



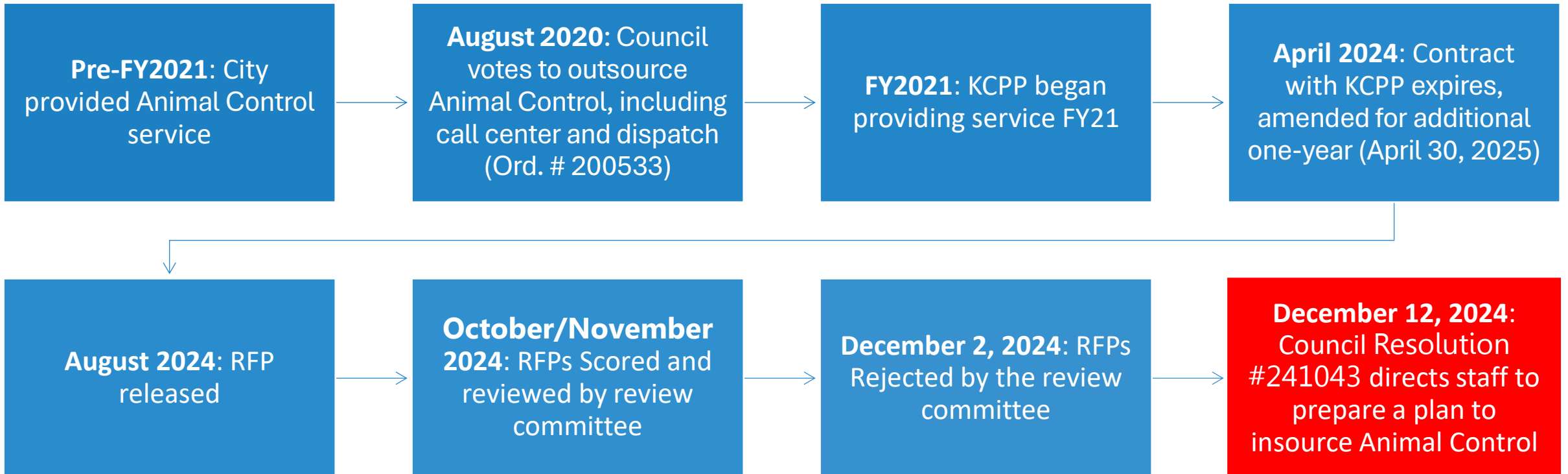
KANSAS CITY MISSOURI

Insourcing Animal Control

March 2025



Timeline



Resident-reported Concerns

Slow response times

Residents unable to contact
Animal Control

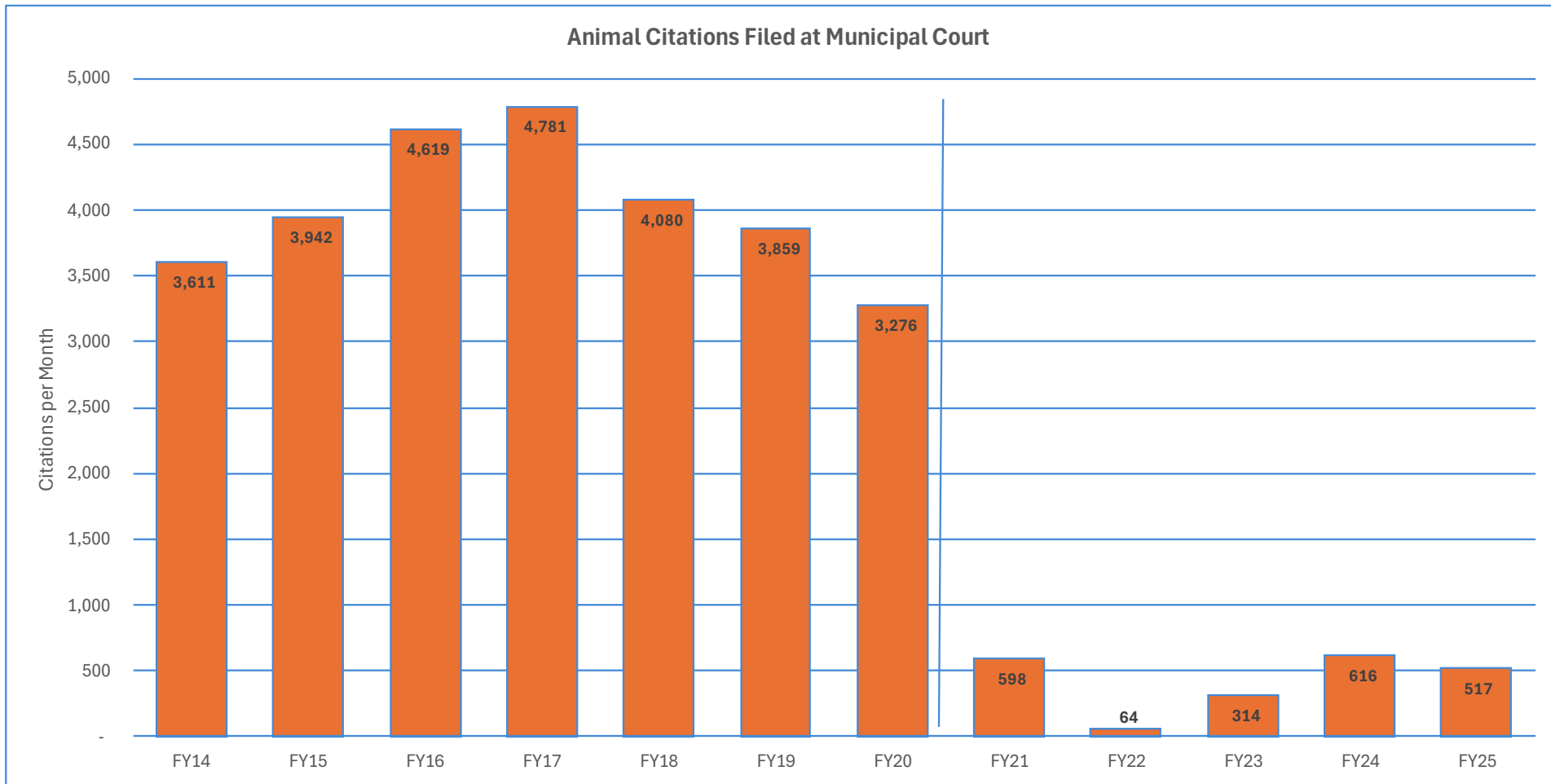
Lack of follow-up from Animal
Control

Lack of enforcement of City
ordinances

Animal Control Calls for Service

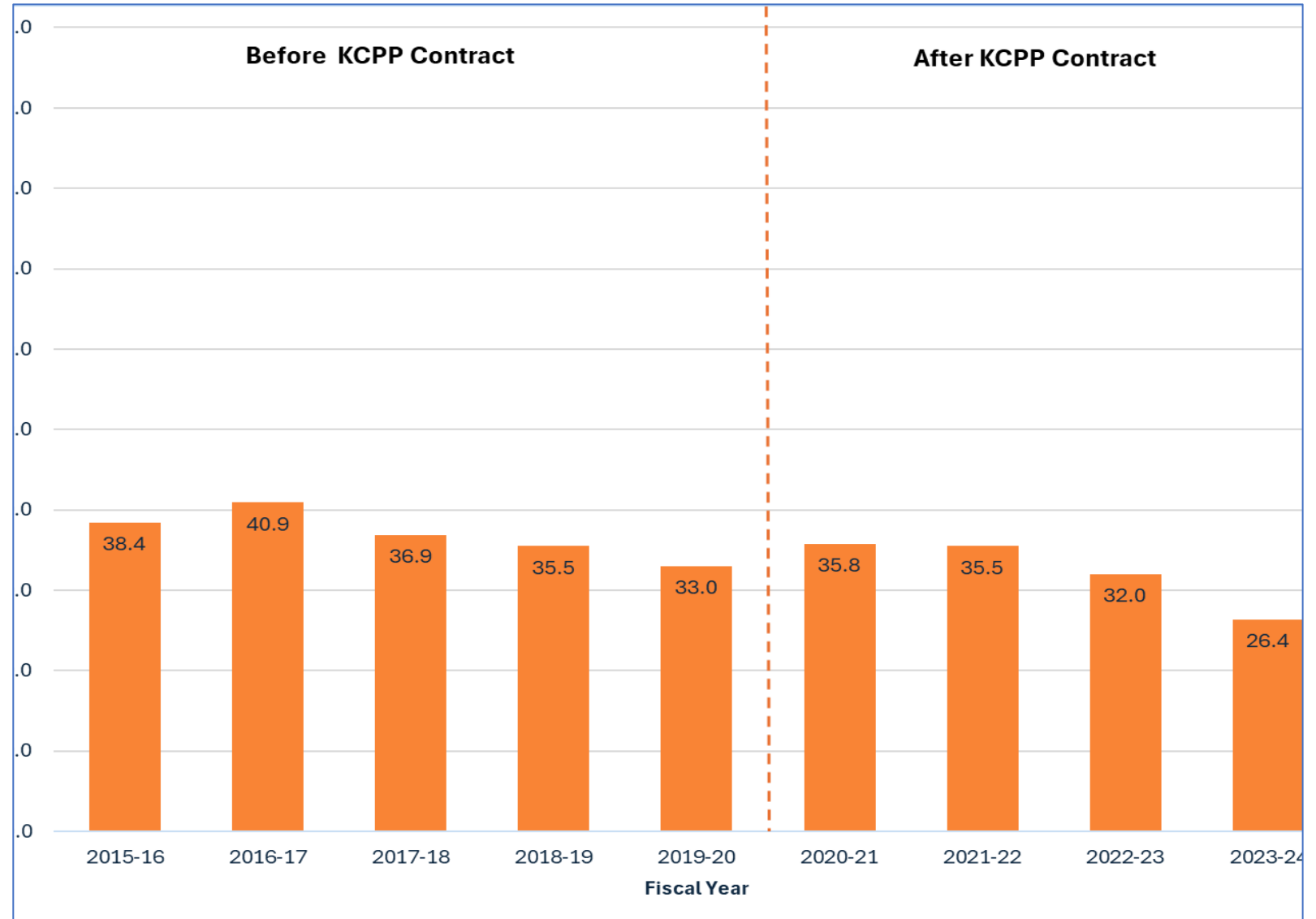
not all months available	under City 311 Call Center	under KCPP Call Center
Average Calls Handled per Month (Animal Control Queue only)	2,813	1,987
% of Calls Resulting in a Service Request or Case	32.5%	42.5%

Municipal Court Summons



Resident Satisfaction With Enforcement of Animal Code

- Four-year average:
 - before KCPP contract is 36.9%
 - after KCPP contract is 32.4%
- 4.5% reduction in satisfaction overall



2017 Audit Highlights & Resident Feedback

Enforcement of Chapter 14 for community and animal safety

- Stray animals
- Pet licensing (switch to required micro-chipping)
- Spay/Neuter ordinance
- All other Chapter 14 components

Public outreach & education

- Public listening sessions
- Develop outreach tools (website, volunteer opportunities, vaccination events, resource fairs, etc)

Stakeholder Partnerships

- KCPP
- Other animal service providers
- KCPD
- Veterinarians
- Stakeholder advisory group

