



Animal Health and Public Safety Division's Enforcement/Education Process





General Overview

- Enforce all city ordinances pertaining to animal health and public safety issues
- Protect the public from animal threats
- Pick up stray dogs as well as sick and injured animals
- Protect animals from neglect, mistreatment, and abuse
- Provide mediation for pet owners regarding animal nuisance disputes. (Barking dog complaints) etc.
- Respond and direct/assist with emergency situations in which animals are in or near danger



General Overview – Cont'd

- Reunite lost pets with their owners
- Inspect facilities that deal with or sell animals
- Reduce animal impound by educating pet owners and, providing them with resources for the care of their animals
- Attend neighborhood association meetings to educate the public about animals and responsible pet care while providing the highest level of citizen satisfaction possible
- The Animal Health & Public Safety division provides 24/7 professional animal control and care services

Dead Animals: Picked up by the Solid Waste Division of N&HSD

- ☑ Contact the 311 Action Center to arrange a pick up



The Division

The division consists of the **(1) Kansas City Animal Shelter** and **(2) Field Operations**.

The Shelter is privately managed by the Kansas City Pet Project (KCPP). The Kansas City Pet Project is a group working on making our shelter a “No-Kill” shelter.



Field Operations Staff

- 17 animal control officer positions
- 3 customer service staff
- 4 supervisors
- 2 special investigators
- 1 manager



Who Do I Call For Animal Control-Related Issues?

Normal Hours

- Call the Action Center at 311 or 513-1313
- Hours: 7am-7pm, Monday through Friday

After Hours/Weekends

- Please call 911



How Is My Request Handled?

❑ Requests for Information Only

- Action Center staff will provide you with the requested information and close the case *or* direct you to the appropriate individual at Animal Health and Public Safety division.

❑ Requests for Field Services

- Action Center staff will forward your information to KCPD.
- KCPD will then dispatch an animal control officer to handle your call.



How Long Does It Take An Officer To Respond To My Request?

It depends on several factors:

- **Availability:** Officer may be handling an existing call
- **Priority of Call**
- **Proximity:** How close the officer is to your location

Our Goal: To respond to every call in less than 15 minutes after dispatch.



How Do Officers Handle Requests for Service?

It depends on the nature of the request:

Example: For complaints such as lack of water, food, shelter, etc., officers or special investigators may educate the owner, refer owner to Spay Neuter KC for assistance, issue a citation, or rescue the dog.

Example: For stray dogs, attempts will be made to capture the dog. If unable to capture, they will notify the complainant of the resolution if a contact # is provided. Additionally, if no one is home, they will leave a door hanger stating reason for visit and contact information.



What Happens To The Animals That Officers Impound?

- Impounded animals are taken to the Kansas City Animal Shelter
- Per law, impounded animals are kept for not less than five days to allow time for owners to redeem their pet
- After the expiration of the mandatory hold period, if the animal is not reclaimed by the owner, it becomes the property of Kansas City Pet Project



Where Is The Kansas City Animal Shelter Located?

**4400 Raytown Road
Kansas City, MO 64129**

Location is just behind the sports stadiums



What Are The Hours Of Operation?

The shelter is currently open seven days a week

Weekday	Hours
Monday	Noon to 6:00 pm
Tuesday	
Wednesday	
Thursday	
Friday	

Weekend	Hours
Saturday	Noon to 5:00 pm
Sunday	



Numbers (May 2018 – June 2019)

25,212 Pet Licenses Issued

21,336 Total Cases Responded To By Officers

3,703 Ticket/Summons Issued

5,001 Animals Rescued By Animal Control Officers



Helpful Rules & Information on Pet Ownership in Kansas City

Immunize

- Immunize your pet dogs and cats against rabies
- You will need a current copy of rabies immunizations to obtain a pet license

