Public Safety

To protect Kansas City residents, visitors, and employees by providing comprehensive, high quality public safety and public health services, including strategies to prevent or significantly reduce public safety and public health problems and threats in a timely manner.
1. Reduce crime among all age groups, placing an emphasis on young offenders.
   a. Expand the city’s efforts on building relationships with partner agencies and to increase youth intervention and anti-violence programs. (Office of the City Manager)
   b. Work with area school districts and other organizations to expand access to programming for the City’s youth. (Office of the City Manager)
   d. Develop a Park Ranger program to promote safety and stewardship in parks and facilities (Parks and Recreation) NEW
   e. Utilizing a Public Health approach, implement messaging campaigns to build resilience and positively change the social norms and behaviors of youth and young adults (Health Department) NEW
2. Evaluate and identify areas of opportunity in the emergency response delivery system to ensure the best possible patient outcomes.
   a. Measure the impact and effectiveness of the Kansas City Assessment and Triage Center (KC-ATC). (Office of the City Manager)
   b. Implement the Ground Emergency Medical Transportation (GEMT) program that provides supplemental reimbursement for ambulance services to Missouri HealthNet participants. (Fire)
   c. Provide an ongoing series of courses on CPR and other life-saving techniques throughout the City in order to improve the cardiac survival rate. (Fire)
   d. Develop initiatives to reduce the number of chronic users of emergency response services. (Emergency Medical Director)

3. Improve the diversity of employee recruitment, succession planning, and retention in the Police and Fire Departments
   a. Develop a multi-year plan to implement the recommendations of the Kansas City Police Department’s staffing study. (Office of the City Manager)
   b. Develop partnerships with local educational institutions to increase the number of the City’s entry-level public safety workforce. (Office of the City Manager)
4. Increase effectiveness and efficiencies of operations at Municipal Court in order to achieve the best possible outcomes for those served.

   a. Measure the efficiency and effectiveness of the Municipal Court by utilizing the National Center for State Courts (NCSC) court performance measures on clearance rates and time to disposition. (Municipal Court)

   c. Develop a long-term funding and housing strategy for incarcerated detainees and sentenced persons with municipal infractions. (Office of the City Manager) **NEW**
5. Prevent animal-related threats to public safety and support animal welfare.

a. Partner with Spay Neuter of Kansas City (SNKC) to increase the percentage of currently licensed pets in the City from 11 percent to 20 percent through low-cost vaccinations, increasing locations for residents to obtain pet licenses, and increasing the number of participating veterinarian offices. (Neighborhoods and Housing Services, Animal Health and Public Safety)

b. Develop a plan to further improve animal response operations. (Neighborhoods and Housing Services)

c. Engage pet owners in responsible pet ownership through education and Public Service Announcements (PSAs). (Neighborhoods and Housing Services)
Objective 1: Reduce crime among all age groups, placing an emphasis on young offenders
# Measures of Success: Objective 1

Gray = Target  
Orange = Did Not Meet Annual Target  
Blue = Met Annual Target  
No Color = No Target Set

<table>
<thead>
<tr>
<th>Measures of Success</th>
<th>Actual FY15</th>
<th>Actual FY16</th>
<th>Actual FY17</th>
<th>Target FY18</th>
<th>Actual FY18</th>
<th>Target FY19</th>
<th>Actual FY19 Q1-Q3</th>
<th>Target FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total crimes against persons</td>
<td>11,978</td>
<td>13,173</td>
<td>14,431</td>
<td>13,709</td>
<td>14,049</td>
<td>13,152</td>
<td>11,035</td>
<td>12,494</td>
</tr>
<tr>
<td>Percent of citizens satisfied with the city's overall efforts to prevent crime</td>
<td>51%</td>
<td>45%</td>
<td>39%</td>
<td>54%</td>
<td>33%</td>
<td>54%</td>
<td>33%</td>
<td>54%</td>
</tr>
</tbody>
</table>
Projected Crimes Against Persons for FY18-19 = 14,247

This would be an increase of 1.1%

Source: KCPD Monthly NIBRS Reports, analysis by DataKC
In 2019 (YTD):
Most common means of attack: **firearms** (91%, or 43 out of 47 means of attack)
Most common motive: **unknown** (59%, 29 out of 49 motives) and **argument** (24%, 12 out of 49)
Clearance: 37% (17) of current year cases are cleared and 15% (7) are solved but not cleared

Source: KCPD Daily Homicide Brief, 5/3/19
Crimes Against Property on Annual Basis

Source: KCPD Monthly NIBRS Reports, Analysis by DataKC

Projected Crimes Against Property for FY18-19 = 30,197
This would be a decrease of 4.8%
Resident Satisfaction with Efforts to Prevent Crime

Source: KCMO Resident Survey
Resident Satisfaction with Visibility of Police in Neighborhoods

Source: KCMO Resident Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>% of residents satisfied/very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>39%</td>
</tr>
<tr>
<td>2006</td>
<td>51%</td>
</tr>
<tr>
<td>2007</td>
<td>48%</td>
</tr>
<tr>
<td>2008</td>
<td>43%</td>
</tr>
<tr>
<td>2009</td>
<td>40%</td>
</tr>
<tr>
<td>2010</td>
<td>40%</td>
</tr>
</tbody>
</table>

City Citizen Satisfaction

- Mean rating on a 5-point scale:
  - 1.0-1.8 Very Dissatisfied
  - 1.8-2.6 Dissatisfied
  - 2.6-3.4 Neutral
  - 3.4-4.2 Satisfied
  - 4.2-5.0 Very Satisfied
  - No Response

Source: KCMO Resident Survey
Feelings of Safety in City and Neighborhood

- **Overall feeling of safety in the city**
- **How safe you feel in your neighborhood**

**Source:** KCMO Resident Survey
Resident Survey: Satisfaction with Safety by Council District

Source: KCMO Resident Survey, FY19 YTD
**Strategy A**

Expand the city’s efforts on building relationships with partner agencies and to increase youth intervention and anti-violence programs. (Office of the City Manager)
Partnering with Rutgers University to conduct Risk Terrain Modeling. This will allow the KCPD to identify environmental factors that contribute to criminality. This violence reduction effort will consider youth-related violent crime.
Continued partnership with Boys and Girls Club of GKC

- Cohort 3: 15 participants
- Cohort 4: 17 participants

Survey results of Cohort 3 show a dramatic positive shift in attitudes among participants compared to cohorts in Long Island and Brooklyn.
KCPD Social Worker Activities

- 30+ family/ youth referrals
  - 1 YPI referral
  - Help with: Prom dresses, beds, financial assistance for High School graduation, court & school advocacy, housing, employment, mentoring and treatment services for mental health, trauma and substance abuse
- 15 DV resource / support referrals
- Conducted 3 curfew outreach events.
- Partnered with Children’s Mercy Hospital to connect children and families impacted by gun violence to community resources.
- Participated in MLK Service Day with KCPS students 2018 and 2019

Source: KCPD
Other Youth Engagement Activities

**KC PD Youth Night with FBI**
- Held at East Patrol in conjunction with Federal Bureau of Investigation (FBI)
- Created to educate youth on law enforcement positions
- Attended by 371 youth

**KC PD Summer Youth Academies**
- Will facilitate 3-week long youth academies over the summer with approximately 30 children each week ages 12 to 15.

