



— KC PET PROJECT —
ANIMAL SERVICES DIVISION
 — A SERVICE FOR THE CITY OF KCMO —

KCPP Animal Services Division Report for November 2022

Citations Issued

In November 2022, officers issued nineteen (19) verbal warnings for violations and five (5) official Notice to Correct Violation warning tickets to residents. sixteen (16) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor. Prior to the issuance of citations, verbal and/or written warnings for violations are presented by officer, and citations are not submitted for issuance if compliance with animal ordinances is achieved within the given corrective action period established by the officer.



Animal Services Division Activities

Officers were dispatched to **1,426** call activities and closed **1,081** unique cases in November 2022 (a 2.6% increase in calls from last month).

Total Calls by Type Responded to in November 2022

Calls related to stray/roaming animals continue to comprise nearly half of our monthly call volume from residents.

Approximately 110 of the 547 stray/loose animal calls were related to public safety concerns, such as reports of aggressive dogs, animals in the roadway or at a school/daycare.

Call Type	November '22	October '22
Enforcement	33	40
Cruelty Investigations/Neglect	213	165
Other Services (PD/Fire/MAST)	102	105
Stray Animals/Animals at Large	547	597
Wildlife	45	43
Bite – Non-Domestic Animals (bats, etc.)	15	11
Bite – Domestic (dogs/cats)	97	110

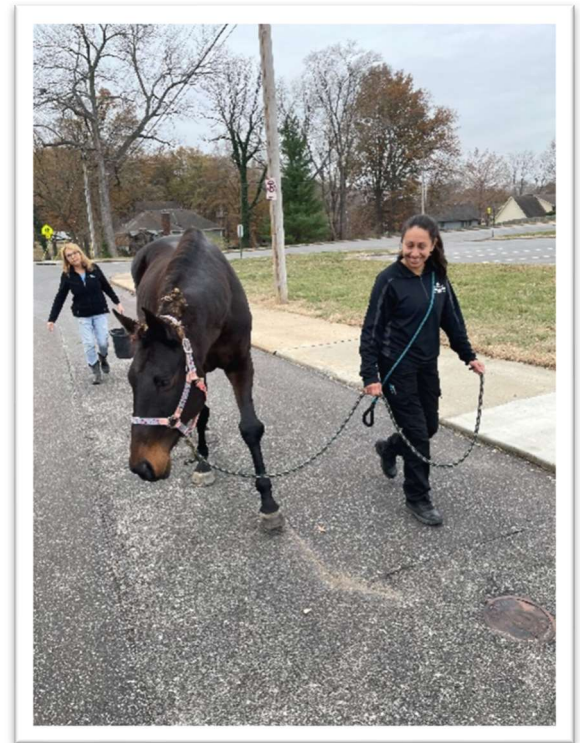
Dog/Cat Bites in November 2022

- ❖ Number of bites from dogs/cats occurring on their own property or inside a home: 54
- ❖ Number of bites from dogs/cats occurring off property, i.e., stray dogs at large: 31
- ❖ Number of bites from dogs/cats in which bite location is unclassified: 10

Stories From the Field

Our Animal Services Officers frequently get calls about animals other than dogs and cats. Early Thanksgiving morning, Officer Vasquez and Cruelty Investigations Manager Rohrback received a call about a loose horse near Norfleet Rd. When they arrived, they found a Good Samaritan had stopped with now two loose horses, eating on the front lawn of a nearby home. Vasquez and Rohrback, both knowledgeable about horses, kept them calm while waiting for the horses' owner to arrive.

The owner of the horses walked from her home, bringing with her a bucket of grain, a horse halter, and lead rope. Manager Rohrback placed a halter on one horse and Officer Vasquez walked the mare back home while Rohrback directed traffic along the ¼ mile stretch back to the owner's home.



Total Number of Calls by City Council District for November 2022

Council District 1	103
Council District 2	68
Council District 3	342
Council District 4	124
Council District 5	293
Council District 6	133
Unassigned	14

In November 2022, calls from Council Districts 3 and 5 represented more than 58% of our overall call volume. Moving into the colder months where we are focusing efforts to deliver animal-related resources to council district 3 to address our highest concentration of general neglect calls.

