

COMMUNITY and DEVELOPMENT SERVICES DEPARTMENT

(Formerly the Planning and Economic Development Department)

**2018 Fourth Quarter Activity Report and
Annual Summary (excluding Emergency Services)
(October 1 - December 31)**



BUILDING and MUNICIPAL ENFORCEMENT SERVICES

CORPORATE PURPOSE:

- To deliver statutory building permitting and inspection services for construction activity.
- To achieve compliance with municipal by-laws.
- To manage third party contracts relating to animal control, tree conservation and crossing guards.

2018 QUARTERLY REPORT

(October 1 to December 31)

Area – Building Division	2018	2017	2016	2015
Building Permits Issued	193	370	297	151
Construction Value	\$26,689,357	\$55,096,968	\$29,514,828	\$9,625,284
Number of Inspections	1,334	1,941	935	920
Permit Fees	\$708,718	\$2,916,583	\$1,126,638	\$765,915.52
Charges Laid	1	0	N/A	N/A
Area – By-law Division	2018	2017	2016	2015
Parking Tickets Paid	45	82	0	11
Parking Tickets Challenged/ Trials	3	1	3	1
* By-law Activities (actions required to manage complaints)	1,061	1,699	1,251	547
By-law Inquiries	206	453	132	80
By-law Complaints	216	264	150	151
By-law Complaints Closed	154	295	209	142
Charges Laid	0	1	0	1

➤ 2016 - Includes permits for Avalon Empire Communities construction value \$13,781,409.

* Reported numbers are based on a new reporting system. Numbers may vary from previously reported numbers.

2018 QUARTERLY BUILDING ACTIVITY REPORT

(October 1 to December 31)