Pet Licenses

- Purchase a pet license for each dog/cat/ferret over 120 days old
- This assist in monitoring and controlling the pet population
 - ❑ One-year pet licenses are \$10 (altered or unaltered pets)
 - ❑ Three-year pet licenses are \$27 (altered or unaltered pets)



Helpful Rules and Information – Cont'd

Dog Tags

- Place a dog tag on your dog's collar when it is outside
- This makes it easier to contact you should your dog run loose and get impounded

Number of Pets

- Limit the number of dogs/cats/ferrets/Vietnamese Potbellied pigs over 120 days you own to a total of four

Pets in Vehicles

- Do not leave your pet in a motor vehicle when weather conditions could endanger its life



Helpful Rules and Information – Cont'd

Adequate Care

- Provide your pet with sufficient good and wholesome food, water, and shelter
- Provide your pet with veterinary care when needed
- Provide your pet with adequate daily exercise

Restraint

- When outdoors, your dog must be effectively restrained at all times (i.e. with a fence or leash)



Helpful Rules and Information – Cont'd

Confinement

- Securely confine any dog with a disposition to bite, so that it cannot escape

Fear/Obstruction

- Do not allow pets to put people in fear of physical injury or allow them to obstruct access to utility meters or mailboxes

Cleanliness

- Remove any excreta deposited on public or private property by your pet



Helpful Rules and Information – Cont'd

Biting Incidents

- Notify the Police Department at 911 and Animal Control at (816) 513-1313 if your pet has been involved in a biting incident
- The animal must be impounded for ten days rabies observation

Barking

- Do not let your dog disturb your neighbors by barking



Helpful Rules and Information – Cont'd

Pit Bulls

- It is mandatory for all pit bulls residing in KCMO to be spayed or neutered
- There are many health benefits to spaying and neutering, including: lower rates of contracting contagious diseases, fewer fights, fewer problems with territorial and sexual aggression etc.
- Spayed animals also no longer feel the need to roam to look for a mate



New Process for Handling Barking Dogs Complaints

Instructions to 311 Staff

- 1) Are you a neighbor within 100 yards?
- 2) Are you willing to submit a signed complaint?
 - ☐ If you are unwilling to submit a signed complaint, the City will be unable to pursue.
- 3) If the answer to #1 and #2 is yes, please have the citizen come to 2534 Prospect to do a signed complaint. However, if you have certain limitation (s) that prevent you from reporting to 2534 Prospect to do a signed complaint, please let the Animal Health and Public Safety customer service staff know so that we can provide you assistance with the signed complaint.



New Process for Handling Barking Dogs Complaints – Cont'd

Instructions To Animal Health Customer Service Staff

- Customer service staff will offer mediation service to complainant by providing the following contact information for mediator. Phone # (816)461-8255.
- A signed complaint form will be done after we verify that the citizen's address is within 100 yards of the address the citizen wishes to complain about.
- At that point, a letter will be sent to the dog owner and the citizen information will be sent/given to the citizen.
- After the mediator notifies us that the issue has been resolved between both parties, the case will be closed. However, if the mediator notifies us that the issue has not been resolved through mediation, then the initial signed complaint will be filed as a criminal charge and a court date will be set.



Staff Contact Information

MANAGERS

Manager – Gerald Countz

- 513-9803 (desk), 315-2756 (cell); Monday-Friday, 8am-5pm

Assistant Manager – Arthur Baker

- 513-9806 (desk), 695-1017 (cell); Monday-Friday, 8am-5pm

SUPERVISORS

Aarron Porter: 513-9807 (desk), 510-6839 (cell); Wed – Sat, 7am to 6pm

Jeffrey Bond: 513-9805 (desk), 935-3114 (cell); Sun – Wed, 11:00am to 10:00pm

Margarita Kelley: 513-9814 (desk), 210-6721 (cell); Wed – Sat, 10:30am to 9:30pm

Daniel Martin: 513-9804 (desk), 839-2923 (cell) Wed – Sat, 10:30 to 9:30pm



Animal Health and Public Safety Division

Questions?