Source: KC PD
Effort to establish a youth explorers program in conjunction with local scouting organizations is in the planning stage.

Goals include:

- Exposing young people to our law enforcement organization
- Allowing them to contribute to the public safety mission
- Encouraging careers in law enforcement.
Violence Program Coordinator: Project Updates

Electronic Database of Community Resources

- MoneySmartKC to present today on the site and the usage

Public Service Campaign

- Health Department completed

Youth Master Plan

- Health Department working to bring in program manager

Public Engagement and Mentoring Program

- Last meeting 4/12 - resource share + trauma-informed care training
- Next meeting is in June

Source: Violence Program Coordinator
<table>
<thead>
<tr>
<th>Storefront Community Resource Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Partners: Blue Hills Neighborhood Association and Choose Your Passion/Bluford Library</td>
</tr>
<tr>
<td>• Bluford is working on community programming; Blue Hills is working with KCPS to develop</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interagency DV Fatality Review Teams</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Partners: All area DV agencies, Prosecutor’s Office, Municipal Court, KCPD</td>
</tr>
<tr>
<td>• Prosecutor’s Office and Municipal Court judge are finalizing names of participants to serve on Domestic Violence Fatality Review Panel and have also started the process of selecting cases to review</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CDC Homicide Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Partners: Missouri State Highway Patrol, KC Health Department, State Health Department, CDC</td>
</tr>
<tr>
<td>• Meeting 4/18 to discuss data from 2018 Missouri Violent Death Reporting System</td>
</tr>
</tbody>
</table>

Source: Violence Program Coordinator
1. Continue to build a collaborative culture that embodies the Master Plan principles.

2. Prioritize short-term strategies that the Violence Free KC Committee (VFKCC) and partners will implement in the next 2-3 years.

3. Build the necessary implementation infrastructure by engaging orgs and residents.
1) Build a collaborative culture among local organizations

- Violence
  - School absenteeism
  - Lack of mentors
  - Crumbling neighborhood infrastructure
  - Low employment skills
  - Trauma
  - Housing instability

Source: Health Department
2) Prioritize short-term strategies that the Violence Free KC Committee (VFKCC) and partners will implement in the next 2-3 years.

A violence-free Kansas City in which all communities are **safe, resilient and healthy** for all people, and where young people and families are **valued and cared** for as a significant priority.

<table>
<thead>
<tr>
<th>Where we live and play:</th>
<th>Where we learn:</th>
<th>Where we work:</th>
<th>Where we receive care:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Build strong, thriving, and connected neighborhoods</td>
<td>2. Support healthy childhood development and education</td>
<td>3. Foster safety in workplaces &amp; through employment opportunities</td>
<td>4. Promote safety and dignity through health, social services &amp; family support</td>
</tr>
</tbody>
</table>

How we build effectiveness & sustainability:

5. Invest in prevention and community resilience

Source: Health Department
Goal Area #1: Build Strong and Thriving Neighborhoods

Aligns with

- Community Health Improvement Plan’s goal to “Improve health through improvements to our built environment”
- Citywide Business Plan’s “Neighborhoods and healthy communities” and “planning, zoning, and economic development” objectives.

Source: Health Department
Goal Area #1: Build Strong and Thriving Neighborhoods

Priorities

- Promote resident organizing, advocacy, and civic engagement activities for children, youth, and adults, especially in neighborhoods experiencing high rates of violence.

- Expand and strengthen street outreach and community norms change efforts through trained outreach staff who mediate conflicts, promote norms of nonviolence, and connect youth and adults to community supports.

Source: Health Department
## Goal Area #1: Build Strong and Thriving Neighborhoods

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Current Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of residents who participated in a neighborhood association in past year</td>
<td>Currently 23.6% in District 3</td>
</tr>
<tr>
<td>Percent of residents who volunteered their time in past year</td>
<td>Currently 37% in District 3</td>
</tr>
<tr>
<td>Percent of surveyed residents who say their community provides alternatives to violence</td>
<td>Requesting data be gathered in future</td>
</tr>
<tr>
<td>Percent of surveyed residents who say their community does not tolerate aggression toward others</td>
<td>Requesting data be gathered in future</td>
</tr>
</tbody>
</table>

Source: Health Department
3) Building Implementation Infrastructure

- Which kinds of data are being collected from clients?
- Which types of training have staff received?
- What are the org’s measures of success?
- What types of technical assistance would be most helpful?
- How can orgs better align with the Y&FVPP?

