



## Corporation of the Township of Brock

### Staff Report to the Members of Council

**From:** Sarah Jones

**Position:** Manager By-Law and Animal Services

**Title / Subject:** By-Law and Animal Services Division Q4 Report 2025

**Date of Meeting:** February 23, 2026

**Report No:** 2026-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 1st to December 31st, 2025, and compiles all quarterly reports for an end-of-year tally. 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 2025, the By-Law and Animal Services Department managed a consistent level of by-law and animal-related service demands. While several categories reflected typical seasonal declines, others saw increases influenced by winter conditions and year-end trends.

**Property Standards & Zoning:** Property Standards calls decreased as outdoor activity slowed; however, staff addressed several outstanding issues and issued multiple Orders of Compliance for drainage, structural concerns, and hazardous exterior conditions. Zoning activity remained steady, with staff continuing to investigate unpermitted land use and occupancy concerns.

**Noise and Nuisance:** Noise complaints declined in alignment with reduced outdoor and construction activity, though staff continued to address calls involving industrial or commercial sources. Nuisance issues, particularly ATVs and dirt bikes in Municipal Parks and along roadways remained an ongoing concern, prompting continued coordination with DRPS.

Animal Services & Shelter: The Dench Animal Shelter experienced its highest administrative demand of the year, with increased emails, lost and found pet reports, surrenders, and veterinary-related visits. Wildlife concerns dropped significantly, with no injured wildlife admissions or public-health cases. Bite exposures were referred to Durham Region Public Health, with appropriate enforcement under animal control by-law. Shelter operations remained steady, and capacity improved from high volume at the start of the quarter to low occupancy by year-end.

By-Law Enforcement & Licensing: Field enforcement activity remained consistent, with parking enforcement increasing due to winter restrictions and seasonal complaint patterns. Licensing inspections continued as required, including kennels, campgrounds, and prohibited animals.

Charts 1–4 included in the Q4 report detail call volumes, email statistics, service calls attended, and licensing inspections completed by the Department. These tables outline the distribution of inquiries, enforcement activity, investigations, and shelter administrative workload throughout the quarter, providing a clear summary of both operational demands and service trends.

**Chart 1 – By-Law Enforcement and Animal Services Q4 Phone Statistics + Emails**

Type	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Total 2025	Total 2024
Parking	162	68	79	50	359	543
Property Standards	26	123	93	44	286	306
Building/Public Works	6	5	11	4	26	12
Fireworks/ Illegal Burn	0	9	8	12	29	14
Other Depts / Council	40	57	42	48	187	193
Noise	65* 18	*215 12	59	21	*280 110	447
Nuisance	1	4	12	6	23	20
Zoning	4	3	11	10	28	40
Animal Related	31	41	65	42	179	214
Fence	1	4	1	0	6	3
Licensing	2	7	2	2	13	20
Other	58	50	48	13	169	248

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 Q4**

Phone Call Type	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Total 2025	Total 2024
Adoptions	72	66	49	59	246	314
Wildlife Injured	6	23	10	0	39	92
Dog/Cat At large	8	9	12	7	36	56
Feral Cats	2	5	9	6		45
Lost/Found Pets	28	22	19	37	106	118
Barking	2	1	1	0	4	7
Surrenders	8	19	10	21	58	39
PAWS	0	3	2	0	5	14
Donations	18	21	10	13	62	67
Animal Interference / Bite	1	1	3	2	7	9
Vet	5	3	4	10	22	19
Other	32	29	24	23	108	135
Emails	227	332	392	468	1419	1359

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 Q4**

Call Type	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Total 2025	Total 2024
Parking Infractions	167	71	48	69	355	389
Parking Other	3	4	3	1	11	55
Property Standards	6	44	45	15	110	112
Boulevard	0	1	0	3	4	
Fireworks	0	2	4	0	6	1
Illegal Burn	0	3	2	0	5	5

Noise	18	19	31	13	81	149
Nuisance	0	2	6	3	18	14
Animal Services (General)	21	29	32	18	100	87
Wildlife Injured/Abandoned	1	10	6	0	17	111
Animal Dog Bite/Animal Attack	1	1	4	2	8	25
Zoning	3	3	9	6	21	34
Other	9	15	13	19	56	42

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 4 – Licenses – Inspected and Issued Q4 2025**

Licensing	Q1 2025	Q2 2025	Q3 2024	Q4 2024	Total 2025	Total 2024
Breeding and Boarding Kennels	1	11	0	0	12	10
Doggie Day Care	0	0	0	0	0	2
Campgrounds	0	3	0	0	3	3
Taxi/Limo	0	0	0	0	0	0
Wrecking Yards	2	0	0	0	2	2
Prohibited Animal License (Exotic)	0	0	0	1	0	1

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

**Court Updates Q4 2025**

By-Law: Noise  
 Charges: Part 3 – multiple  
 Current: February 10<sup>th</sup> – Disclosure

By-Law: Noise  
 Charges: Part 3 - multiple  
 Current: To be spoken to Feb 10<sup>th</sup>

By-Law: Animal Control  
 Charges: At large / interference  
 Current: Spring 2026 TBD

There were 23 Warning Notices issued by By-law and Animal Services staff during Q4.

## Orders of Compliance Issued Q4 2025

By-Law	Offence	Number of Orders Issued
Animal Control	Muzzle/Restraint	1
Animal Control	Restraint Only	0
Animal Control	Any	0
Property Standards	External – trees, drainage, structural	8
Property Standards	Internal – Landlord Tenant	1
Zoning	Zoning Violation	1
Other By-Laws	By-Laws	1

The chart above provides the total number of orders of compliance issued under various Township of Brock By-Laws in the Q4 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 and 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, Q4

	Q1 2025	Q2 2025	Q3 2025	Q4 2025
Notice of Conviction (pre-conviction)	73	28	17	30
Certified Registered Convictions	43	17	7	15

The chart above relates to the total number of 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 period 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.

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

N/A

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

There have been no significant budgetary concerns during the Q4 period. Budgetary allocations for By-Law enforcement and traffic control remained within anticipated levels. An increase in revenue was noted in POA, a result of sending unpaid parking infractions to court.

### **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**

Overall, activity within the By-Law and Animal Services Division during the fourth quarter of 2025 reflected expected seasonal trends, with decreases in several by-law categories and continued steady demand for animal-related services. The Dench Animal Shelter moved from over-capacity to a more manageable occupancy level, supported by increased public engagement and successful adoption efforts. Parking enforcement, surrender activity, and lost-and-found pet calls saw noticeable increases consistent with winter conditions and holiday-season patterns. Staff continued to issue Orders of Compliance where necessary and maintained strong collaboration with partner agencies to address nuisance, safety, and public welfare concerns. The Division remains committed to providing responsive, effective service to residents and concludes the year with stable operations and no significant budgetary concerns.

## **9.0 Recommendation**

That Council receive By-Law and Animal Services Division Q4 Report 2025 **2026-PS-003** for information.