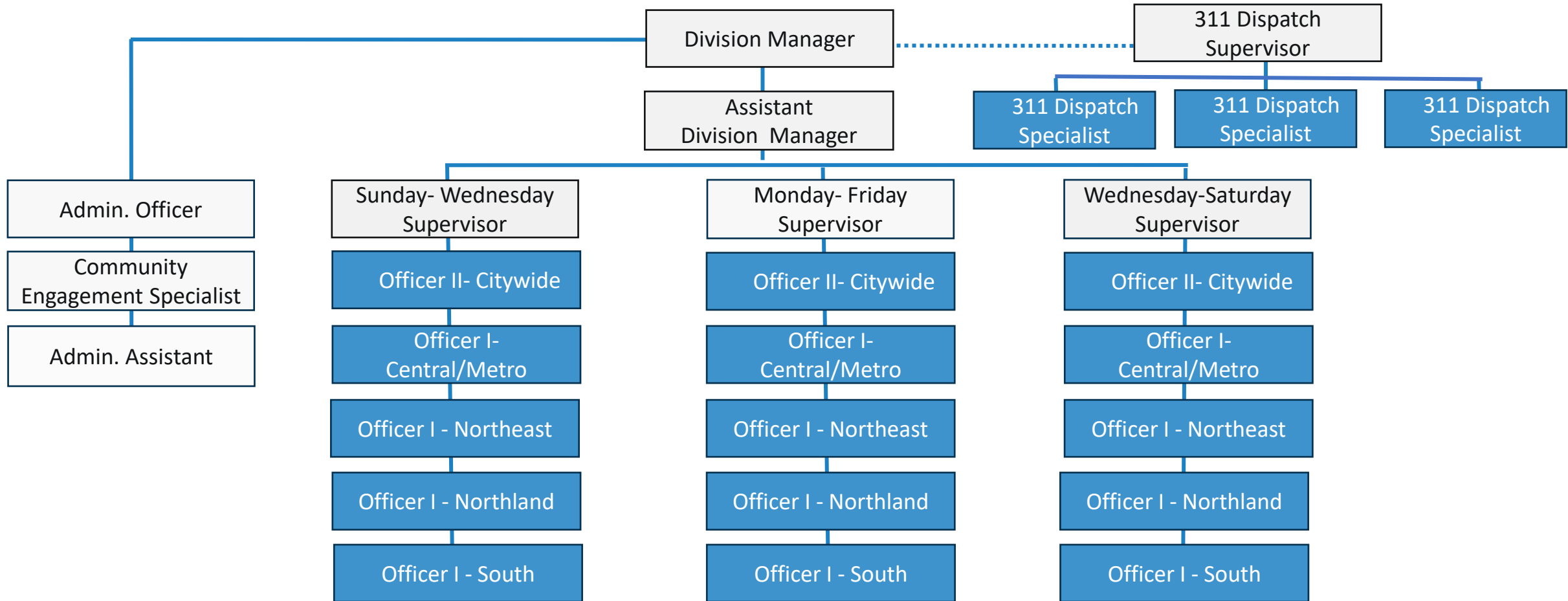
Response Improvement

- Comprehensive Case Management
- Continual response time improvement
- Accurately track response times, Request-to-Resolution
- Provide public information on case response

Data tracking

- Track data needed for KPI's and PBB
- Open Data Dashboard

Proposed Staff Structure



Budget Considerations

Staffing

- 27 FTE's
- 7-day staffing
- 24-hour on-call rotation
- Community Outreach staff

Equipment

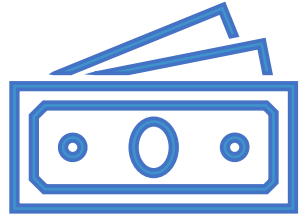
- Vehicles & Add-ons
- PPE
- Uniforms
- Animal handling tools & Supplies
- Technology/Software