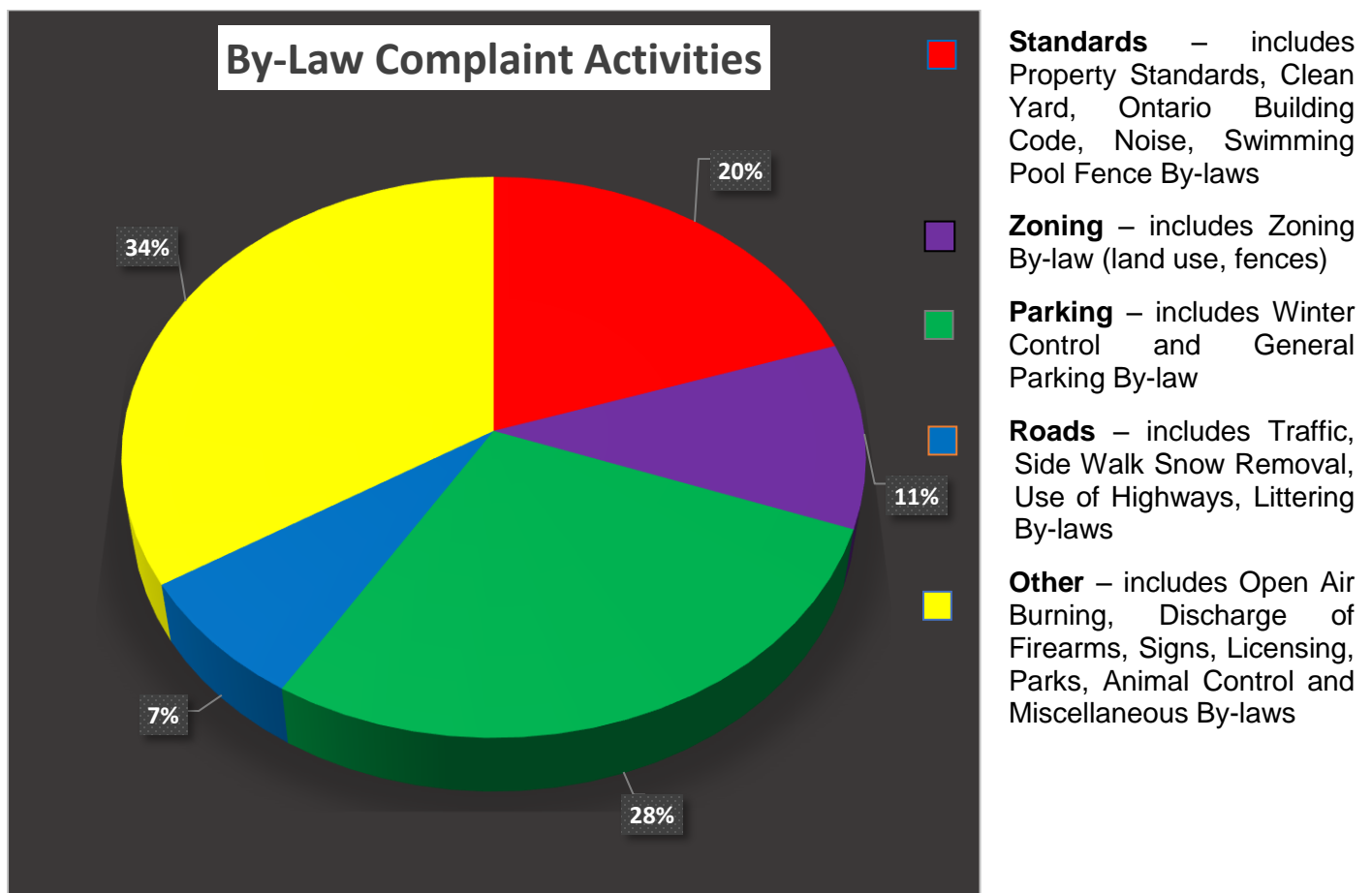
	2018 Oct - Dec	2018 Year to Date	2017 Oct - Dec	2017 Year to Date	2016 Oct - Dec	2016 Year to Date
New Construction						
Total estimated value of construction (includes plumbing permits)	\$26,689,357	\$99,658,677	\$56,096,968	\$178,013,919	\$29,514,828	\$90,934,997
Types of Permits Issued						
Single Family Dwelling – New	33	153	160	508	102	224
Single Family Dwelling – Additions	15	63	7	48	9	75
Single Family Dwelling – Alterations	9	63	15	94	17	72
Single Family Dwelling – Demolition	5	16	6	27	2	23
Multiple Residential Units – New	4	15	7	22	3	7
Multiple Residential Units – Additions/Alterations / Repairs	3	6	0	2	0	4
Multiple Residential Units – Demolition	0	0	0	0	0	0
Seasonal Single Family Dwelling – New	2	5	2	13	7	19
Seasonal Single Family Dwelling – Additions / Alterations / Repairs	6	30	9	37	14	41
Seasonal Single Family Dwelling – Demolition	1	8	1	6	4	13
Accessory Structures – New	28	130	25	148	28	124
Accessory Structures – Additions / Alterations / Repairs	4	15	2	18	2	12
Accessory Structures – Demolition	0	2	2	3	2	7
Pool – New / Repairs	3	51	3	52	4	36
Septic System – New	23	103	28	150	26	103
Septic System – Alterations/ Repairs	1	20	0	8	7	22
Miscellaneous	3	55	13	172	3	54
Commercial – New	0	6	2	9	4	6
Commercial – Additions / Alterations / Repairs	2	9	2	15	3	27
Commercial – Demolition	1	2	1	1	0	6
Industrial Structures – New	2	8	0	0	0	5
Industrial Structures – Additions / Alterations / Repairs	2	4	2	7	3	5
Industrial Structures – Demolition	0	2	26	41	0	1
Institutional Structures – New	0	2	2	2	0	0
Institutional Structures – Additions / Alterations / Repairs	1	8	6	11	1	4
Institutional Structures – Demolition	1	1	0	1	0	0
Agricultural Structures – New	8	42	10	54	6	52
Agricultural Structures – Additions / Alterations / Repairs	2	12	1	14	2	10
Agricultural – Demolition	0	1	0	0	0	4
Plumbing Permits – New / Additions / Repairs	29	52	25	72	22	33
Assembly Structures – New	0	0	0	0	1	1
Assembly Structures – Additions / Alterations / Repairs	1	1	0	0	0	11
Assembly Structures – Demolition	0	0	0	0	0	0
Signs – New	2	18	13	51	23	61
Signs – Additions / Alterations / Repairs	2	4	0	0	0	0
TOTAL	193	907	370	1,586	295	1,062

COMPLAINTS BY WARD AND BY TYPE

Complaints by Ward and by Type October to December 2018							
	Standards	Zoning	Parking	Roads	* Other	4 th Quarter Total	2018 Total
Ward 1	8	8	7	2	15	40	219
Ward 2	10	8	9	2	24	53	228
Ward 3	7	3	16	3	7	36	244
Ward 4	4	3	12	4	15	38	187
Ward 5	7	0	0	0	8	15	82
Ward 6	7	1	17	5	4	34	290
Total	43	23	61	16	73	216	1,250

* Other – Data is comprised from 11 different by-laws.