Source: Health Department

<table>
<thead>
<tr>
<th>AdHoc Group Against Crime</th>
<th>KVC Niles Home for Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Brothers Big Sisters</td>
<td>Linwood YMCA/Nutter Community Center</td>
</tr>
<tr>
<td>Blue Hills Neighborhood Association</td>
<td>Manheim Neighborhood Association</td>
</tr>
<tr>
<td>Boys and Girls Club</td>
<td>Mattie Rhodes Center</td>
</tr>
<tr>
<td>Boys Club of Greater Kansas City</td>
<td>MODSS Division of Youth Services</td>
</tr>
<tr>
<td>Catholic Charities of Kansas City-St. Joseph Center School District #58</td>
<td>MOSCA</td>
</tr>
<tr>
<td>Child Abuse Prevention Association</td>
<td>Northeast Community Center</td>
</tr>
<tr>
<td>Child Protection Center</td>
<td>NourishKC</td>
</tr>
<tr>
<td>Children’s Mercy Hospital</td>
<td>Oak Park Neighborhood Association</td>
</tr>
<tr>
<td>Communities in Schools</td>
<td>Office of Mayor</td>
</tr>
<tr>
<td>Community Action Agency of Greater Kansas City</td>
<td>Office of the City Manager</td>
</tr>
<tr>
<td>Community Services League</td>
<td>Operation Breakthrough</td>
</tr>
<tr>
<td>Comprehensive Mental Health Services, Inc</td>
<td>Palestine Neighborhood Association</td>
</tr>
<tr>
<td>Cornerstones of Care</td>
<td>Police Athletic League of Kansas City, Inc.</td>
</tr>
<tr>
<td>First Call Alcohol Drug Prevention &amp; Recovery</td>
<td>Preferred Family Healthcare, Inc.</td>
</tr>
<tr>
<td>Front Porch Alliance-Kansas City, Inc.</td>
<td>Prosperity Center for Financial Opportunity</td>
</tr>
<tr>
<td>Full Employment Council (Youth Program Coordinator)</td>
<td>Reconciliation Services</td>
</tr>
<tr>
<td>Guadalupe Center, Inc.</td>
<td>Redemptorist Social Services Center</td>
</tr>
<tr>
<td>Health &amp; Human Services, Region VII</td>
<td>Rediscover</td>
</tr>
<tr>
<td>Hogan Academy</td>
<td>reStart, Inc.</td>
</tr>
<tr>
<td>Hope House, Inc.</td>
<td>Rockhurst University</td>
</tr>
<tr>
<td>Hope Leadership Academy</td>
<td>Rose Brooks Center</td>
</tr>
<tr>
<td>Ivanhoe Neighborhood Council</td>
<td>Salvation Army-Children’s Shelter</td>
</tr>
<tr>
<td>Jackson County CASA</td>
<td>Sam Rogers Behavioral Health</td>
</tr>
<tr>
<td>Jackson County Community Children’s Services Fund</td>
<td>Santa Fe Neighborhood Association</td>
</tr>
<tr>
<td>Jackson County COMBAT</td>
<td>Second Chance</td>
</tr>
<tr>
<td>Jackson County Mental Health Fund</td>
<td>Sheffield Place</td>
</tr>
<tr>
<td>Jackson County Prosecutors’ Office</td>
<td>St. Luke’s Hospital of Kansas City</td>
</tr>
<tr>
<td>Jewish Vocational Service Bureau of Kansas City</td>
<td>Start at Zero</td>
</tr>
<tr>
<td>Juvenile Justice Center</td>
<td>Swope Health Services</td>
</tr>
<tr>
<td>KC Housing Authority</td>
<td>Synergy Services, Inc.</td>
</tr>
<tr>
<td>KC Metro Crime Commission</td>
<td>The Children’s Place</td>
</tr>
<tr>
<td>KC Metro Crime Commission - Second Chance</td>
<td>The Family Conservancy</td>
</tr>
<tr>
<td>KC NoVA (KCPD)</td>
<td>Truman Medical Center</td>
</tr>
<tr>
<td>KC Police Department</td>
<td>United Services of Greater Kc</td>
</tr>
<tr>
<td>KC Public Library</td>
<td>United Way of Greater Kansas City</td>
</tr>
<tr>
<td>KC Public Schools</td>
<td>United Way of Greater Kansas City</td>
</tr>
<tr>
<td>KC Violence Project</td>
<td>Urban League of Greater Kansas City</td>
</tr>
<tr>
<td>KCMO Health Dept</td>
<td>Vineyard Neighborhood Association</td>
</tr>
<tr>
<td>KCMO Health Dept</td>
<td>YMCA of Greater Kansas City</td>
</tr>
<tr>
<td>KCMO Health Dept - Aim4Peace</td>
<td>Youth Ambassadors</td>
</tr>
<tr>
<td>KIPP Family and Behavioral Health Clinic</td>
<td></td>
</tr>
</tbody>
</table>
Strategy B

Work with area school districts and other organizations to expand hours of programming for the City’s youth.
(Office of the City Manager)
Police Athletic League

- Secured funding to conduct PAL Nights to open the PAL Center (1801 White Ave) on weekend nights this summer.
- Last year’s attendance averaged 15 kids a night.

Boys and Girls Clubs of GKC

- Partnered with Boys and Girls Clubs of Greater Kansas City to continue the practice of providing youth access to facilities on Friday and Saturday nights during the summer months.

Source: KCPD
youth opportunity
OUR MISSION

To support opportunity and equity, and illuminate career pathways so that all youth can learn and grow into promising futures.

OUR VISION

A Kansas City where all young people are ready for and connected to a bright future.
256
internships placed

191
work sites throughout
the Kansas City region
Hire KC interns expect to achieve a graduate degree

71%

Hire KC interns will explore a new interest based on things they learned in their summer internship

86%

*Intern survey, August 2018
Internship Summit
Feb 26, 2019
So, how do we scale experiences?
HIREKC.org
HIGH SCHOOL AND COLLEGE INTERNSHIPS

A work-based experience marketplace to scale youth access and opportunity in the KC region.

digital management platform
open system for the region
brokered services to coordinate WBE
oversight & evaluation
STUDENTS

• Access to internships, jobs and projects
• Earn digital badges
• High school and college mobility
• Resume with profile completion
• Evaluations, feedback and assessments

EMPLOYERS

• Post internships, jobs and projects
• Work with Colleagues in a collaborative space
• Accept, decline and message schools, programs
• Offer evaluations and feedback
SCHOOLS

- Collaborative space to work with colleagues and service providers
- Regional events calendar
- Communications & student oversight
- Match students to experiences and request custom experiences

AND MORE...

- SCHOOL DISTRICTS
- HIGHER EDUCATION
- EMPLOYER INTERMEDIARIES
- PROGRAM PROVIDERS

Just Launched!
REGIONAL WORK-BASED EXPERIENCES
Strategy E
Utilizing a Public Health approach, implement messaging campaigns to build resilience and positively change the social norms and behaviors of youth and young adults (Health Department) NEW
TRAININGS: The focus of training(s) is to help develop our youth professionally and to enhance life skills.

1. Gun violence class
2. Fatherhood classes at Richardson Elementary School every Wednesday.
3. Conflict Resolution
PARTNERSHIPS: We’re focusing on our efforts to build a web of partnerships so that we can maximize our reach with peer to peer positive messaging.