Call Results for November 2022

Results for Calls with Animals	November '22	October '22	% Change
Animals Impounded by Officers	186	230	19.2% decrease
Wildlife Relocated/Transferred Out	2	2	0% change
Animals Returned Home by Officers	35	43	18.6% decrease

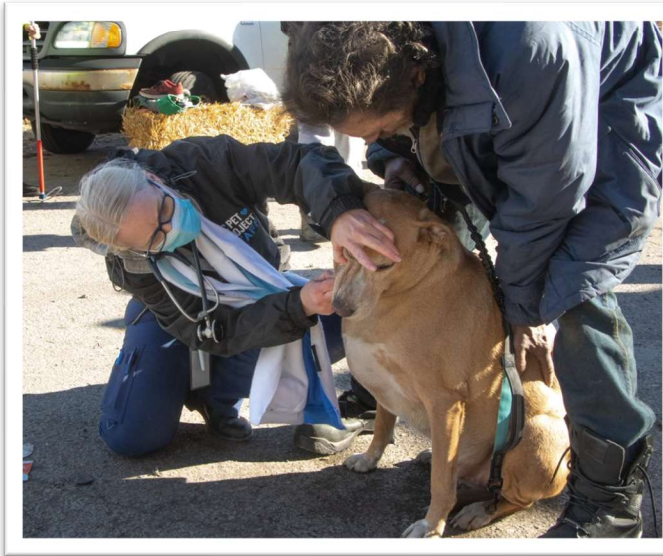
Thirty-five (35) loose/lost dogs that could be returned in the field were reunited with their owners by officers, rather than impounding them at the shelter. This practice allows our officers to build trust-based relationships with our community, keeps pets safe at home, and allows for connection to resources, if needed. Additionally, it preserves limited shelter resources for those animals truly in need of sheltering.

The number of dogs requiring impoundment at the shelter has increased 11.4% from last year at this time. So far in 2022, officers have had to impound 2,857 animals, a slight decrease overall from last year.

Outreach and Community Support Activities

In November, our Animal Services Division participated in several outreach support activities to help houseless residents with pets, with the primary goal to build trust with our community and to provide human and animal-related resources to underserved areas in our community. Andrea Knobbe, from the rescue/outreach group Heart of America Humane Society, assisted by introducing us to individuals with pets living in two very large encampments in Kansas City, MO. Utilizing these introductions to forge relationships, our Animal Services and Veterinary teams were able to assess the needs of the pets within these camps and provide veterinary care, pet foods, and supplies ahead of the winter weather.

On **November 10th**, Officers from the Animal Services Division teamed up with Dr. Heather Kennedy, DVM, and Veterinary Technician Elizabeth Meyer to provide vaccinations, dog food, microchips, and other animal-related resources to a camp near the 2400 block of Highland Ave.



On **November 30th**, members of our Animal Services Division, CEO Teresa Johnson, Dr. Heather Kennedy, and Veterinary Technician Allison Hughes provided dog food, straw, microchips, vaccinations, collars, and warm weather supplies to a large houseless camp near the 1400 block of Spruce Ave.

- Robert said about his dog Streak (above), *"He means everything to me. He's saved me from three fires since I've had him. He's my best buddy. When you think no one cares about you, your dog cares about you."*
- Another resident said about her dog Coco, *"It's what keeps me going every day - my dogs. Without my dogs, I'd be in a deep depression. They eat better than I do – I make sure of that."*

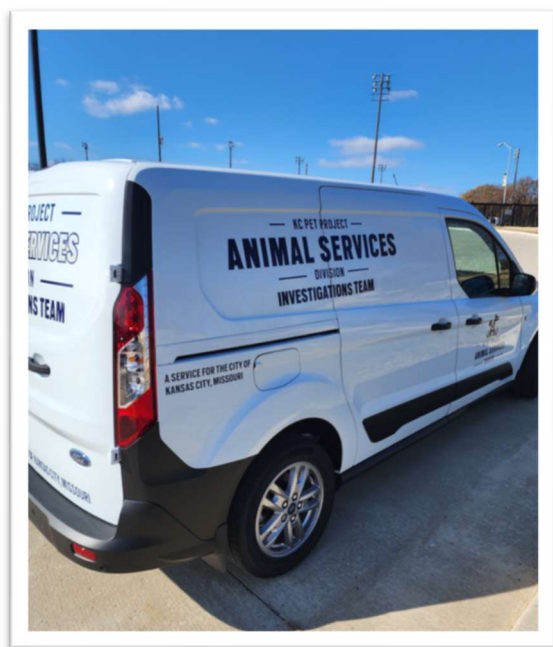
Companion animals provide safety and comfort and improve the physical & emotional health of people experiencing homelessness and our Animal Services team is dedicated to supporting these residents and their pets.