BY-LAW COMPLAINT ACTIVITIES



ANNUAL PERFORMANCE MEASURES

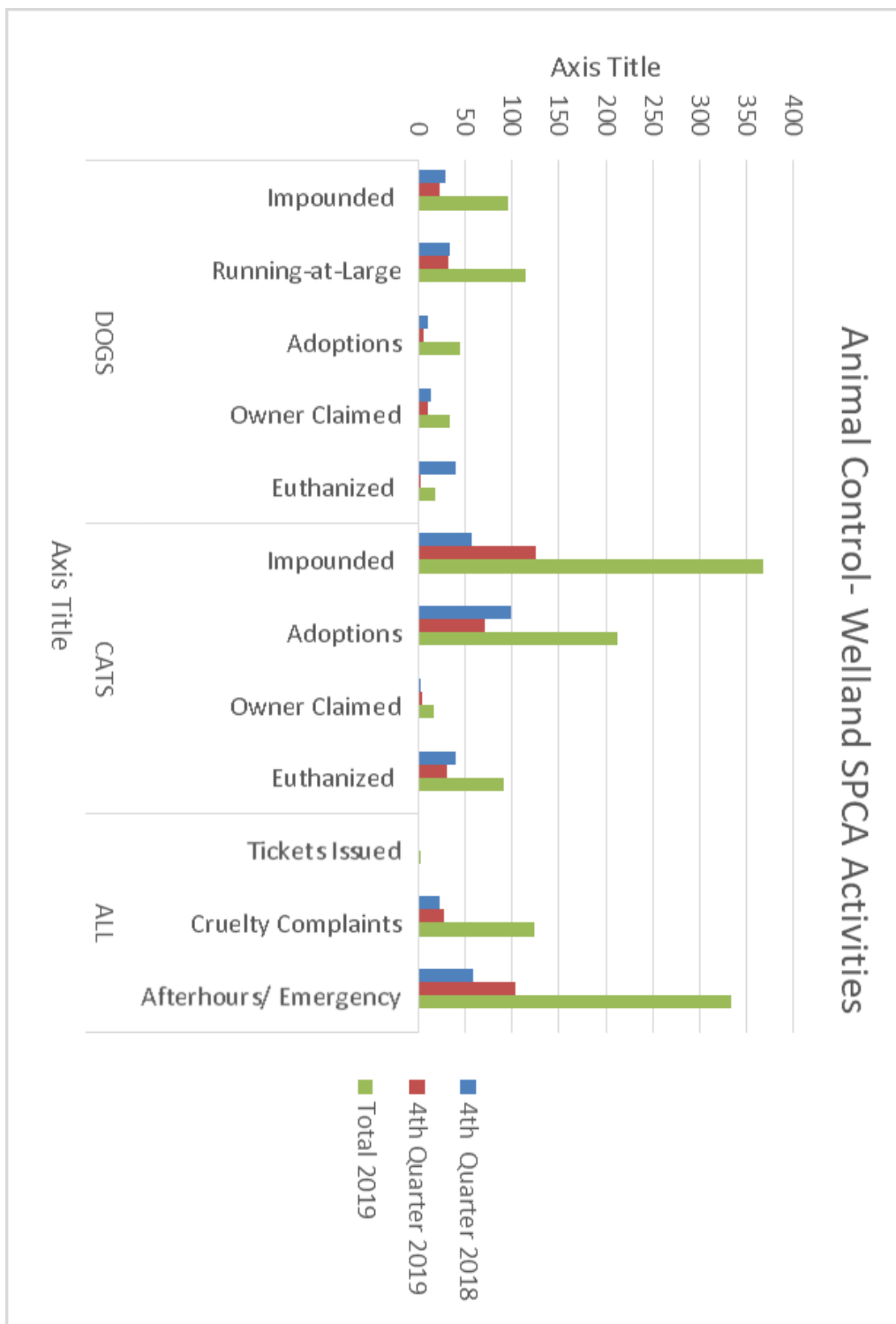
Activity Measures	2018	2017	2016
Building:			
• Number of Building Permit applications reviewed	908	1,586	1,064
• Number of Permit Inspections Undertaken	6,681	7,252	3,710
• Construction Value	\$99,658,677	\$178,013,919	\$90,934,997
By-law Enforcement:			
• Number of by-law inquiries and complaints addressed	1,954	3,035	1,989
○ Inquiries	707	1,899	1,054
○ Complaints	1,247	1,136	935
• By-law Activities(actions required to manage complaints & inquiries)*	8,304	9,032	6,257
• Number of Parking tickets issued by municipal staff	765	829	221
Efficiency Measures	2018	2017	2016
• Annual # Building Inspections/Inspector (based on 7.75 out of 10 FTE)	862	1,318	674
• % Building Permits issued in compliance with adopted Provincial Standards (see note below)	Data unavailable at time of report.	94.8%	90.5%
• % Building Permits issued in compliance with adopted Municipal Standards (see note below)	Data unavailable at time of report.	76.8%	85.5%
• % By-law inquiries and complaints addressed within 24 hours	64%	77%	82%
• % By-law complaint investigations closed within 3 days	68%	57%	66%
• % By-law complaint investigations closed	98%	98%	97%
• % By-law compliance achieved without ticketing/court action	98%	98%	97%

Notes:

*- Reported numbers are based on a new reporting system. Numbers may vary from previously reported numbers.

