



KANSAS CITY MISSOURI

Animal Services Report

December 2024



Timeline

Pre-FY2021: City provided Animal Control service

August 2020: Council votes to outsource Animal Control, including call center and dispatch (Ord. # 200533)

FY2021: KCPP began providing service FY21

April 2024: Contract with KCPP expires, amended for additional one-year (April 30, 2025)

August 2024: RFP released

October 2024: RFPs Scored and reviewed by review committee

December 2, 2024: RFPs Rejected by the review committee

Resident- reported Concerns

Slow response times

Residents unable to contact
Animal Control

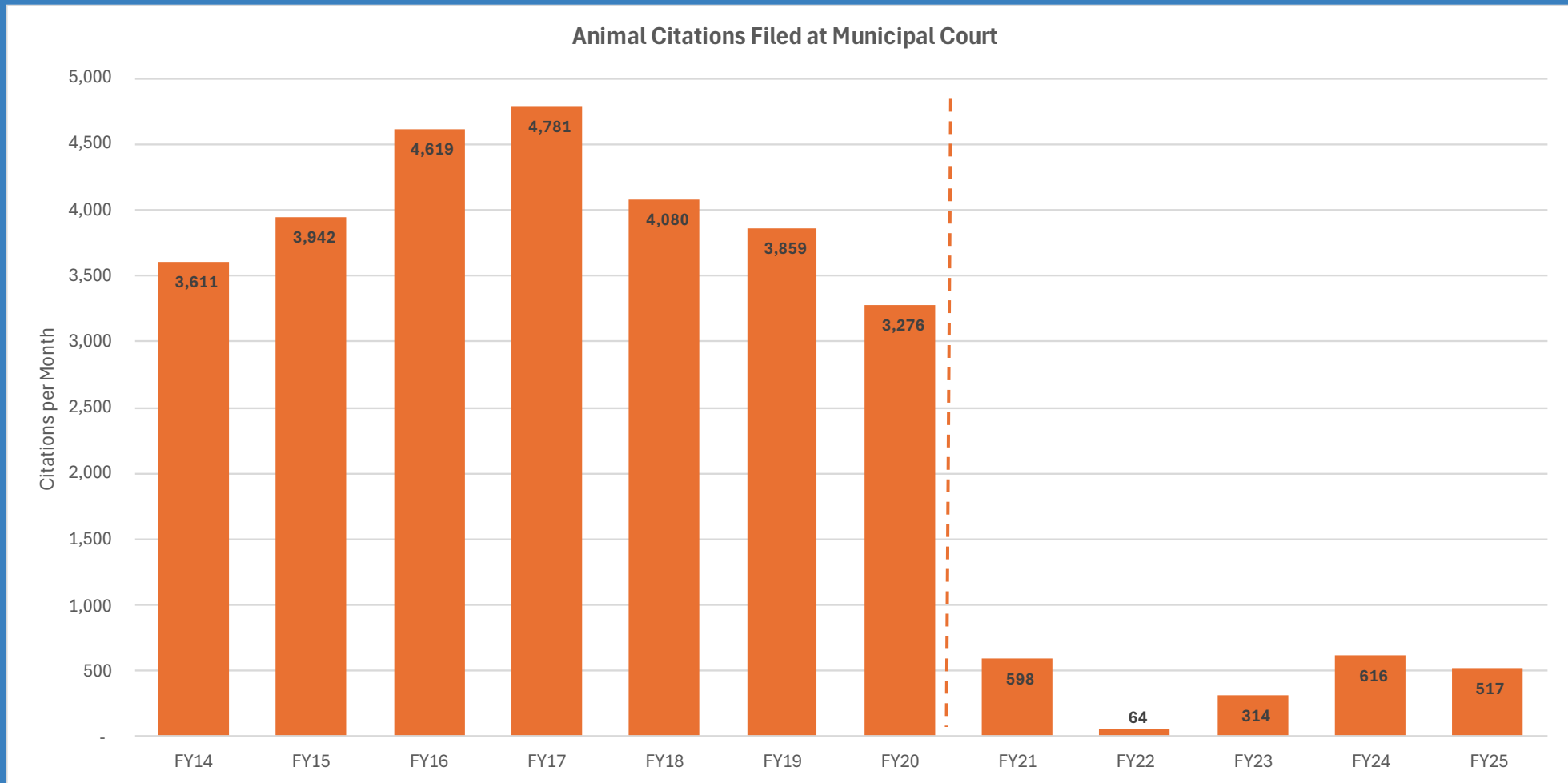
Lack of follow-up from Animal
Control

Lack of enforcement of City
ordinances

Animal Control Calls for Service

<i>not all months available</i>	under City 311 Call Center	under KCPP Call Center
Average Calls Handled per Month (Animal Control Queue only)	2,813	1,987
% of Calls Resulting in a Service Request or Case	32.5%	42.5%