Media Coverage/ Public Education/Community Engagement

- ❖ On November 3rd, CEO Teresa Johnson, Chief Communications Officer Tori Fugate, and Chief of Animal Services Ryan Johnson met with KCMO Director of Neighborhoods Forest Decker to open lines of communication and discuss challenges residents are reporting as to why they are having to relinquish their pets, with the goal of collaborating and expanding services for residents with pets.
- ❖ On November 9th, Chief Johnson, and Cruelty Investigations Manager Richard Rohrback attended the very first **KC Child Abuse and Animal Cruelty Coalition** where local animal services organizations from the area discussed how to close the gaps between animal welfare professionals and social service programs in the Kansas City area.
- ❖ On November 16th, Chief Johnson, Manager Rohrback, and Field Supervisor LaDue conducted walk-in interviews at our KC Campus for Animal Care for open Animal Services Officer positions as part of KCPP's Hiring Fair. On November 26th, Manager Rohrback and Field Supervisor LaDue held another walk in hiring fair also at the KC Campus for Animal Care for officers and dispatchers.
- ❖ We had a total of **353** media stories and mentions during the month of November. The estimated media reach for the month for animal services and sheltering stories was **266,050,303 million** people.

Other November Activities

- ❖ Our new **Animal Services Division's Cruelty Investigations Team vehicle** arrived in November. This mission-specific cruelty investigations vehicle is designed not only to transport animals, but to carry specific equipment used to process crime-scenes and document animal cruelty events.
- ❖ Chief Johnson and Chief Financial Officer Michelle Erickson, met with representatives from Verizon Connect. We will be installing software in all our vehicles for fleet maintenance, speed notification, and GPS tracking to enhance the safety and efficiency of our current operations.
- ❖ In November, the Animal Services Division welcomed Terry Carlisle to our team as a new Animal Services Officer.



Animal Services Dispatch Statistics

November 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Dispatch – 311 Queue	653	40	693	6%
IN > Dispatch – Dispatch Q	1356	52	1408	4%
IN > Dispatch – Dispatch After Hours Q	298	52	350	15%
Dispatch INBOUND Performance	2307	144	2451	5%
Dispatch OUTBOUND Performance	821	268	1089	25%
Total Performance for November 2022	3128	412	3540	12%

- ❖ Our Animal Services Dispatch team answered **2,307** live phone calls, completed **1,089** outbound calls, and resolved **106** voicemails.
- ❖ The Cruelty Tips Hotline received **0** voicemails in the month of November.

- ❖ The top three reasons in 2022 for calls to Dispatchers have been: 1) Reporting stray roaming animals (17%), 2) Case Follow-up (13%), and 3) Inquiries regarding ordinances, citations and/or division complaints (12%).

Kennel Inspections/Field Investigations of Commercial Animal Permits/Domestic Association Permits

Compliance Officer Oertwig issued two (2) Animal Display Permits, ten (10) Commercial Animal Establishment permits and conducted fourteen (14) inspections. No Small Animal permits, or Domestic Animal Advocacy permits were issued in November. No exceptions were made for section 14-15 to the keepers of fowl or other small animals.

Animal Cruelty/Neglect/Abuse Cases Under Investigation

As of November 30th, the Cruelty Investigations Team had **48** active animal cruelty cases under investigation:

- ❖ **4** reports of animal abandonment
- ❖ **40** reports of animal neglect
- ❖ **4** reports of animal cruelty

In November, the Cruelty Investigation Team closed **213** animal cruelty case activities for our community, including 36 reports of animal abandonment, 159 reports of neglect, and 18 reports of cruelty. Several pending cases (including the dog shown here) are currently under review for state felony cruelty charges.



