



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Sarah Jones

Position: Supervisor By-Law Enforcement and Animal Services

Title / Subject: By-Law and Animal Services Division Q1 Report 2025

Date of Report: April 11, 2025

Date of Meeting: April 28, 2025

Report No: 2025-PS-006

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 a quarterly report detailing the activities of the By-Law and Animal Services Department, including the operations of the Township of Brock Dench Animal Shelter. This document serves as the first quarter (Q1) report, covering the period from January 1, 2025, to March 31, 2025. The data for these reports is compiled using various sources, including emails, phone calls, and tracking software utilized by the Department, such as FirePro (By-Law) and Shelter Buddy (Animal Shelter).

3.0 Analysis

In the first quarter of 2025, the By-Law and Animal Services Department conducted investigations and responded to calls related to by-law enforcement and animal rescue or welfare. The harsh winter conditions in Brock significantly impacted parking enforcement activities, including the issuance of parking infraction notices and related inquiries. The greatest effect of the severe winter was observed in wildlife care and control, with a decrease in service calls compared to the same period in 2024. Last year, animal services responded to over 68 calls during Q1 due to a distemper virus outbreak affecting raccoons and skunks, alongside concerns about the potential impact of bird flu on the municipality. Consequently, the wildlife care and control budget for 2024 was exhausted in Q1, resulting in a slight overage. In contrast, Q1 of 2025 saw only two calls regarding sick or injured raccoons and no reported cases of birds with flu-like symptoms, avoiding any budget overages and ensuring community safety.

Additionally, in Q4 2024 and Q1 2025, the animal shelter successfully adopted dogs and cats that had been in its care for over 100 days. For the first time in four years, staff are managing reduced numbers of animals, maintaining veterinary care costs and operational expenses at manageable levels. While the challenges associated with “Covid Puppies” appear to be subsiding, five abandoned or stray dogs were taken into care in the last week, increasing the shelter’s dog population from one to five. The number of cats and kittens remains low but is expected to rise during the spring and summer months.

This report also outlines phone calls, emails, and inquiries related to by-law and animal control, as well as shelter operations, including staff visits to veterinarians, animal pickups, and public visits for adoptions and claims. Charts 1–4 provide data on emails, calls, investigations, and licensing inspections conducted by the By-Law and Animal Services Department.

Chart 1 – By-Law Enforcement and Animal Services Q1 Phone Statistics + Emails

This chart identifies the number of emails and phone calls received and responded to by staff for By-Law enforcement and Animal Services.

Type	Q1 2025	Q1 2024	Q1 2023
Parking	162	120	84
Property Standards	26	25	30
Building/Public Works	6	5	13
Fireworks/ Illegal Burn	0	1	2
Other Depts / Council	40	54	32
Noise	65* 18	39	85
Nuisance	1	2	5
Zoning	4	1	7
Animal Related	31	66	34
Fence	1	0	2
Licensing	2	2	12
Other	58	59	59

The asterisk under the Noise heading and the inclusion of 2 numbers is explained as follows: The number 65* refers to noise complaint’s that were deemed to be frivolous and vexatious under the Enforcement Policy but are tracked and monitored by staff on a continuous basis. The second number in the Noise heading, 18, refers to phone calls and emails that were deemed valid. These calls were also handled administratively and if a service call was required for any of the 18 complaints, the number of service calls can be found in Chart 3 in this report.

Chart 2 – Phone and Email Statistics/Service Calls – Dench Animal Shelter Q1

This chart identifies the number of emails and phone calls received and responded to by staff at the Dench Animal Shelter

Phone Call Type	Q1 2025	Q1 2024	Q1 2023
Adoptions	72	82	48
Wildlife Injured	6	45	2
Dog/Cat At large	8	10	13
Feral Cats	2	17	9
Lost/Found Pets	28	16	10
Barking	2	0	0
Surrenders	8	6	15
PAWS	0	4	3
Donations	18	12	20
Animal Interference / Bite	1	3	2
Vet	5	4	2
Other	32	37	27
Emails	227	337	247

Chart 3– Service Calls Attended By-Law Enforcement and Animal Services Q1

This chart identifies the number of cases and investigations, and animal rescue/welfare calls received and responded to by staff for By-Law enforcement and Animal Services.

Call Type	Q1 2025	Q1 2024	Q1 2023
Parking Infractions	167	136	177
Parking Other	3	17	2
Property Standards	6	9	14
Fireworks	0	0	0
Illegal Burn	0	1	2

Noise	18	39	48
Nuisance	0	2	2
Animal Services (General)	21	22	67
Wildlife Injured/Abandoned	1	68	2
Animal Dog Bite/Animal Attack	1	22	3
Zoning	3	1	2
Other	9	13	14

Chart 4 – Licenses – Inspected and Issued Q1 2024

This chart identifies the number of License Inspections completed by staff in the By-Law and Animal Services Department

Licensing	Q1 2025	Q1 2024	Q1 2023
Breeding and Boarding Kennels	1	2	2
Doggie Day Care	0	1	0
Campgrounds	0	0	0
Taxi/Limo	0	0	0
Wrecking Yards	2	2	2

Fines/Charges/Court Updates Q1 2025

By-Law: Animal Control
Charge/s: Dog interference x 1
Status: TBD June 2025

By-Law: Animal Control
Charge/s: Barking/Noise x 1
Status: TBD Spring 2025

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 27th, 2025

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

By-Law: Noise
Charge: Unnecessary Noise x 3
Status: May 27th, Trial

23 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.

Orders of Compliance Issued

By-Law	Offence	Number of Orders Issued
Animal Control	Muzzle/Restraint	3
Animal Control	Restraint	1
Property Standards	External – trees, drainage, structural	5
Property Standards	Internal – Landlord Tenant	5

4.0 Related Policies / Procedures

N/A

5.0 Financial / Budget Assessment

There are no significant budgetary concerns for Q1 2025. Allocations for By-Law and Animal Services, the Animal Shelter, and Traffic Control remained within anticipated levels, although wildlife care and control expenses showed a notable decrease compared to Q1 2024. Several cases and investigations have led to charges being laid, resulting in increased legal expenses. The Municipality has incurred legal costs of \$2,319.78 from the By-Law and Animal Services Department during Q1 2025. It is expected that legal expenses will continue to rise due to ongoing court cases involving charges for non-compliance with various Municipal By-Laws.

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 Q1 has shown typical and expected results in all sectors except for a decrease for wildlife care and control calls. It is expected that a general increase in all sectors will occur during the Q2 to Q4 due to warmer weather and increase to local population from tourism.

9.0 Recommendation

BE IT RESOLVED THAT By-Law and Animal Services Division Q1 Report 2025-PS-006 be received for information.