



## 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 Control**

**Title / Subject: By-Law and Animal Control Division Statistics for Q2- 2022**

**Date of Report: July 12, 2022**

**Date of Meeting: July 25, 2022**

**Report No: 2022-PS-007**

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#### 1.0 Issue / Origin

The Supervisor of By-Law Enforcement and Animal Control is responsible for preparing and presenting quarterly reports.

#### 2.0 Background

Council has requested quarterly reporting on the activities of the By-Law Enforcement and Animal Control Division. The statistics for the quarterly report are generated, but not limited to computer systems used, including FirePro for Bylaw related matters, and Shelter Buddy -for (Animal Control and Animal Shelter related matters.

#### 3.0 Analysis

In the 2nd quarter of 2022 the Township of Brock By-Law Enforcement and Animal Control Division responded to just over 500 incidents/investigations in both by-law enforcement and animal control. As expected, the warmer temperatures increased the volume of calls received for animal incidents and property standards. This Q2 report also includes phone calls, emails and inquiries for both bylaw and animal control related calls and the animal shelter which includes but is not limited to; staff visits to veterinarian and animal pickups, and transfers and visits by the public to the shelter for adoptions, animal claims etc.

### **Chart 1 – By-Law Department Q2 2022 – emails and visitors**

#### **Emails / Visitors By-Law Department**

	<b>Emails</b>	<b>Visitors</b>
<b>April</b>	126	1
<b>May</b>	191	0
<b>June</b>	188	1
<b>Q2</b>	505	2
<b>Q1</b>	209	0

### **Chart 2 – By-Law Phone Statistics Q2 - 2022**

<b>Call Type</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>Q2</b>	<b>Q1 (comparison)</b>
<b>Parking</b>	16	34	39	<b>89</b>	<b>76</b>
<b>Property Standards</b>	13	33	30	<b>76</b>	<b>34</b>
<b>Fireworks</b>	0	5	3	<b>8</b>	-
<b>Illegal Burn</b>			2	<b>2</b>	-
<b>Noise</b>	23	35	25	<b>58</b>	<b>11</b>
<b>ATV/Snowmobile</b>	2	2	9		<b>1</b>
<b>Nuisance</b>	0	0	0	<b>0</b>	<b>0</b>
<b>STR specific</b>	11	11	9	<b>31</b>	<b>1</b>
<b>Snow removal</b>	0	0	0	<b>0</b>	<b>5</b>
<b>Zoning</b>	0	3	1	<b>4</b>	-
<b>Animal Control</b>	14	16	53	<b>83</b>	-
<b>Fence</b>	0	2	1	<b>3</b>	<b>2</b>
<b>Licensing</b>	4	8	0	<b>12</b>	<b>0</b>
<b>Other</b>	44	41	50	<b>135</b>	<b>64</b>

### **Chart 3 - Emails / Visitors to Dench Animal Shelter Q2-2022**

	<b>Emails</b>	<b>Visitors</b>
<b>April</b>	75	22
<b>May</b>	94	33
<b>June</b>	178	24
<b>Q2</b>	347	79
<b>Q1</b>	245	66

**Chart 4 - Phone Statistics – Dench Animal Shelter Q2-2022**

Call Type	APRIL	MAY	JUNE	Q2	Q1 (comparison)
Adoptions	18	34	33	85	86
Wildlife Injured	0	0	9	21	5
Wildlife Nuisance	0	0	0	0	4
Dog/Cat At large	17	10	10	37	39
Lost/Found Pets	8	10	21	39	21
Barking	0	10	17	27	0
Surrenders	15	5	8	28	18
PAWS	3	3	1	7	18
Donations	7	3	3	13	20
Animal Attack/Bites	1	4	34	39	4
Vet visits	4	6	23	33	21
Other	29	9	19	57	32

**Chart 5 – Calls Attended By-Law Department Q2-2022**

Call Type	APRIL	MAY	JUNE	Q2	Q1 (comparison)
Parking	16	34	39	89	76
Property Standards	5	16	19	40	9
Fireworks	0	5	3	8	-
Illegal Burn	0	0	2	2	-
Noise	12	18	20	50	11
ATV/Snowmobile	1	3	9	13	1
Nuisance	0	0	0	0	0
STR specific	11	11	9	31	1
Snow removal	0	0	0	0	5
Animal Control	14	16	53*	83	99
Animal Dog Bite/Animal Attack	1	4	14	19	-
Fence	0	2	1	3	2
Licensing	4	8	0	12	0
Other	44	41	50	135	64

\* Total includes Animal Bite Investigations

Licensing	APRIL	MAY	JUNE	Q2	Q1
Breeding and Boarding Kennels	1	5	6	12	0
Doggie Day Care	0	1	1	2	0
Dog Tags					
Campgrounds	0	3	0	3	
Taxi/Limo	0	0	0	0	0
Wrecking Yards				0	1

**Chart 6 – Calls Attended Animal Control - Q2 2022**

Call Type	APRIL	MAY	JUNE	Q2	Q1 (comparison)
Wildlife Injured	0	0	9	9	5
Dog/Cat At large	17	10	10	37	39
Lost/Found Pets	8	10	21	39	21
Barking	0	10	17	27	0
Vet visits	4	6	23	33	21
Other	29	9	19	57	32

**Chart 7 - STR Specific Investigations Compared with Non STR Investigations**

	NOISE	NUSIANCE	FIREWORKS	BURN
May (STR)	6	0	5	1
May (Non STR)	12	0	0	0
June (STR)	9	0	3	0
June (Non STR)	11	0	0	1
Total # of cases	38	0	8	2

Charts 1-4 identify the amount of emails, calls, visitors to the animal shelter, for animal control and for by-law and includes the activity of the animal shelter employees in day to day operations. Increases from Q1 are noted in the following areas: Property Standards, Fireworks, Noise, ATV, Animal Bites and barking. Most of these increases are expected in the Spring and Summer months, especially fireworks and noise. One item to note is the increase in complaints regarding ATVs being driven

contrary to the bylaw and in an unsafe manner and the increase in the amount of these types of vehicles, has opened discussion about whether the bylaw is effective in its current form.