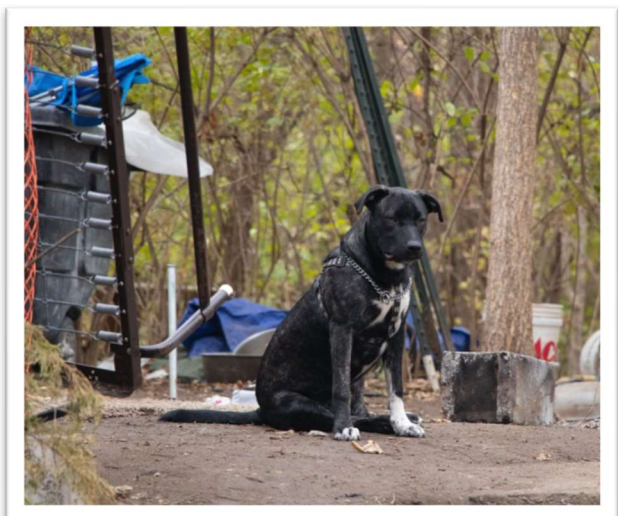
Dangerous Dog Investigations

In November, Dangerous Dog Administrator Jessica Steele issued seven (7) dangerous or potentially dangerous dog declarations and attended three (3) appeal hearings. Seven (7) notices of non-compliance were issued to animal owners with dogs that have been previously declared as dangerous or potentially dangerous. As of November 30th, there were thirteen (13) Dangerous or Potentially Dangerous Dog cases actively under investigation.

More Stories from the Field

We are sharing this frightening story to help bring awareness to the work our dedicated Animal Services Officers do in KCMO and the sometimes dangerous situations that may unfold while working to keep people and pets safe in our community.

On November 23rd, one of our Animal Services Officers responded to a report of a stray aggressive dog roaming the area of South Benton Ave. (There had been a previous report in the same area of general neglect of a dog in a neighboring home). When our officer arrived, he began speaking to the reporting party (a neighbor) on the whereabouts of the stray dog. While speaking with this individual, the suspected animal owner arrived on scene with his dog. The animal owner was agitated and acting aggressively - letting his dog loose and directing his dog to “attack” our officer and the neighbor.



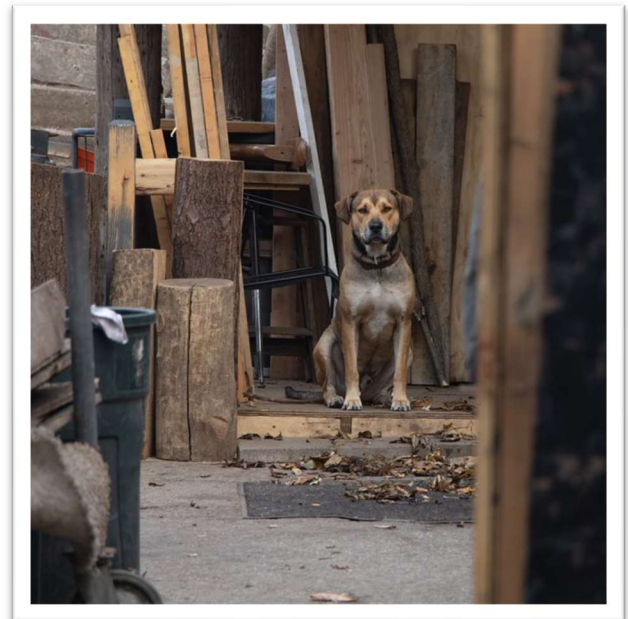
Our officer quickly grabbed his control pole from his truck and attempted to secure the loose dog, while asking the dog owner if he would take his dog back inside his home. The dog owner refused and became more aggressive and continued to yell and throw things at our officer.

The owner of the dog then walked down the street to his home and returned with a hammer, once again threatening our officer. Our animal services officer kept his composure and asked the man to drop the hammer, but the man angrily threw the hammer at the neighbor's house. Our officer retreated toward his truck. The dog owner went back to his home and returned this time with an **AK-47 style assault rifle** and aimed it directly at our officer, who immediately sought cover behind his truck.

Our officer immediately called for a "CODE RED" over the radio. Chief Ryan Johnson and Cruelty Investigations Manager Rohrbach rushed to the scene, along with all other Animal Services officers in the field. Our Dispatch team called 911 for police assistance and kept in touch with our officers in the field via our radio system.

Other Animal Services officers arrived on scene prior to KC Police Officers (KCPD) and attempted to de-escalate the situation with the animal owner to keep the officer and other members of the public that were on scene safe. KC Police Officers arrived approximately 30 minutes later, and the incident was turned over to their team for investigation. Ultimately, the suspect walked away before the investigation was complete and charges will be brought forward by KCPD.

Our Animal Services Officers and Dispatchers are true heroes, and we cannot thank and appreciate them enough for continuing to serve our community, even in the face of adversity and danger. Our Officers work throughout Kansas City every day under some difficult circumstances in an effort to create a safer, more humane community for pets and people.



Submitted by,

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

Ryan Johnson, Chief of Animal Services @ KC Pet Project