1. William Dowdell - Director of HireKC
2. Tiara Dixon - Owner of Smaxx Restaurant
3. Shahidah Salaam – Owner of Graphic Expression
4. Dr. Sanders - Principal at DeLaSalle High School
5. Alyssa Cunningham – Social worker at Success High School
Strategy D

Develop a Park Ranger program to promote safety and stewardship in parks and facilities. (Parks and Recreation) NEW
• In process of hiring for 5 park ranger positions
• Equipment, uniforms, and vehicles secured
• MOU in the process of being developed with KCPD regarding rangers issuing GOS’s and Parking UTIs
• Once positions are filled, rangers will need to go through training
<table>
<thead>
<tr>
<th>Goals</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• To understand the community’s experiences with and perceptions of</td>
<td>• To identify any areas or issues for the park ranger program</td>
</tr>
<tr>
<td>parks and facilities</td>
<td>to address</td>
</tr>
<tr>
<td>• Will survey the community again 12-18 months after implementation</td>
<td>• Will survey the community again 12-18 months after implementation to understand if experiences or perceptions have changed</td>
</tr>
<tr>
<td>Next Steps</td>
<td></td>
</tr>
<tr>
<td>• Communications staff is promoting via social media and web</td>
<td>• Parks and Rec is providing at facilities and in face-to-face</td>
</tr>
<tr>
<td>• 625 people had taken the survey as of 5/5/19</td>
<td>interactions</td>
</tr>
<tr>
<td>• Survey will be open through 5/10</td>
<td>• <a href="https://www.surveymonkey.com/r/KCMOParkRanger19">https://www.surveymonkey.com/r/KCMOParkRanger19</a></td>
</tr>
</tbody>
</table>
Objective 2: Evaluate and identify areas of opportunity in the emergency response delivery system to ensure the best possible patient outcomes.
## Measure of Success: Objective 2

<table>
<thead>
<tr>
<th>Measures of Success</th>
<th>Actual FY15</th>
<th>Actual FY16</th>
<th>Actual FY17</th>
<th>Target FY18</th>
<th>Actual FY18</th>
<th>Target FY19</th>
<th>Target FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of cardiac arrests (vfib/vtac rhythm) with return of spontaneous circulation (ROSC)</td>
<td>22%</td>
<td>36%</td>
<td>47%</td>
<td>32%</td>
<td>40%</td>
<td>40%</td>
<td>40%</td>
</tr>
</tbody>
</table>

Gray = Target  
Orange = Did Not Meet Annual Target  
Blue = Met Annual Target  
No Color = No Target Set
Strategy A

Measure the impact and effectiveness of the Kansas City Assessment and Triage Center (KC-ATC). (Office of the City Manager)
Client Characteristics & Cost Savings (March 2019)

- **401 clients** referred

- Average length of stay was **16 hrs 35 min**

- **70%** of clients were linked to ongoing resources after stay

Cost Savings of $**785,188** for **309 clients** in March 2019
Cost Savings of $**2,388,764** for **934 clients** from January to March 2019

Source: KC-ATC
Average clients per month for 2019 = 398

- **January**: 287 (34% increase from 2018)
- **February**: 287 (32% increase from 2018)
- **March**: 383 (5% increase from 2018)
Top referrers continue to be hospital emergency departments.

Breakdown of referrals since KCATC opening:
71% - Hospital EDs
15% - KCPD
11% - Other
3% - EMS (KCFD)
Outreach Strategies for Referring Agencies

- Review Top 50 List with KC FD
- Review Protocol with KC FD
- KC FD Ride-A-Longs with EMS ADC staff
- Provide Open House at KC-ATC for KC FD
- Provide on-going site visits and training for KC FD and KC PD
- Continue roll call training with KC PD
- Explore expansion- Urgent Care Crisis Center- EJC
Since its opening in October of 2016, ATC has increased the number of case managers on staff from 2 to 6 due to high demand. Average length of service for clients discharged is 90 days.
From July 1, 2018 to December 31, 2018:

- Served 138 unduplicated individuals
  - Residential Program: 94 unduplicated
  - Follow-up Care: 44 unduplicated
- Average length of stay = 39 days

Source: KC-ATC
Operational Resources

- KC-ATC is funded operationally for ten years through Ascension Health (mid-way through year three). Hospitals had committed to two years of funding, and have recently renewed for an additional year of funding.

- Follow-up funding to assist with housing, medication and transportation comes from the Missouri State Department of Mental Health and was cut from $2.5 million to $1.25 million annually. A restoration of $800k was recently passed by the House and waiting for results from the Senate.

- Hospital Diversion (Emergency Room Enhancement) is a collaboration of safety net providers who have agreed to divert persons with psychiatric and addiction disorders from hospitals to alternative services in order to prevent multiple, unnecessary hospital visits.

Source: KC-ATC
Hospital Diversion (Emergency Room Enhancement)

- Target Population
  - Clients who frequent emergency rooms and inpatient services. Most are below the federal poverty level and more than half are homeless.

- Hospital Diversion Service Teams
  - Provide immediate response to hospitals’ requests for service including short-term, intensive response (respite care, stabilization, intensive case management) and longer-term supports that promote self-sufficiency (aftercare planning, transportation, housing, disease management, and recovery).

Source: KC-ATC
2018 Hospital Diversion Results

Hospital Diversion Initiative 2018 Factsheet

Quick Facts:
The Hospital Diversion Initiative (HDI) is a collaboration of safety net providers who have agreed to divert persons with mental health and substance use disorders from hospitals to alternative services in order to prevent multiple, unnecessary hospital visits.

HDI received 466 referrals and 318 clients enrolled in the program in 2018. Clients initially presented with mental health concerns (90%), substance use disorders (70%), and physical health issues (60%).

HDI's Main Goals are to reduce:

- Number of ER Visits: 69%
- Number of Hospitalizations: 69%
- Homelessness: 55%
- Number of Uninsured Participants: 35%

After 3 months in HDI services, individuals showed the above reductions in all four outcome areas.

Source: KC-ATC
A study was recently completed of the resource environment for substance use treatment in the Kansas City metro, and identified a number of barriers to access.

Stakeholders are seeking to do a similar study on the resource environment for mental health care.

