



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 Q3 Report 2025

Date of Meeting: November 24, 2025

Report No: 2025-PS-015

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 third quarter (Q3) report, covering the period from July 1st, 2025, to Sept 30th, 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 third quarter of 2025, the By-Law and Animal Services Department responded to increased calls related to by-law enforcement and animal welfare. Notable trends include:

Property Standards & Zoning: Calls rose significantly, largely due to ongoing issues stemming from the ice storm. Many property owners failed to remove dead, dying, or hazardous trees, prompting the Municipality to initiate contractor-led cleanups at the owners' expense under the property standards by-law. Staff have also noted an increase in calls regarding zoning violations.

Noise and Nuisance: Though the overall number of noise calls have decreased, staff have been actively involved and have issued charges with respect to noise emanating from industrial and or construction sites. In addition, nuisance calls have increased with respect to ATVs and dirt bikes, many by persons underage and causing damage and safety issues within Municipal Parks and roadways. Staff continue to work closely with the DRPS to address these concerns.

Animal Services & Shelter Activity: The Dench Animal Shelter experienced a rise in intake, with most animals unclaimed and entering the adoption process. Both dog and cat admissions increased, with a continued trend of abandoned, untrained dogs—a challenge shared by other municipalities. While education and enforcement efforts have helped reduce off-leash and interference incidents, by-law violations persist among some residents. With respect to wildlife concerns and public health, no cases of bird flu, raccoon/canine distemper, mange, or rabies were reported during this period. Any dog/cat exposures due to bites within the Municipality have been reported as required to Durham Region Public Health to ensure proper process regarding quarantine of animals for rabies.

The report 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.

4.0 Related Policies / Procedures

Chart 1 – By-Law Enforcement and Animal Services Q3 2025 Phone Statistics + Emails

Type	Q3 2025	Q3 2024	Q3 2023
Parking	79	140	174
Property Standards	93	118	158
Building/Public Works	11	3	21
Fireworks/ Illegal Burn	8	5	6
Other Depts / Council	42	51	n/a
Noise	59	110	137
Nuisance	12	5	10
Zoning	11	12	8
Animal Related	65	45	73
Fence	1	0	2
Licensing	2	3	6
Other	48	74	81

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

Chart 2 – Phone and Email Statistics/Service Calls – Dench Animal Shelter Q3 2025

Phone Call Type	Q3 2025	Q3 2024	Q3 2023
Adoptions	49	85	96
Wildlife Injured	10	11	28
Dog/Cat At large	12	15	29
Feral Cats	9	8	22
Lost/Found Pets	19	27	37
Barking	1	3	2
Surrenders	10	4	29
PAWS	2	1	1
Donations	10	16	15
Animal Interference / Bite	3	1	5
Vet	4	3	15
Other	24	29	59
Emails/Phone calls	392	386	686

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

Chart 3– Service Calls Attended By-Law Enforcement and Animal Services Q3 2025

Call Type	Q3 2025	Q3 2024	Q3 2023
Parking Infractions	48	81	174
Parking Other	3	2	9
Property Standards	45	39	45
Boulevard	0	0	n/a

Fireworks	4	0	2
Illegal Burn	2	2	1
Noise	31	29	61
Nuisance	6	2	9
Animal Services (General)	32	19	67
Wildlife Injured/Abandoned	6	9	28
Animal Dog Bite/Animal Attack	4	1	5
Zoning	9	8	8
Other	13	9	17

Cart 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 4 – Licenses – Inspected and Issued Q3 2025

Licensing	Q3 2025	Q3 2024	Q3 2023
Breeding and Boarding Kennels	0	0	0
Doggie Day Care	0	0	0
Campgrounds	0	0	0
Taxi/Limo	0	0	0
Wrecking Yards	0	0	0
Prohibited Animal License (Exotic)	0	1	0

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

Fines/Charges/Court Updates Q3 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

12 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 Q3

By-Law	Offence	Number of Orders Issued
Animal Control	Muzzle/Restraint	2
Animal Control	Restraint Only	0
Animal Control	Any	1
Property Standards	External – trees, drainage, structural	15
Property Standards	Internal – Landlord Tenant	4
Zoning	Zoning Violation	3
Other By-Laws	By-Laws	2

The chart above provides the total number of orders of compliance issued under various Township of Brock By-Laws in the Q3 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.

Parking Statistics Court (Unpaid Parking Fines) Q1, Q2, Q3

	Q1 2025	Q2 2025	Q3 2025
Notice of Conviction (pre-conviction)	73	28	17
Certified Registered Convictions	43	14	5

The chart above 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.

5.0 Financial / Budget Assessment

There are no significant budgetary concerns for Q3 2025 in By-Law and Animal Services.

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 expected results in all sectors.

9.0 Recommendation

BE IT RESOLVED THAT By-Law and Animal Services Division Q3 Report 2025-PS-015 be received for information.