



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Sarah Jones

Position: Supervisor By-Law and Animal Services

Title / Subject: By-Law and Animal Services Division Q3 Report

Date of Report: October 15, 2024

Date of Meeting: November 18, 2024

Report No: 2024-PS-017

1.0 Issue / Origin

The Supervisor of By-Law and Animal Services is responsible for preparing and presenting quarterly reports.

2.0 Background

Council has requested in each quarter a report on the activities of the By-Law and Animal Services Department, including the Township of Brock Dench Animal Shelter. This report represents the third quarter report (Q3) from July 1st, 2024 to September 30th, 2024. The statistics for the quarterly reports include, but not limited to, emails, phone calls, and tracking software and programs used by the Department, FirePro (Bylaw) and Shelter Buddy (Animal Shelter).

3.0 Analysis

In the third quarter of 2024 the Township of Brock By-Law and Animal Services Department responded to incidents/investigations in both by-law and animal services.

In Q1, Q2, and Q3, the animal shelter continued to experience a higher-than-normal volume of dogs and successfully have been able to find the majority homes throughout the summer months. Toward the end of Q3, the volume of cats and kittens has been steadily increasing but currently manageable. The number of calls for both dogs and cats found abandoned or stray has been on the decline. There have been very few calls regarding animal bites or animal interference calls.

With increased park patrols and inclusion of seasonal staff providing a consistent presence throughout the municipality, staff noted an increase in compliance of the animal control bylaw

by ensuring they kept dogs leashed in public areas, including the pickup of dog feces. Staff continue to patrol daily and have issued warnings and provided education and have issued fines where applicable.

The By-Law Division had a steady but slight increase in the volume of calls received for property standards with respect to overgrown lawns and dead and decaying trees and the Division continues to see a large increase in Landlord and Tenant disputes resulting in property inspections and dispute resolution and mediation where required. Zoning complaints stayed relatively stable in Q3.

Parking concerns and violations have stayed consistent but staff have observed a decrease in violations overall especially in areas such as the harbour and parkland. Unexpectedly, the number of noise and nuisance calls were low for the summer season and these cases were primarily handled with education and warnings from both By-law enforcement and the police.

This report also includes phone calls, emails, and inquiries for both bylaw and animal control related calls and the animal shelter which includes but is not limited to; staff visits to veterinarian and animal pickups, and transfers and visits by the public to the shelter for adoptions, animal claims, etc.

Charts 1-4 identify the number of emails, calls, and investigations and licensing inspections for the By-Law Enforcement and Animal Services Department.

Chart 1 – By-Law Enforcement and Animal Services

Q3 Phone Statistics + Emails

Type	Q1 2024	Q2 2024	Q3 2024
Parking	120	162	140
Property Standards	25	114	118
Building/Public Works	5	2	3
Fireworks/ Illegal Burn	1	7	5
Other Depts / Council	54	40	51
Noise	39	157	110
Nuisance	2	7	5
Zoning	1	18	12
Animal Related	66	62	45
Fence	0	2	0
Licensing	2	12	3

Other	59	61	74
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Chart 2 – Phone and Email Statistics/Service Calls – Dench Animal Shelter Q3

Phone Call Type	Q1 2024	Q2 2024	Q3 2024
Adoptions	82	51	85
Wildlife Injured	45	28	11
Dog/Cat At large	10	22	15
Feral Cats	17	4	8
Lost/Found Pets	16	40	27
Barking	0	2	3
Surrenders	6	15	4
PAWS	4	1	1
Donations	12	15	16
Animal Interference / Bite	3	1	1
Vet	4	5	3
Other	37	40	29
Emails	337	345	386

Chart 3– Service Calls Attended By-Law Enforcement and Animal Services Q3

Call Type	Q1 2024	Q2 2024	Q3 2024
Parking Infractions	136	96	81
Parking Other	17	31	2
Property Standards	9	46	39
Fireworks	0	1	0
Illegal Burn	1	1	2
Noise	39	55	29

Nuisance	2	6	2
Animal Services (General)	22	29	19
Wildlife Injured/Abandoned	68	26	9
Animal Dog Bite/Animal Attack	22	1	1
Zoning	1	16	8
Other	13	12	9

Chart 4 – Licenses – Inspected and Issued Q3 2024

Licensing	Q1 2024	Q2 2024	Q3 2024
Breeding and Boarding Kennels	2	8	0
Doggie Day Care	1	0	0
Campgrounds	0	3	0
Taxi/Limo	0	0	0
Wrecking Yards	2	0	0
Prohibited Animal License (Exotic)	0	0	1

Fines/Charges/Court Updates Q3 2024

By-Law: Noise By-Law x 1
 Charge: Part 1 – Unnecessary Noise
 Status: Guilty fine imposed

By-Law: Noise By-Law
 Charge: Part 1 – Unnecessary Noise
 Status: Guilty fine imposed

By-Law: Animal Control
 Charge/s: Animal at Large x 1, Breeding w/o license x1, Failure to purchase dog tag x 1
 Status: Guilty – fine imposed

By-Law: Animal Control x 2
 Charge: Dog at Large
 Failure to purchase License

Status: Guilty fine imposed

By-Law: Animal Control By-Law

Charge: Part 1 – Prohibited Animal without license

Status: Guilty fine imposed

By-law: Property Standards

Charge: Failure to comply with Order

Status: To be spoken to - December 3rd, 2024

By-Law: Property Standards

Charge: Failure to comply with Order

Status: To be spoken to – December 3rd, 2024

18 Warning Notices issued for first time offenders for various by-law and animal services violations in which the majority were resolved through education.

4.0 Related Policies / Procedures

N/A

5.0 Financial / Budget Assessment

There have been no significant budgetary issues that were present in the Q3 period. The animal shelter however did receive a large number of donations to the Sick and Injured Animal Fund during Q3. Within Q3, the volume of animals at the shelter and call requests for animal services remained at a high/medium level. As such the cost of veterinary care, pet food and other supplies required for the operation of the animal shelter remain at a high level. Other areas of the Departments Budget, including By-Law and Traffic control were as expected.

5.1 Asset Management

N/A

6.0 Climate Change Impacts

N/A

7.0 Communications

This report is presented to Council on a public agenda and available for public review through the electronic agenda website or the livestreaming of the virtual meeting.

8.0 Conclusion

Current statistical information for Q3 has shown typical and expected results in most sectors. At the start of the Q3 period, the animal shelter was at over-capacity and currently is sitting at a medium capacity level.

9.0 Recommendation

That Council receive report **2024-PS-017** for information.