Information on barriers and gaps to access to care can be used to advocate for ongoing investment in this area, specifically looking at an Urgent Care model for EJC.
 Strategy D

Develop initiatives to reduce the number of chronic users of emergency response services. (Emergency Medical Director)
# High Utilizers of EMS System

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Top 10 users</strong></td>
<td>1,200 responses</td>
<td>1,011 responses</td>
<td>900 responses</td>
</tr>
<tr>
<td><strong>Highest user</strong></td>
<td>134 calls</td>
<td>159 calls</td>
<td>174 calls</td>
</tr>
<tr>
<td></td>
<td>70 different locations</td>
<td>50 different locations</td>
<td>65 different locations</td>
</tr>
<tr>
<td></td>
<td>47% abdominal pain</td>
<td>90% Etoh</td>
<td>51% Etoh</td>
</tr>
<tr>
<td></td>
<td>72% to TMC</td>
<td>44% to TMC</td>
<td>16% to TMC</td>
</tr>
<tr>
<td></td>
<td>100% discharged</td>
<td>100% discharged</td>
<td>90% discharged</td>
</tr>
<tr>
<td><strong>2nd highest user</strong></td>
<td>133 calls</td>
<td>145 calls</td>
<td>72 calls</td>
</tr>
<tr>
<td></td>
<td>68 different locations</td>
<td>34 different locations</td>
<td>32 different locations</td>
</tr>
<tr>
<td></td>
<td>Majority Etoh</td>
<td>Majority Etoh</td>
<td>50% Etoh</td>
</tr>
<tr>
<td></td>
<td>69% to TMC</td>
<td>40% to TMC</td>
<td>53% to TMC</td>
</tr>
<tr>
<td></td>
<td>100% discharged</td>
<td>100% discharged</td>
<td>100% discharged</td>
</tr>
<tr>
<td><strong>3rd highest user</strong></td>
<td>131 calls</td>
<td>110 calls</td>
<td>70 calls</td>
</tr>
<tr>
<td></td>
<td>24 different locations</td>
<td>67 different locations</td>
<td>64 different locations</td>
</tr>
<tr>
<td></td>
<td>Abdominal pain/Etoh</td>
<td>Etoh/behavioral</td>
<td>~35% of time intox</td>
</tr>
<tr>
<td></td>
<td>21% to TMC</td>
<td>67% to TMC</td>
<td>27% to TMC</td>
</tr>
<tr>
<td></td>
<td>100% discharged</td>
<td>100% discharged</td>
<td>100% discharged</td>
</tr>
</tbody>
</table>

Source: Office of Emergency Medical Director
Changing Role of EMS in Healthcare

- EMS is intersection of health care, public health, and public safety

**Expanding role of Paramedic:**
- Manage urgent low-acuity illnesses
- Monitor chronic illnesses at home
- Prevent Emergency Department visits
  - When appropriate

**State/Federal**
- TNT: Missouri...
- ET3: CMS's Emergency Triage, Treat and Transport (ET3) Model provide tx w/o transport and alternative destination ...

Source: Office of Emergency Medical Director (Natl Association of EMS Physicians Textbook)
Impact of High Utilizers

- Repeat nature suggest outcomes not improving
- High cost of provision (City: EMS and ED care)
- Reduced availability of EMS units/resources

**Impact on morale of EMS staff**
- Informal survey of Fire on PTSD
Overlap: City, TMC, KCATC, KCFD, etc...
HU of Public Safety Network Meetings

- TMC: ED, inpatient BH, outpt BH, housing, Q MHP
- KCATC
- Court System: Municipal Court, MH Court
- KCPD and CIT
- Multijurisdictional Data Exchange: myRC, First Call, ESO
Case Report Success Stories of HU

Case Report 1
- 100% decrease in ED visits and inpatient stays since being enrolled (83 to 0)
- Likely due to housing and sobriety

Case Report 2
- 100% decrease in ED visits since enrollment (28 to 0)
- Likely due to mental health care
Future Goals: Community Paramedicine/CM

- Common Goal Among the Silos...
- Goals of CP/MIH/CM Individuals:
  1) “better meet holistic needs of patients/communities”
  2) Collaborate with primary care, PH, PS
  3) Identify gaps in services
  4) Navigate systems and establish relationships
  5) Overcome barriers that prevent accessing services

**Return crews to 911**

- 24/7 Extension of these services on the streets
Conclusion

- Simplicity is key
  - “Can’t do anything fancy without improving on the basics”
- We have the answers...
  - Use what works!
  - Empower and support the functions/people/groups already in place
  - Redistribute resources

---

**DON’T GIVE UP. I BELIEVE IN YOU ALL.**

DR. SEUSS
Strategy C

Provide an ongoing series of courses on CPR and other life-saving techniques throughout the City in order to improve the cardiac survival rate. (Fire)
Resident Satisfaction With Quality of EMS Services

- 13% of residents report having used EMS services in the current year survey.
- 81% of residents who have used EMS services are satisfied and 5% are dissatisfied.
- 20% of residents with household incomes less than $30,000 report having used EMS services.

Source: Resident Survey (FY14 - FY19 3Q)
Return of Spontaneous Circulation (ROSC) definition: return of pulse/patient to hospital by EMS with a pulse.

<table>
<thead>
<tr>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
<th>FY 16-17</th>
<th>FY 17-18</th>
<th>FY 18-19 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>37%</td>
<td>32%</td>
<td>22%</td>
<td>34%</td>
<td>47%</td>
<td>42%</td>
<td>55%</td>
</tr>
</tbody>
</table>

Target (Changed from 30% to 40% in FY18)

Source: Office of Emergency Medical Director
New Standard of Care

SURVIVAL > ROSC
# Cardiac Arrest Survivability By Category

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac Etiology w/ Resuscitation Survival Rate</td>
<td>7%</td>
<td>7%</td>
<td>8%</td>
<td>10%</td>
<td>7%</td>
<td>10%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Bystander Witnessed Survival Rate</td>
<td>8%</td>
<td>13%</td>
<td>13%</td>
<td>16%</td>
<td>12%</td>
<td>16%</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>Unwitnessed Survival Rate</td>
<td>3%</td>
<td>0%</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
<td>4%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Utstein Survival Rate</td>
<td>16%</td>
<td>28%</td>
<td>30%</td>
<td>32%</td>
<td>20%</td>
<td>33%</td>
<td>8%</td>
<td>17%</td>
</tr>
<tr>
<td>Utstein Bystander Survival Rate</td>
<td>29%</td>
<td>38%</td>
<td>44%</td>
<td>39%</td>
<td>19%</td>
<td>37%</td>
<td>0.07%</td>
<td>19%</td>
</tr>
</tbody>
</table>

Source: Office of Emergency Medical Director
Utstein Bystander Survival: Survival among cardiac arrest patients who meet the following criteria:

- Their cardiac arrest was witnessed by a bystander
- They were in a shockable rhythm
- They received some bystander intervention (CPR and/or AED application).
Bystander CPR Rate: KC v. Nation

Bystander CPR Rate

Kansas City  National

Source: Office of Emergency Medical Director
Percentage of presumed cardiac caused cardiac arrests in which the public utilizes an Automatic External Defibrillator (AED)

Source: Office of Emergency Medical Director
Help Me/Us Say:
Context for Cardiac Arrest

- 4 out of 5 cardiac arrests occur at home
- >90% die before reaching hospital
- Cardiac arrest treatment is a community issue
- Shortening time between arrest to care is paramount

Source: Office of Emergency Medical Director
Strategies to Improve Cardiac Arrest Survival: Review of Previous KC Stat

- Rate of bystander CPR varies across communities
- Studies show us:
  - Low-income neighborhoods have lower rates of bystander CPR
  - Hispanic, African American 2-3x more likely to have OHCA (Warden et al., 2012)
  - Included Kansas City (http://www.nejm.org/doi/pdf/10.1056/NEjMoa1110700)
  - “household incomes > $40,000… and > 80% of residents white, 37% of people received bystander CPR”
  - “[where] incomes were lower and > 80% were black, 18% got bystander CPR”

Source: Office of Emergency Medical Director
“It isn't race or wealth that makes people more or less willing to help save a life. It's most likely how prepared they are to do it.” – Dr. Chan
Medical Director and KCFD Initiatives

- Spatial epidemiological clustering techniques used to identify high-risk neighborhoods for OHCA incidence and low provision of bystander CPR
- Target education and resources
- Next slide
KC MO Highest Risk Zip Codes

- **Health Dept data** from Dr. Martin:
  - 6 Lowest Life Expectancy zip codes:
    - 64126, 64127, 64128, 64129, 64130, 64132
  - 5 of the 6 zip codes: > **80% non-white**
  - All zip codes: < **40K median income**
KCFD Public Outreach Programs

- **Hands-Only CPR**
  - 1200 individuals taught since September 2018
  - Started with City Hall “29 Floors in 29 Days, 450 Employees”

- **Smoke Detector Program**
  - 570 Detectors installed since January 2019
  - Went from 6 week turn around time to 48 hr from request to install

- **> 50 events** planned through the office in April
Fire Prevention Division in FY 2017-2018

- Conducted 801 fire investigations
- Performed 18,026 fire inspections
- Presented safety education programs to over 30,000 individuals
- Distributed > 8,500 smoke detectors
- Reached > 200,000 citizens with field personnel

Focus for FY 18-19
4/20/2019 in three events where over 2,000 families helped by Fire members

Smoke Alarm Requests

- Let’s look at zip codes and compare...
Future Tracking of KCFD Public Outreach

- **KCMO’s Innovation Partnership Program**: develop, test, demonstrate innovative solutions
  - 12 wk program grants access to KCMO data and infrastructure
  - Provides test bed for product/service
  - Supports Advance KC and City Operations

- **Geospiza**
  - Visualize- geospatial visualization to identify location of most vulnerable
  - Analyze- Vulnerability model provides decision-making support, integrating proprietary and jurisdictional data
  - Act- Facilitates intervention targeting and tracking to focus attention on actions
  - Report- Make reporting simple and easy to use to deliver best outcomes
Future Direction and Goals

- **Increase/Continue Community Outreach:**
  - **Target high risk zip codes** with free bystander CPR/AED education
    - Kauffman? Arrowhead? News?
    - PSA video on City website, social media
  - Nixle (20,000 people), NextDoor (70,000 households)

- **Increase/Continue KCFD Education**
  - Next Slide

---

KCFD: Happy Fire Prevention Week! KCFD will install free smoke alarms/batteries in your home. Call 816-513-4610 nixle.us/AG6BL
EMS Medical Director/KCFD Initiatives

- New Protocol, Policy, Procedure Packet
  - Successful rollout, Live 10/1/18

- Improving benchmarks: PI/QI
  - Improving documentation

- CARES across the State

- Focusing on CEUs
  - Increasing simulation/skills with Prof Dev
  - Introduced Cardiac Arrest Call Reviews
    - Positive feedback so far...increased ROSC
    - Increasing EMS Supervisor presence
  - New procedures...??
Conclusion: in 2019

Let’s save LIVES together
**Strategy B**

Implement the Ground Emergency Medical Transportation (GEMT) program that provides supplemental reimbursement for ambulance services to Missouri HealthNet participants. (Fire)
Ground Emergency Medical Transportation (GEMT)

Timeline
- April 24, 2019: Intergovernmental transfer of Nonfederal share and administrative fee $5,039,764
- May 17, 2019: Receive GEMT Reimbursement
- November 30, 2019: Cost Report Due

Expected Outcomes
- GEMT Net Pay $6,709,616
- MHD Complete audit and cost settlement in 3 years
Objective 3: Improve the diversity of employee recruitment, succession planning, and retention in the Police and Fire Departments.
## Measures of Success: Objective 3

<table>
<thead>
<tr>
<th>Measures of Success</th>
<th>Actual FY15</th>
<th>Actual FY16</th>
<th>Actual FY17</th>
<th>Target FY18</th>
<th>Actual FY18</th>
<th>Target FY19</th>
<th>Target FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of KCFD uniform personnel who are women and/or minorities</td>
<td>--</td>
<td>--</td>
<td>29%</td>
<td>--</td>
<td>29.1%</td>
<td>--</td>
<td>28.8%</td>
</tr>
<tr>
<td>Percent of KCPD uniform personnel who are women and/or minorities</td>
<td>--</td>
<td>--</td>
<td>34%</td>
<td>--</td>
<td>33.5%</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

**Gray = Target**  
**Orange = Did Not Meet Annual Target**  
**Blue = Met Annual Target**  
**No Color = No Target Set**
**KCFD Personnel Diversity Summary (April 2019)**

**Uniform:** 29.75% Female and/or Racial Minority

- **Males**
  - White: 70.25%
  - Black: 10.74%
  - Hispanic: 6.15%
  - All other races: 2.87%

- **Females**
  - White: 7.79%
  - Black: 1.89%
  - Hispanic: 0.08%
  - All other races: 0.25%