Training

- Initial 10 courses leading to 3 certifications
- Ongoing annual training

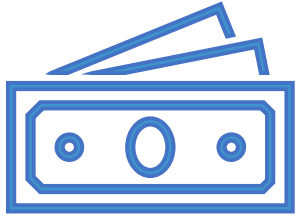
Transition Period FY26

- Continue contract with KCPP
- Transition as quickly as possible



Budget Projections-FY26

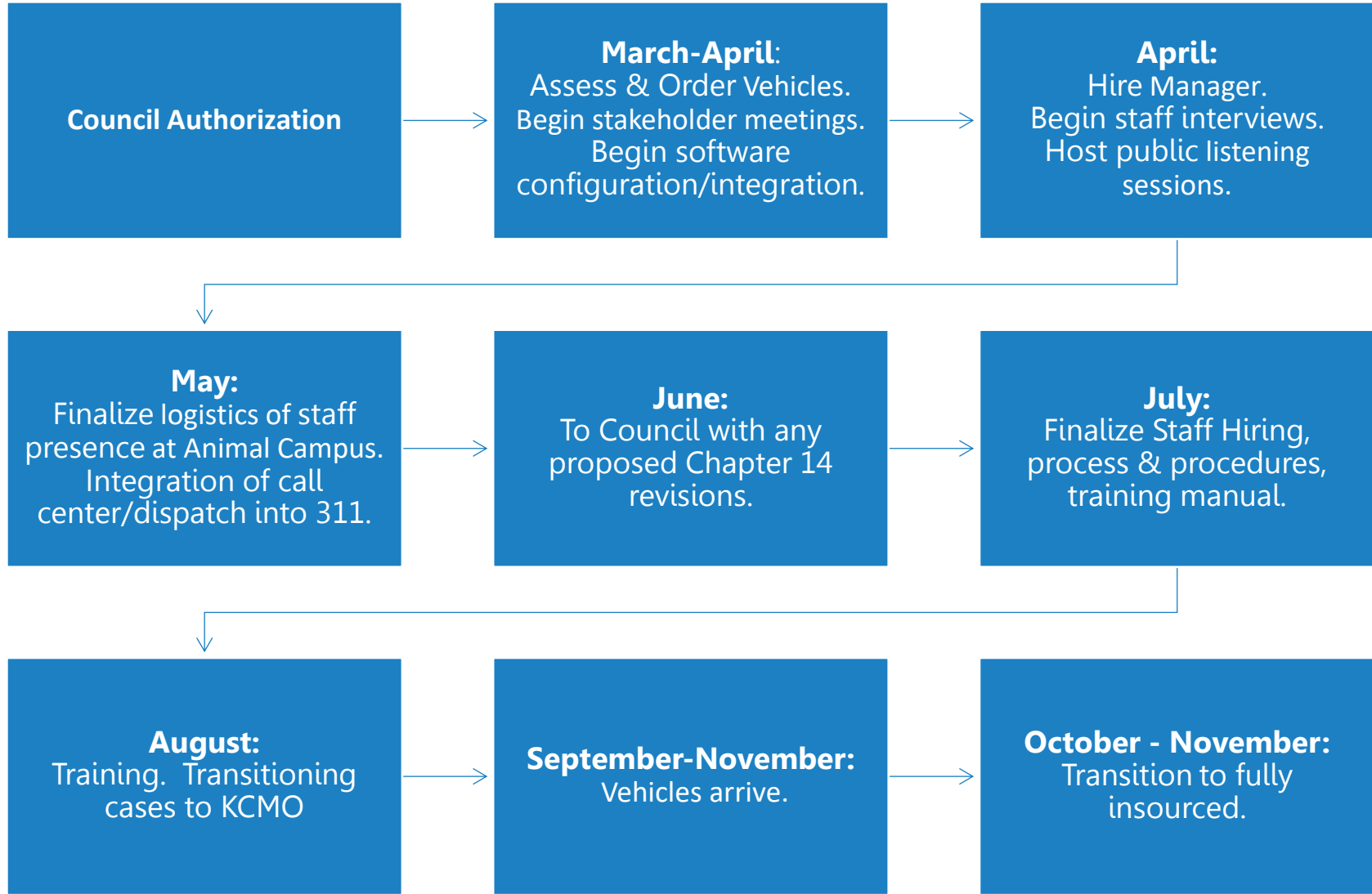
Expense Categories	Amount
Personnel (27 FTE's & Workers Comp)	\$1,678,837
Fleet (17 Vehicles, Insurance, Fuel, etc.)	\$285,988
Training & Consulting	\$149,772
Technology (Laptops, iPads, Software, etc.)	\$148,644
Equipment (PPE, Supplies, etc.)	\$44,000
Facility (Utilities, Network, etc.)	\$150,000
KC Pet Project (7-Month Extension)	\$1,295,000
	\$3,752,241



Budget Projections-Annual

Expense Categories	Amount
Personnel (27 FTE's & Workers Comp)	\$2,158,609
Fleet (17 Vehicles, Insurance, Fuel, etc.)	\$285,988
Training	\$95,454
Technology (Laptops, iPads, Software, etc.)	\$134,620
Equipment (PPE, Supplies, etc.)	\$44,000
Facility (Utilities, Network, etc.)	\$150,000
	\$2,868,670

Tentative Timeline for Implementation



End