

ANIMAL CONTROL PROGRAM

HD Team | MAY 2026

ANIMAL CONTROL UPDATE

Main Building: 321 E 4th St



Animal Control Garage: South Kentucky Ave



ANIMAL CONTROL STAFF

Animal Control:

Brent, 15 years
Maranda, 5 years
Martin, 30 years



ANIMAL CONTROL SUPPORT STAFF

Joplin HD Administrative Assistants*

Rosita, 15 years
Mary, 55 years

*Dispatches for Animal Control in addition to other duties





ANIMAL CONTROL UPDATE

Hours of Operation:



Summer Hours

- Weekend - 8:30 AM to 5:00 PM
- Weekday - 7:00 AM to 7:30 PM

Winter Hours

- Weekend – 8:30 AM to 5:00 PM
- Weekday – 7:00 AM to 5:30 PM

- Animal Control Officers On-Call 365 Days A Year Outside of Listed Hours

ANIMAL CONTROL UPDATE

Calls For Service:



Calls for Service: Calls for all categories

- 2024 – 5,447 calls for service
- 2025 – 5,018 calls for service

Calls for Service: Code "Anabu" category for animal abuse/welfare checks

- 2024 – 350 Anabu calls
- 2025 – 369 Anabu calls

ANIMAL CONTROL UPDATE

Animal Control Overview:

Key Functions

Public Health
Prevent. Promote. Protect.
Joplin Health Department

Roles and Duties of Animal Control:

- Enforce City Ordinances "Chapter 18 Animals"
- Educate/Assist Residents
- Investigate Nuisance Complaints
- Locate Strays
- Investigate Bites/Quarantine
- Wildlife Control and Deceased Animal Removal
- Remove Aggressive and Dangerous Animals
- Investigate Neglect and Abuse

ANIMAL CONTROL UPDATE

Animal Control Overview:

Enforce City Ordinances

Public Health
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Enforce City Ordinances

1. Chapter 18 Animals
   - Sets rules and exceptions for animal owners; establishes limits to animal control authority
   - Non-commissioned officers; limits ability to prosecute infractions in municipal court
   - Constitutional limits (private property)
   - Definitions, impoundment, redemption, numbers, types of animals, licensing, pen size, quarantine, noise, odor, abuse, neglect

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Animal Control Overview:

Education and Assistance

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Education and Assistance

- Wildlife (trapping, deterrence, conflict reductions)
- Financial assistance referrals (food, vet supplies, shelter)
- Spay and neuter vouchers
- Owner surrenders
- Community outreach (3rd Thursday, Humane Society events)







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Animal Control Overview:

Investigate Nuisance Complaints

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Investigate Nuisance Complaints

- Neighbor disputes
- Noise complaints, odor, feces, off leash
- Number of animals exceeding four
- Feral cats
- Un-permitted farm animals

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Animal Control Overview:

At Large/Strays

Public Health
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Animal at Large/Strays

- Goal is to get animal home, if possible
- Issue warnings and citations
- Capture and transport to Humane Society if
  - Owner cannot be found, and
  - Humane Society is accepting animals

ANIMAL CONTROL UPDATE

Animal Control Overview:

Bite Investigations

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Investigate Bites and Quarantines

- Rabies control, mandated bite reporting
- Role is to document bite, quarantine animal, determine vaccination/registration status, refer victim to medical care, issue infractions if applicable
- Documentation may be used in court for city prosecution and by affected parties for civil court and insurance claims
- Quarantine period is 10 days
  - Home quarantine if no risk to public, bite occurred on owner's property
  - Humane Society quarantine if aggressive, unable to contain animal at home or bite occurred off property (voluntary or involuntary compliance)











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Animal Control Overview:

Wildlife

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Wildlife Control and Deceased Animal Removal

- Dangerous, nuisance, disease control
  - Venomous snakes, skunks, bats, other wildlife
- Roadkill removal
  - Except deer – Public Works, MODOT
- Feral cat trapping
  - Limited program

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Animal Control Overview:

Dangerous

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Removal of Dangerous and Aggressive Animals

- Remove and control animals for other city departments
- Code sections "Dangerous and Potentially Dangerous Animal" applies
  - *Dangerous* requires removal of animal until court (inflicts severe bite, unprovoked, off owner's property)
  - *Potentially Dangerous* requires means of securing animal, pre-emptive measures (aggressive animal, chases, menacing)

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Animal Control Overview:

Abuse and Neglect

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Investigate Sick, Injured, Neglect and Abuse

- Limited in authority from municipal court to enforce City ordinances
- Work in partnership with Joplin PD when
  - Severity is beyond municipal infraction,
  - ACO unavailable due to call volume (vicious dog and dog in hot car calls overlap)
- Examples: Tethering, food/water, abandoned, violence, lack of shelter, sick, injured, animal in hot car, poisoning, dog fighting, tormenting or teasing

ANIMAL CONTROL UPDATE

Animal Control Overview:

Abuse and Neglect

Public Health
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Investigate Sick, Injured, Neglect and Abuse