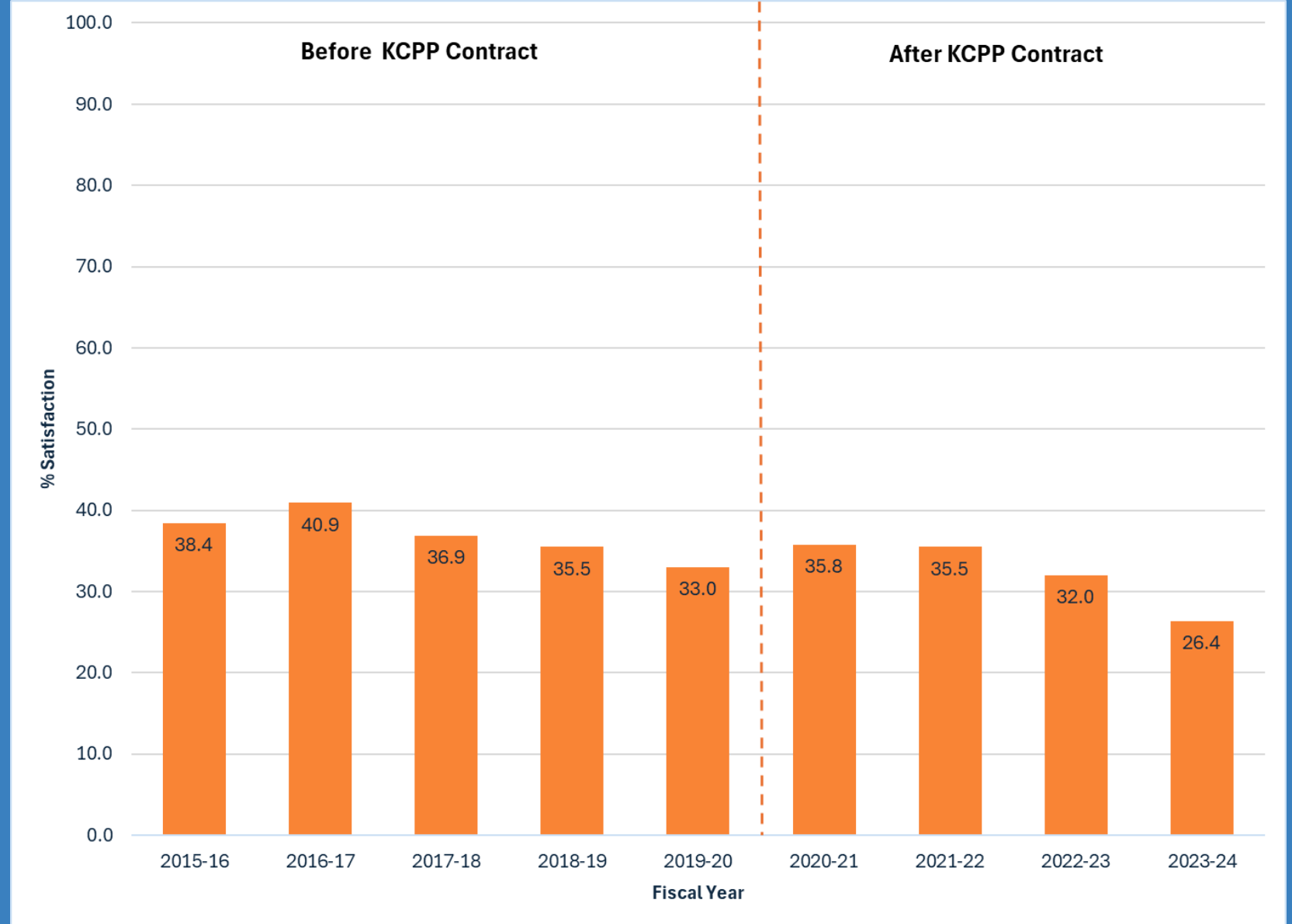
Municipal Court Summons



Resident Satisfaction With Enforcement of Animal Code

Four-year average:

- before KCPP contract is 36.6%
- after KCPP contract is 32.5%
- 4% reduction in satisfaction overall



RFP Review Results



EXPERIENCE



PERSONNEL



PROJECT
APPROACH



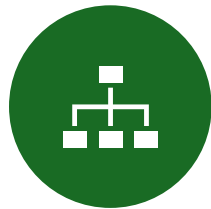
PRICING
STRUCTURE



SCOPE OF
SERVICES



REFERENCES



FIRM PROFILE AND
LEGAL STRUCTURE



SUSTAINABILITY

End