**Non-Uniform:** 65.52% Female and/or Racial Minority

- **Males**
  - White: 34.48%
  - Black: 6.90%

- **Females**
  - White: 18.97%
  - Black: 34.48%
  - All other races: 5.17%

Source: Human Resources Department
Sworn: **32.94%** Female and/or Racial Minority

- White: 67.06%
- Black: 8.82%
- Hispanic: 4.41%
- All other races: 3.97%
- Unknown race: 1.10%

Females: 10.74%

Males: 2.43%

Civilian: **75.31%** Female and/or Racial Minority

- White: 24.69%
- Black: 5.68%
- Hispanic: 1.95%
- All other races: 2.31%
- Unknown race: 0.00%

Females: 36.41%

Males: 21.85%

Source: KCPD Board Executive Summary October 2018
**Strategy A**

Develop a multi-year plan to implement the recommendations of the Kansas City Police Department’s staffing study. (Office of the City Manager)
Strategy B

Develop partnerships with local educational institutions to increase the number of the City’s entry-level public safety workforce. (Office of the City Manager)
KC PD Recruitment Efforts

- Focused recruiting efforts in historically diverse areas
- Conducted recruiting visits and job fair attendance at 10 events since November 2018.
KCFD Recruitment Efforts

• **Academy Classes**
  • Current class at Academy: 44% of cadets are members of protected classes
  • Next class expected to have strongest representation of females in our history

• **Recruitment Efforts**
  • Executive Officer (Deputy Chief) assigned full time to diversity, recruitment, and retention
  • Last recruitment period (January-February) actively focused on attracting those previously underrepresented
  • New Standing committee added to Labor Management Partnership to focus on entire range of diversity issues
EMT Pre-Apprenticeship Program

• Partnership with Kansas City Public Schools/Manual Tech for high school students
• KCPS/Manual Tech brought together with PrepKC to review strategies and possibilities
• Partnership exploration moving quickly with Hemdon Center
  • VoTech consortium for districts serving southern Kansas City
  • Center, Hickman, Raytown, Lee’s Summit and others
  • Many students reside in Kansas City
• Second year of EMT program
  • As many as five candidates may be interested from this year’s class
• KCFD is committed to continuing to work to make this program a success
  • Recruitment earlier in high school years
  • College credit possibilities
  • Other approaches to expand reach and enhance success
Objective 4: Increase effectiveness and efficiencies of operations at Municipal Court in order to achieve the best possible outcomes for those served.
### Measures of Success: Objective 4

<table>
<thead>
<tr>
<th>Measures of Success</th>
<th>Actual FY15</th>
<th>Actual FY16</th>
<th>Actual FY17</th>
<th>Target FY18</th>
<th>Actual FY18</th>
<th>Target FY19</th>
<th>Target FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Municipal court case clearance rate</td>
<td>--</td>
<td>96%</td>
<td>105%</td>
<td>100%</td>
<td>85%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Percent of traffic cases disposed within 90 days</td>
<td>82%</td>
<td>81%</td>
<td>84%</td>
<td>86%</td>
<td>87%</td>
<td>90%</td>
<td>90%</td>
</tr>
</tbody>
</table>

*Gray = Target*  
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*Blue = Met Annual Target*  
*No Color = No Target Set*
Strategy A

Measure the efficiency and effectiveness of the Municipal Court by utilizing the National Center for State Courts (NCSC) court performance measures. (Municipal Court)
## Trial Court Performance Measures from National Center for State Courts

<table>
<thead>
<tr>
<th>Trial Court Performance Measures</th>
<th>Implementation Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Access and Fairness</td>
<td>In progress</td>
</tr>
<tr>
<td>2. Clearance Rates</td>
<td>Currently measured</td>
</tr>
<tr>
<td>3. Time to Disposition</td>
<td>Currently measured</td>
</tr>
<tr>
<td>4. Age of Active Pending Caseload</td>
<td>Data analysis started</td>
</tr>
<tr>
<td>5. Trial Date Certainty</td>
<td>Data analysis started</td>
</tr>
<tr>
<td>6. Reliability and Integrity of Case Files</td>
<td>Not applicable (all electronic case files)</td>
</tr>
<tr>
<td>7. Ensuring Fairness, Management and Fair Practices in Legal Financial Obligations</td>
<td>In progress</td>
</tr>
<tr>
<td>8. Effective Use of Jurors</td>
<td>Not applicable (no jurors)</td>
</tr>
<tr>
<td>9. Court Employee Satisfaction</td>
<td>In progress</td>
</tr>
<tr>
<td>10. Cost Per Case</td>
<td>Future measurement planned</td>
</tr>
</tbody>
</table>

Source: NCSC website: [http://www.courtools.org/Trial-Court-Performance-Measures.aspx](http://www.courtools.org/Trial-Court-Performance-Measures.aspx)
## Current Municipal Court Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>FY 17-18 Actual</th>
<th>FY 18-19 Target</th>
<th>FY 18-19 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Clearance Rate</td>
<td>86%</td>
<td>100%</td>
<td>%</td>
</tr>
<tr>
<td>Average days to disposition - Payable Traffic (days)</td>
<td>58</td>
<td>90</td>
<td>63</td>
</tr>
<tr>
<td>Pending case less than 1 year</td>
<td>NEW</td>
<td>NEW</td>
<td>72%</td>
</tr>
<tr>
<td>Trial Date Certainty</td>
<td>NEW</td>
<td>NEW</td>
<td>86%</td>
</tr>
<tr>
<td>Average days to disposition - Other (days)</td>
<td>195</td>
<td>180</td>
<td>132</td>
</tr>
<tr>
<td>% of fines collected within the same year - Traffic</td>
<td>87%</td>
<td>90%</td>
<td>89%</td>
</tr>
<tr>
<td>% of fines collected within the same year - Other</td>
<td>71%</td>
<td>68%</td>
<td>71%</td>
</tr>
<tr>
<td>% of customers served within 10 minutes at the Violations Bureau</td>
<td>91%</td>
<td>90%</td>
<td>80%</td>
</tr>
<tr>
<td>% of probationers successfully completing probation conditions</td>
<td>73%</td>
<td>65%</td>
<td>75%</td>
</tr>
</tbody>
</table>

Source: Municipal Court
Testing Plain Language in Summons

Existing Summons (payable)

Plain Language Summons (payable)
Testing Plain Language in Summons

Testing period was February through April.

Data will be analyzed in June to determine whether the plain language encourages customers of the court to take one of the actions directed by the summons.

