



Corporation of the Township of Brock

Staff Report to the Members of Council

From: Sarah Jones

Position: Supervisor By-Law Enforcement and Animal Services

Title / Subject: By-Law and Animal Services Division Q2 Report 2025

Date of Meeting: September 8, 2025

Report No: 2025-PS-009

1.0 Issue / Origin

The Supervisor of By-Law and Animal Services is responsible for preparing and presenting quarterly reports to Council on by-law enforcement and animal service responses.

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 second quarter (Q2) report, covering the period from April 1, 2025, to June 30, 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 second 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 Department did see an increase in property standards calls related to dead, dying and dangerous trees resulting in an increase in orders of compliance and clean-ups which has extended into Q3. This increase can be explained by the harsh winter and early spring ice storm. Parking enforcement remains active but efforts by enforcement officers in providing education, along with updates to signage in areas of the Municipality, and fines where applicable, have had a positive effect on compliance, especially in area's that were formerly known to be an issue.

Animal Services has remained busy with dog interference calls and off leash complaints, though the number of abandoned dogs and cats has decreased since Q1 and the year prior. Calls for wildlife care and control were at lower levels than expected for the Q2 period, though early in Q3 the numbers have increased, not due to disease but for injuries on roadways and abandoned young. There have been no reported cases of bird flu, raccoon/canine distemper, mange or rabies. The number of dogs and cats at the shelter were at manageable levels in Q2, with many successful adoptions and rescues. A slight increase in the number of cats and kittens in late Q2, extending into Q3 have been noted but, to be expected at this time of year.

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 through 4 provide data on emails, calls, investigations, and licensing inspections conducted by the By-Law and Animal Services Department.

Chart 1 identifies the number of emails and phone calls received and responded to by By-Law and Animal Services.

Chart 1 – By-Law Enforcement and Animal Services Q2 2025 Phone Statistics + Emails

Type	Q2 2025	Q2 2024	Q2 2023
Parking	68	162	111
Property Standards	123	114	99
Building/Public Works	5	2	22
Fireworks/ Illegal Burn	9	7	7
Other Depts / Council	57	40	n/a
Noise	*215 12	157	104
Nuisance	4	7	9
Zoning	3	18	6
Animal Related	41	62	47
Fence	4	2	3
Licensing	7	12	9
Other	50	61	93

Chart 2 identifies the number of emails and phone calls received and responded to by staff (Animal Services) at the Dench Animal Shelter.

Chart 2 – Phone and Email Statistics/Service Calls – Dench Animal Shelter Q2 2025

Phone Call Type	Q2 2025	Q2 2024	Q2 2023
Adoptions	66	51	50
Wildlife Injured	23	28	14
Dog/Cat At large	9	22	8
Feral Cats	5	4	11
Lost/Found Pets	22	40	27
Barking	1	2	0
Surrenders	19	15	13
PAWS	3	1	3
Donations	21	15	15
Animal Interference / Bite	1	1	2
Vet	3	5	14
Other	29	40	28
Emails	332	345	283

Chart 3 identifies the number of cases and investigations, and animal rescue/welfare calls received and responded to by By-Law enforcement and Animal Services.

Chart 3– Service Calls Attended By-Law Enforcement and Animal Services Q2 2025

Call Type	Q2 2025	Q2 2024	Q2 2023
Parking Infractions	71	96	173
Parking Other	4	31	8
Property Standards	44	46	26
Boulevard	1	n/a	n/a
Fireworks	2	1	5
Illegal Burn	3	1	6
Noise	19	55	49
Nuisance	2	6	12
Animal Services (General)	29	29	61
Wildlife Injured/Abandoned	10	26	16
Animal Dog Bite/Animal Attack	1	1	1
Zoning	3	16	5
Other	15	12	26

Chart 4 identifies the number of License Inspections completed by staff in the By-Law and Animal Services Department.

Chart 4 – Licenses – Inspected and Issued Q2 2025

Licensing	Q2 2025	Q2 2024	Q2 2023
Breeding and Boarding Kennels	11	8	8
Doggie Day Care	0	0	1
Campgrounds	3	3	3
Taxi/Limo	0	0	0
Wrecking Yards	0	0	0
Prohibited Animal License (Exotic)	0	0	0

Fines/Charges/Court Updates Q2 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 27, 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 27, Trial

17 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 Q2

The following chart provides the total number of orders of compliance issued under various Township of Brock By-Laws in the Q2 period. Orders of compliance are tools provided within a bylaw to provide the property owner with an opportunity to meet compliance by a certain date and time. Failure to comply with an order may result in charges, fines against the property owner and may also include an invoice for any costs associated by the Township to bring the property under full compliance.

By-Law	Offence	Number of Orders Issued
Animal Control	Muzzle/Restraint	1
Animal Control	Restraint Only	1
Animal Control	Any	2

Property Standards	External – trees, drainage, structural	16
Property Standards	Internal – Landlord Tenant	2
Zoning	Zoning Violation	2
Other By-Laws	By-Laws	1

Parking Statistics Court (Unpaid Parking Fines) Q1 and Q2

The following chart relates to the total number of unpaid parking infractions that were not paid within 15 days of issue. After 15 days of non-payment, a Notice of Conviction is sent by the Township to the Owner providing another 15-30 to pay the set fine amount. If no fee is paid within the specified time frame the infraction notice is sent to the Durham Region Court for further processing which may include a certified registered conviction. Any certified registered conviction that remains unpaid, will result in plate renewal denial.

Unpaid Parking Infractions	Q1 2025	Q2 2025
Notice of Conviction (pre-conviction)	73	28
Certified Registered Convictions	43	14

4.0 Related Policies / Procedures

N/A

5.0 Financial / Budget Assessment

There are no significant budgetary concerns for Q2 2025 in By-Law and Animal Services.

Several cases and investigations have led to charges being laid, resulting in increased legal expenses. The Municipality has incurred legal costs of \$2,106.90 from the By-Law and Animal Services Department during Q2 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.

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 Q2 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 Q3 due to warmer weather and increase to local population from tourism.

9.0 Recommendation

BE IT RESOLVED THAT By-Law and Animal Services Division Q2 Report 2025-PS-009 be received for information.