Actions are situational dependent

- Municipal level violations observed
  - ACO writes citation
  - Animal is healthy, but documented violation exists such as animal in hot car
  - Order to seek veterinary care, if applicable
- County level violations observed
  - Joplin PD takes lead, ACO provides assistance
  - Animal is beaten, severely emaciated, etc

ANIMAL CONTROL UPDATE

Animal Control Overview:

After Hours Call Outs

Public Health
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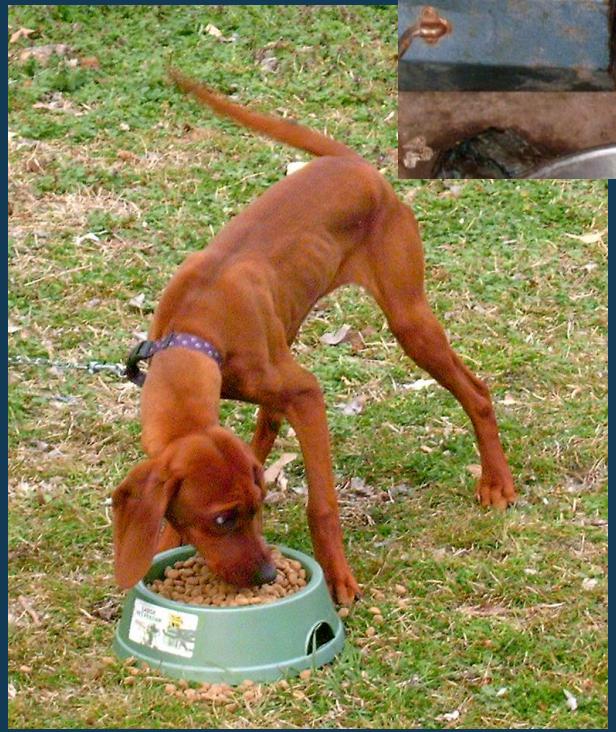
After Hour Call Outs: Animal Control

- Bites
- Owner arrest with animal
- Aggressive dog
- Abuse/neglect, injured or sick
- Transportation accidents with animals

After Hour Call Outs: Assistance from JPD

- Immediate response needed (dog in hot car)
- Abuse actively occurring (animal being beaten)
- ACO unavailable due to call volume







ANIMAL CONTROL UPDATE

Animal Control Overview:

Miscellaneous

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Miscellaneous

- Issues permits and conducts property inspections for livestock
  - Chickens, goats, horses, cattle, etc
- Responds to truck wrecks involving animals
  - Cattle trucks, horse trailers, circus transports, etc
- Responds to large domestic animals on the loose
- Responds to non-permitted animals
  - Monkeys, venomous snakes, large constrictors, exotic/wild animals, large wild cats, etc

ANIMAL CONTROL UPDATE

Animal Control Overview:

Reporting Methods

Public Health
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Reporting methods

- See Click Fix, TIP 411- Often anonymous, lacking detail, channels not constantly monitored, not suitable for immediate needs or high priority calls
- Animal control officers dispatched through Pro-Suite dispatching software
- Phone – Joplin HD staff dispatches for ACO during regular business hours
- After Hours – Joplin HD voicemail directs callers to Joplin PD non-emergency number or 911
- Voicemail message – not ideal, but happens

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ANIMAL CONTROL UPDATE

Animal Control Overview:

Follow Up Proposed SOP

Public Health
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Sec 18-5 Complaint Follow-Up Cadence (proposed)

- Unsubstantiated complaints: Allegation lacking sufficient evidence after investigation, no witness, anonymous
  - One initial wellness check and one follow up investigation within 7-14 days (new)
  - If no evidence of violation observed, case shall be closed
  - If new credible evidence received, case will be reopened

ANIMAL CONTROL UPDATE

Animal Control Overview:

Follow Up Proposed SOP

Public Health
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Sec 18-5 Complaint Follow-Up Cadence (proposed)

- Substantiated or Developing Concerns: Where potential violations are identified but not yet escalated
  - Allegation supported by direct observation, physical evidence, or corroborated witness
  - Urgent Conditions (3-7 days or daily depending on conditions)
  - Compliance Verification (14-30 days)
  - Case escalates if immediate danger to animal observed; Removal of animal and citations

ANIMAL CONTROL UPDATE

Animal Control Overview:

Follow Up Proposed SOP

Public Health
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Sec 18-5 Complaint Follow-Up Cadence

- Repeat Complaints (Same location)
  - Repeat unsubstantiated complaints without new evidence result in documentation of misuse of services and no further field response.
  - A defined follow-up cadence prevents harassment or discriminatory use of animal control or police to harass, enforce personal disputes or agendas or target individuals without evidence.

ANIMAL CONTROL UPDATE

Animal Control Overview:

Future

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Future Actions/Continuous Improvement

- Bi-annual meetings with JPD to strengthen and coordinate inter-departmental animal response
- Formalize SOP between Joplin PD and Animal Control for animal response protocol
- Maintain Missouri Animal Control Officer Certifications for all animal control staff
- Use delayed call feature in dispatching software
- Review staffing levels to ensure alignment with increased follow-up cadence and changing expectations

Questions?









Missouri Animal Control Association
MACA
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