Chart 5 and Chart 6 detail investigations/cases that the bylaw and animal control staff have investigated or are currently investigating in Q2. The increases in the amount of calls for certain bylaws are not unexpected however, the lack of calls regarding party houses or short-term rental properties is a surprise. Most noise calls are occurring in residential areas, not the lakefront and some investigations have resulted in fines issued. Of note, two short term rental properties have resulted in consistent concerns and complaints and where evidence has supported the complaints, the result will be charges under the Noise and or Nuisance By-Laws. Calls involving the illegal discharge of fireworks have been consistent prior to, during and shortly after each long weekend and the fire department has asked for this information to be supplied for follow up by Fire Prevention. It is important to note that some of the increases in calls regarding noise and dog bites are the result of multiple residents or one resident contacting the Department constantly for the same issue or for issues that do not meet the threshold of a violation. These calls have been challenging for staff and have resulted in large blocks of time required for meetings, preparation of Crown Briefs, and follow up investigations. The challenge for Bylaw officers has been the inability for those complaining to provide detailed information or addresses.

Chart 7 identifies the number of calls investigated specifically related to known short-term rental properties. The Phase 1 – STR Enforcement commenced on May 19<sup>th</sup>, 2022 and four Township By-Laws; Noise By-law, Nuisance By-Law, Fireworks and Burn By-law were all enhanced or written in order to assist By-Law Enforcement Officers by providing them tools to address by-law infractions related to and unrelated to short-term rental properties.

The chart provides the total number of complaints received and investigated with regard to the four by-laws previously mentioned where they specifically related to a known short-term rental or party house. The chart compares these totals with the total number of complaints received and investigated related to the four by-laws that are unrelated to short-term rental properties or party houses.

With respect to charges resulting from one of the four by-laws in relation to a short-term rental or party house property, Part 3 charges are being prepared under the Township of Brock Noise Bylaw. Charges or fines issued under the Burn Bylaw or Fireworks Bylaw are being investigated and handled by the Fire Department with the assistance of the By-Law Department and to date no Part 1 or Part 3 charges have been laid after the result of investigations into these matters.

Officers continue to conduct parking sweeps 7 days a week and late in the night on weekends. Some of the parking complaints can be linked to short-term rental properties and tickets were issued when an offence was found committing either due to an official complaint or via patrols. Additional calls involving two STR's were also received during this time period about improper disposal of garbage. Both were addressed without incident.

During Q2, bylaw and animal control staff conducted the annual licensing of Breeding and Boarding Kennels, Doggie Day Cares, Wrecking Yards, Campgrounds and Trailer Parks, Prohibited Animals and any other licensing requests as required. There are only a few outstanding licensing investigations to complete for the year and they will be completed early in Q3.

Of note in Q2, the By-Law and Animal Control Division had two appeals under the property standards bylaw, in which the orders issued were upheld by the committee. Further several properties were

issued clean up orders and staff have completed a number which will be billed back to the property owners (i.e.: grass cutting, garbage cleanup). Further, in Q2, the following fines/charges were issued:

Part 1 – Noise Violation – May 2022 – currently before the courts

Part 1 x 2 – Animal Control Bylaw – June 2022 (muzzle, interference/bite)

Fines/Charges issued in Q1 are all still before the court and no updates have yet been provided to the Township. These charges are as follows: Part 1 – Noise x 2, Part 1 – Animal Control failure to follow muzzle order – Part 1 x 2 – Animal Control – Dog at large. It should be noted that the Provincial Courts are backed up and it will take time unless the accused pleads guilty to the charge. It is also important to note that By-Law staff also have pending charges under noise and or nuisance, which will be completed by a Part 3 (more than one infraction same address over a period) in Q3. In addition, in Q2 resulting from an investigation in Q1, one charge under the Dog Owner's Liability Act are also pending and will be recorded on Q1.

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

None

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

Dog tag sales for the six months ending June 2022 was \$3,310 compared to the 2022 annual budget of \$6,000. In comparison, sales were \$3,195 for the same period in 2021 compared to the 2023 budget of \$8,000.

#### **6.0 Climate Change Impacts**

None

#### **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 Q2-2022 has shown a marked increase in the amount of calls in animal control, by-law and at the shelter, which is expected during the summer months. For the animal shelter, kitten season is in full swing and for the by-law department an increase in the population in the summer in Brock naturally results in more frequent calls with respect to noise, parking, litter, parking and due to the natural growing season an increase in external property standards calls. Though it was expected that there would be an increase in bylaw investigations related to Short-Term Rentals due to amended bylaws and the introduction of the new public Nuisance By-law, results indicate very low numbers of calls related specifically to STR properties.

#### **9.0 Recommendation**

BE IT RESOLVED THAT Report 2022-PS-007 entitled "By-Law Division Statistics Q2 Report - 2022, be received for information