



## 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 Q4 Report 2024**

**Date of Report: February 3, 2025**

**Date of Meeting: February 24, 2025**

**Report No: 2025-PS-003**

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#### 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 fourth quarter report (Q4) from October 1<sup>st</sup> to December 31<sup>st</sup> 2024. The statistics for the quarterly reports include, but are 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 fourth quarter of 2024, the By-Law and Animal Services Department addressed a range of by-law and animal-related incidents and investigations.

Despite high activity levels in previous quarters, the animal shelter experienced a decline in dog intakes and minimal wildlife-related calls in Q4. However, the intake of sick and injured cats and kittens rose significantly in both Q3 and Q4. Low adoption rates, driven by rising veterinary and pet care costs, resulted in longer stays for animals. Staff continue to promote adoptions and collaborate with partners to find homes for animals in care. Increased enforcement and educational efforts in parks contributed to a reduction in complaints about conflicts between dogs and people. Amendments to the Exotic Animal and Animal Control By-Laws in Q3 and Q4 provided additional enforcement tools, supporting animal welfare and responsible pet ownership.

The By-Law Division saw typical increases in property standards cases, including issues with overgrown lawns, dead trees, and general property maintenance. Some properties remained non-

compliant despite orders, requiring Township-led cleanups with costs added to property tax rolls. Landlord-tenant disputes increased notably, leading to charges, dispute resolution, and mediation. Zoning investigations focused on improper land use, unauthorized construction setbacks, and drainage issues. Parking enforcement patrols, including blitzes near schools and municipal lots, improved compliance and reduced violations. Noise and nuisance calls remained consistent, with successful mediation efforts and a few court charges, including one involving an industrial company.

The report also summarizes calls, emails, and inquiries related to by-law and animal control services, as well as activities such as veterinarian visits, animal transfers, and shelter visits for adoptions and claims. Charts 1-4 provide further data on communications, investigations, and licensing inspections.

### **Chart 1 – By-Law Enforcement and Animal Services**

#### **Q4 Phone Statistics + Emails**

Type	Q1 2024	Q2 2024	Q3 2024	Q4 2024	End of Year Totals
Parking	120	162	140	121	543
Property Standards	25	114	118	49	306
Building/Public Works	5	2	3	2	12
Fireworks/ Illegal Burn	1	7	5	1	14
Other Depts / Council	54	40	51	48	193
Noise	39	157	110	141	447
Nuisance	2	7	5	6	20
Zoning	1	18	12	9	40
Animal Related	66	62	45	41	214
Fence	0	2	0	1	3
Licensing	2	12	3	3	20
Other	59	61	74	54	248

### **Chart 2 – Phone and Email Statistics/Service Calls – Dench Animal Shelter Q4**

Phone Call Type	Q1 2024	Q2 2024	Q3 2024	Q4 2024	End of Year Total
Adoptions	82	51	85	96	314
Wildlife Injured	45	28	11	8	92
Dog/Cat At large	10	22	15	9	56

<b>Feral Cats</b>	<b>17</b>	<b>4</b>	<b>8</b>	<b>16</b>	<b>45</b>
<b>Lost/Found Pets</b>	<b>16</b>	<b>40</b>	<b>27</b>	<b>35</b>	<b>118</b>
<b>Barking</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>7</b>
<b>Surrenders</b>	<b>6</b>	<b>15</b>	<b>4</b>	<b>14</b>	<b>39</b>
<b>PAWS</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>14</b>
<b>Donations</b>	<b>12</b>	<b>15</b>	<b>16</b>	<b>24</b>	<b>67</b>
<b>Animal Interference / Bite</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>9</b>
<b>Vet</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>19</b>
<b>Other</b>	<b>37</b>	<b>40</b>	<b>29</b>	<b>29</b>	<b>135</b>
<b>Emails</b>	<b>337</b>	<b>345</b>	<b>386</b>	<b>291</b>	<b>1359</b>

**Chart 3– Service Calls Attended By-Law Enforcement and Animal Services Q4**

<b>Call Type</b>	<b>Q1 2024</b>	<b>Q2 2024</b>	<b>Q3 2024</b>	<b>Q4 2024</b>	<b>Total</b>
<b>Parking Infractions</b>	<b>136</b>	<b>96</b>	<b>81</b>	<b>76</b>	<b>389</b>
<b>Parking Other</b>	<b>17</b>	<b>31</b>	<b>2</b>	<b>5</b>	<b>55</b>
<b>Property Standards</b>	<b>9</b>	<b>46</b>	<b>39</b>	<b>18</b>	<b>112</b>
<b>Fireworks</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Illegal Burn</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>
<b>Noise</b>	<b>39</b>	<b>55</b>	<b>29</b>	<b>26</b>	<b>149</b>
<b>Nuisance</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>14</b>
<b>Animal Services (General)</b>	<b>22</b>	<b>29</b>	<b>19</b>	<b>17</b>	<b>87</b>
<b>Wildlife Injured/Abandoned</b>	<b>68</b>	<b>26</b>	<b>9</b>	<b>8</b>	<b>111</b>
<b>Animal Dog Bite/Animal Attack</b>	<b>22</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>25</b>
<b>Zoning</b>	<b>1</b>	<b>16</b>	<b>8</b>	<b>9</b>	<b>34</b>
<b>Other</b>	<b>13</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>42</b>

**Chart 4 – Licenses – Inspected and Issued Q4 2024**

Licensing	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Total
Breeding and Boarding Kennels	2	8	0	0	10
Doggie Day Care	1	0	0	1	2
Campgrounds	0	3	0	0	3
Taxi/Limo	0	0	0	0	0
Wrecking Yards	2	0	0	0	2
Prohibited Animal License (Exotic)	0	0	1	0	1

#### **Fines/Charges/Court Updates Q4 2024**

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

By-Law: Noise By-Law x2  
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 By-Law  
Charge: Part 1 – Prohibited Animal without license  
Status: Guilty fine imposed

By-Law: Animal Control x 2  
Charge: Dog at Large / no license  
Status: Guilty fine imposed

By-law: Property Standards  
Charge: Failure to comply with Order  
Status: Guilty fine of \$2000

By-Law: Property Standards  
Charge: Failure to comply with Order  
Status: Trial May 2025

By-Law: Noise  
Charge: Unnecessary Noise x 3  
Status: March 4, 2024 First Appearance

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

#### **4.0 Related Policies / Procedures**

n/a

#### **5.0 Financial / Budget Assessment**

There have been no significant budgetary concerns during the Q4 period. The animal shelter maintained a moderate to high volume of animals and service requests, contributing to sustained expenses for veterinary care, pet food and operational supplies. Budgetary allocations for By-Law enforcement and traffic control remained within anticipated levels. A large increase in revenue was noted in POA as a result of sending unpaid parking infractions to court and due to fines and charges issued under various Municipal By-Laws for non-compliance.

## **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 Q4 has shown typical and expected results in most sectors. At the start of the Q4 period, the animal shelter was at over-capacity and currently is sitting at a medium-high capacity level.

## **9.0 Recommendation**

That Council receive report **2025-PS-003** for information.