FAQ on back of plain language summons

Source: Municipal Court
Municipal Court Community Engagement Project
December 2018: One of 6 courts selected nationwide for the National Center for State Courts Community Engagement Pilot Project.

- Administrative Office of the Massachusetts Trial Court
- Franklin County, Ohio Municipal Court
- Kansas City, Missouri Municipal Court
- Nebraska Supreme Court, Office of the State Court Administrator
- Puerto Rico Judicial Branch
- Texas Office of Court Administration

Source: Municipal Court
NCSC Community Engagement Pilot Project

Understanding
Enhance knowledge about our court

Fairness
Uncover biases and perceived inequities

Access
Improve court user experience

Trust
Court-Community

Source: Municipal Court
NCSC Community Engagement Pilot Project

Source: Municipal Court
Strategy B

Develop a long-term funding and housing strategy for incarcerated detainees and sentenced persons with municipal infractions. (Office of the City Manager) NEW
The City’s contract with Jackson County to house KCMO detainees, post-sentenced, and arrestees ends June 25, 2019. City Council has approved contracts for interim solutions as detailed below.

<table>
<thead>
<tr>
<th></th>
<th>Current: Jackson County, MO Jail (ending 6/25/19)</th>
<th>Interim: Johnson County, MO Detention Center</th>
<th>Interim: Heartland Center for Behavioral Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Municipal Court detainees and post-sentenced</td>
<td>175 beds (150 M/25 F)</td>
<td>50 beds (25 M/25 F)</td>
<td>85 beds</td>
</tr>
<tr>
<td>KCPD arrestees</td>
<td>100 beds (82 M, 18 F)</td>
<td></td>
<td>25 beds</td>
</tr>
<tr>
<td>Total</td>
<td>275 beds</td>
<td>160 beds</td>
<td></td>
</tr>
</tbody>
</table>

Source: Office of the City Manager
Objective 5: Prevent animal-related threats to public safety and support animal welfare.
## Measure of Success: Objective 5

<table>
<thead>
<tr>
<th>Measures of Success</th>
<th>Actual FY15</th>
<th>Actual FY16</th>
<th>Actual FY17</th>
<th>Target FY18</th>
<th>Actual FY18</th>
<th>Target FY19</th>
<th>Target FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of pets licensed</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>13%</td>
<td>11%</td>
<td>12%</td>
<td>12%</td>
</tr>
</tbody>
</table>

*Gray = Target*

*Orange = Did Not Meet Annual Target*

*Blue = Met Annual Target*

*No Color = No Target Set*
**Strategy A**

Partner with Spay Neuter of Kansas City (SNKC) to increase the percentage of currently licensed pets in the City from 11 percent to 20 percent through low-cost vaccinations, increasing locations for residents to obtain pet licenses, and increasing the number of participating veterinarian offices. (Neighborhoods and Housing Services, Animal Health and Public Safety)
Number of KC Pets with Licenses

- **Dogs**
- **Cats**

- **Source:** PetData

24,752 cats and dogs licensed
Percentage of Licensed Pets in KCMO

KCMO Pet Population*
Dogs: 108,134
Cats: 118,133

Percentage of Currently Licensed KCMO Pets as of March 31, 2019
Dogs: 20%
Cats: 3%
Total: 11%

*Based on AVMA Pet Ownership Calculator
Spay and Neuter Kansas City partners with Animal Health and Public Safety to do pet licensing, vaccinations, and microchipping at satellite veterinary clinics held at different locations in the community.

- **FY 18-19**: Contract for $14,800 to provide 1,000 licenses/vaccinations/microchips
- **FY 19-20**: Seeking contract for $22,200 to provide 1,500 licenses/vaccinations/microchips
Spay and Neuter Pet Licensing Contract Customers
Strategy B

Develop a plan to further improve animal response operations. (Neighborhoods and Housing Services)
Resident Satisfaction With Animal Control Services

Source: Resident Survey (FY16 - FY18)

### Enforcement of Animal Code

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 15-16</td>
<td>38%</td>
<td>41%</td>
<td>21%</td>
</tr>
<tr>
<td>FY 16-17</td>
<td>41%</td>
<td>38%</td>
<td>21%</td>
</tr>
<tr>
<td>FY 17-18</td>
<td>37%</td>
<td>41%</td>
<td>22%</td>
</tr>
<tr>
<td>FY 18-19 Q1-Q3</td>
<td>36%</td>
<td>41%</td>
<td>22%</td>
</tr>
</tbody>
</table>

### Customer Service from ACOs

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 15-16</td>
<td>16%</td>
<td>46%</td>
<td>39%</td>
</tr>
<tr>
<td>FY 16-17</td>
<td>16%</td>
<td>44%</td>
<td>40%</td>
</tr>
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<td>FY 17-18</td>
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Median Response Times for Animal Control Calls

Source: KCPD Dispatch Data; Analysis by DataKC
Strategy C

Engage pet owners in responsible pet ownership through education and Public Service Announcements. (Neighborhoods and Housing Services)
Animal Control Events

**PAST EVENTS**
- Working for Blue- October 4, 2018
- National Night Out was done on 08/17/2018
- Community Meetings were done on 07/09/2018, 08/06/2018, and 08/22/2018
- Resource Day at East Patrol Station (2640 Prospect Ave)- April 17, 2019 from 4pm to 7pm
- Earth Day- Lake Side Nature Center (4701 Gregory Boulevard)- April 20, 2019 8am to 3pm
- 2nd Annual Community Health & Safety Fair, South Patrol Station (9701 Marion Park Drive)- April 27, 2019 from 9am to 3pm

**FUTURE EVENTS**
- Cowboy for Cops Event- **July 26, 2019** from 9 am to 3pm at the National War Memorial (Liberty Memorial)
- Humane Day- Jefferson City (**April 2020**)
- Earth Day- Lake Side Nature Center (4701 Gregory Boulevard)- **April 2020**
- 3rd Annual Community Health & Safety Fair, South Patrol Station (9701 Marion Park Drive)- **April 2020**
- Penny Mill Foundation (K.C. Let’s Empower our Community) Event- **July 20, 2019** from 830am to 2pm
- Stop the Violence Event- Multiple Dates in **2020**
- USPS- Dog Bite Prevention Training- **2020**
- Banneker, Faxon, Garfield, Hale Cook, John T. Hartman Elementary schools
Questions?
Stay up to date on progress at http://kcmo.gov/kcstat/
#KCStat

Next KCStat:
Customer Service and Communication, June 4, 2019