags were provided to pet owners.
- ❖ On September 21<sup>st</sup>, representatives from Synergy Services and Rosebrook's domestic violence shelters conducted the third round of I.C.U (Identify Connect Unite) training for new Animal Services Officers and Dispatchers. This training allows members of the Animal Services Team to make life-saving referrals for individuals who are victims of domestic violence.
- ❖ On September 26<sup>th</sup>, Chief Ryan Johnson participated in the National Animal Care and Control Association (NACA) board member candidate forum. Chief Johnson has been nominated for a seat on the NACA Board of Directors and voting begins nationally October 9<sup>th</sup>.
- ❖ On September 28<sup>th</sup>, Chief Johnson, Manger Rohrback and Manager LaDue attended a disaster planning workshop in Leawood, KS to learn about managing a potential manmade or natural disaster in the KCMO metro area.
- ❖ On September 28<sup>th</sup>, Chief Johnson attended a virtual training session sponsored by the Human Animal Support Services on creating visual data to drive decision making in animal welfare programs.



### Stories From the Field – Loose Dog Decides to Rescue Herself

Officer Vasquez was out on a call on September 29<sup>th</sup> and while pulled over, she exited her vehicle, leaving the passenger door open for just a minute as she moved to the back of the van. This happy dog came running toward the Animal Services van and without hesitation, jumped right into the front passenger seat!

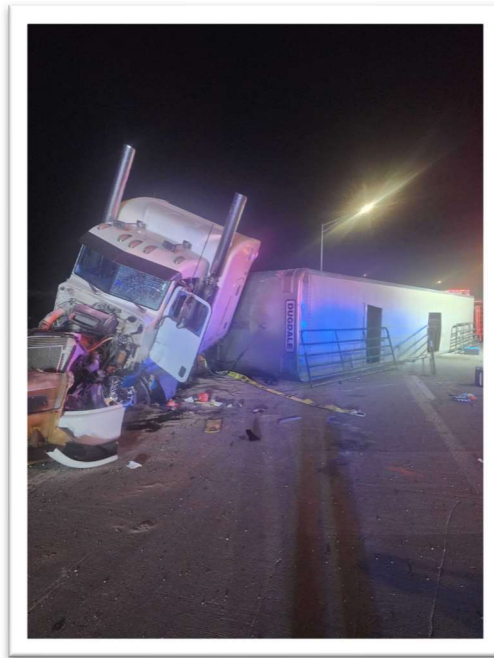
The owner soon appeared and called for the dog, but she just moved over into the driver's seat and sat down to await her ride. (The dog was reunited with her owner and no ride to the shelter was necessary).



## Stories From the Field – Officers Respond to Overturned Cattle Truck Disaster on the Bond Bridge

On September 28<sup>th</sup> around 3:30 AM, Chief Ryan Johnson, Chief Veterinary Officer Heather Kennedy, DVM, and KCPP Surgery Technician Madison Olson responded to a call to assist other first responder agencies with an overturned cattle truck on the Christopher Bond Bridge.

Eighty (80) traumatized cows were inside the semi's trailer – one was deceased upon arrival and others had to be euthanized due to their injuries. Cows were evacuated from the lower level of the trailer and a large hole was cut out of the roof to allow the remaining cattle to be removed. The cows were eventually loaded back into another trailer. The driver of the truck was uninjured. Our officers work 24 hours a day and operate in a state of readiness to respond to whatever emergency may come their way day or night.



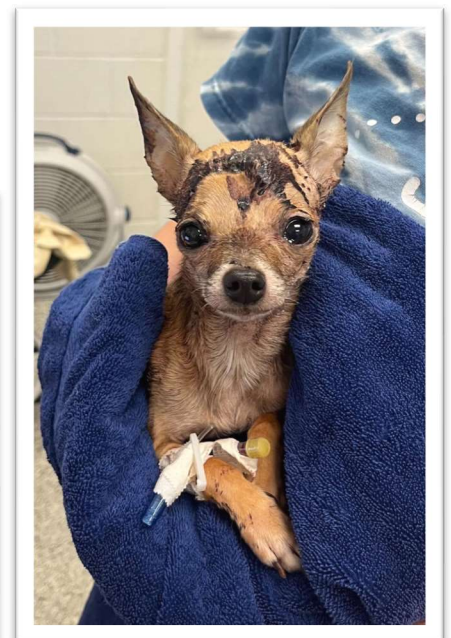
## Compliance / Inspections / Permits

In September, Compliance Officer Oertwig issued four (4) Animal Display Permits, twenty-one (21) Commercial Animal Establishment Permits and one (1) Special Exception for Fowl or Small Animal Permit was issued pursuant to chapter 14-15 of the Kansas City municipal code of ordinances.

## Community Partnership Spotlight – Blue Pearl Emergency Hospital

Doctors at Blue Pearl in Lee's Summit, MO are our overnight emergency clinic for any animals that are picked up after hours by our Animals Services Officers and found to be critically injured or suffering from a potentially life-threatening situation that can't wait until our shelter's vet clinic opens in the morning. This may include animals hit by cars, dog attacks, serious lacerations, broken limbs, poisonings, gunshot wounds, etc.

Our officers are authorized to drop off animals at Blue Pearl in Lee's Summit that need emergency overnight vet care, then officers return the next morning before 8:00 AM to pick them up and transport them to our shelter's veterinary clinic for further medical treatment.



## City Council District Overview for September 2023

### Council District 1:

Total Unique Animal Services Cases in District: **77**  
Zip code with greatest number of case activities: 64155  
Stray/Animals at Large: 13  
Cruelty Investigations/Neglect: 7  
Dog/Cat Bites Investigated: 8  
Other Services (Police/Fire/MAST/Evictions): 0

### Council District 2:

Total Unique Animal Services Cases in District: **138**  
Zip code with greatest number of case activities: 64119  
Stray/Animals at Large: 45  
Cruelty Investigations/Neglect: 21  
Dog/Cat Bites Investigated: 18  
Other Services (Police/Fire/MAST/Evictions): 5

### Council District 3:

Total Unique Animal Services Cases in District: **438**  
Zip code with greatest number of case activities: 64128  
Stray/Animals at Large: 172  
Cruelty Investigations/Neglect: 66  
Dog/Cat Bites Investigated: 33  
Other Services (Police/Fire/MAST/Evictions): 18

### Council District 4:

Total Unique Animal Services Cases in District: **230**  
Zip code with greatest number of case activities: 64123  
Stray/Animals at Large: 82  
Cruelty Investigations/Neglect: 24  
Dog/Cat Bites Investigated: 27  
Other Services (Police/Fire/MAST/Evictions): 14

### Council District 5:

Total Unique Animal Services Cases in District: **384**  
Zip Code with greatest number of case activities: 64132  
Stray/Animals at Large: 165  
Cruelty Investigations/Neglect: 71  
Dog/Cat Bites Investigated: 24  
Other Services (Police/Fire/MAST/Evictions): 10

### Council District 6:

Total Unique Animal Services Cases in District: **122**  
Zip code with greatest number of case activities: 64114  
Stray/Animals at Large: 37  
Cruelty Investigations/Neglect: 16  
Dog/Cat Bites Investigated: 10  
Other Services (Police/Fire/MAST/Evictions): 4

Note: Numbers shown above in each district for stray animals, cruelty investigations/neglect cases, dog bite investigations, and other services reflect some of the most common Animal Services case types reported last month in the districts.

Submitted by,

*Teresa Johnson*

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



Ryan Johnson, Chief of Animal Services, KC Pet Project