Performance Standard (from completed application to issuance)			
Construction Type	Provincial	Haldimand	
1	10 working days	5 working days	
2	15 working days	10 working days	
3	20 working days	15 working days	
4	30 working days	20 working days	
Type of Construction			
1. a) Part 9-7-8 (Housing) b) Accessory Structures ≤50m ² c) Tents d) Signs	2. a) Part 9 (other than Housing) b) Farm Buildings ≤600m ²	3. a) Part 3, 4, 5, 6 b) Commercial, Assembly, Industrial; and c) Others >600 m ² + exceeding 3 Storey	4. a) Post Disaster Buildings b) High Rise – Mezzanines c) Group “B” & “C” >18m above grade

ANIMAL CONTROL REPORT



COMMUNITY DEVELOPMENT and PARTNERSHIPS DIVISION

CORPORATE PURPOSE:

- To deliver recreational opportunities both directly and indirectly for Haldimand County residents and visitors.
- To facilitate community partnerships to improve the quality of life and community vibrancy in Haldimand County.

2018 QUARTERLY HIGHLIGHTS

(October 1 to December 31)

QUARTERLY STATISTICS

Description	2018 - 4Q	2017 - 4Q	2016 - 4Q
<i>Heritage & Culture</i>			
• Number of users (visitors, outreach, research) ➤ Workshops (participants)	5,169 16	3,067 0	3,127 12
• Number of volunteer hours	829	503	1,104
<i>Programs</i>			
• Skating Programs (not included public skate & adult shinny)	2,275	1,278	1,502
• Public skates	3,479	2,914	2,938
• Adult shinny	502	200	373
• Ice time utilized (prime)	91%	90%	91%
• Events processed	16	14	15
<i>Partnerships</i>			
• Number of Community Partners Engaged (Capital Projects, Community Beautification, Community Halls, Field Management, Volunteer Inquiries)	Q4: 303	Q4: 255	Q4: 256
• Number of New Community Partnership Programs (CPP) Inquiries: 5 (Caledonia BIA/Lawn Bowling Building Revitalization, Dunnville Boat Club/Waterfront Park Flag Pole Installation, Dunnville Chamber Digital Sign, Dunnville Horticultural Society Thompson Creek Heritage Tree Designation, Dunnville Lions Concession Building Rehabilitation)	Q4: 5	Q4: 7	Q4: 10
• Number of CPP – Capital Grants Projects Approved (0)	Q4: 0	Q4: 2	Q4: 2
• Number of CPP – Capital Grants Projects Completed: 3 (Canfield Sound System, Hagersville Christmas Lights, Selkirk Park Memorial Gates Rehabilitation)	Q4: 3	Q4: 2	Q4: 0

<ul style="list-style-type: none"> Capital Grants Leveraging Factor (cumulative active CPP projects as of Q4): Dunnville Horticultural Society Thompson Creek Rehabilitation, Jarvis Lions Trail Enhancement, Jarvis Lions Trail Tree Planting, Fisherville Lions/ Love Be'in Me Committee Track/Outdoor Fitness Equipment, Canfield Sound System, Hagersville Xmas Lights, Selkirk Park Memorial Gates, Caledonia Rotary Pavilion, Cayuga Seniors Parking Lot) ➤ Q4: 9 projects totaling \$463,000; HC \$272,132; Community \$190,868 	Q4: 9 3:2	Q4: 2 1:2	Q4: 0 1:3
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Heritage and Culture

- Halton District School Board student and educator exposure to Brothers In Arms Blood Brothers travelling exhibition at over 1,800 individuals; this number relates to outreach and accounts for the increase in the number of users during the 4th quarter.
- Volunteer hours have increased due to individuals that were able to spend more time at Wilson MacDonald to work specifically on the inventory project and two young adults are volunteering at Edinburgh Square as a means to gain experience in the museum/heritage field; one person has been successful in gaining employment. Numbers are expected to drop in 2019.
- Partnership with Mohawk College Radio Broadcasting students integrating class projects with Radio Days exhibition.
- Remembrance Day exhibitions and community programming relating to WW1 and 100th anniversary commemorations of the conflict, included special opening receptions, lectures by staff, (both on-site and outreach) and guest speaker presentations related to "We Will Remember Them" (Edinburgh Square), "Remembering Selkirk Hometown Heroes" (Wilson MacDonald) and "End of WW1" (HCMA), and were highly successful and well-received by the public.

Programs

- Skating Programs (not including public skate or adult shinny) have increased by 997 skaters.
- Public Skates increased by 565 skaters.
- Adult Shinny program users increased by 302 skaters. This increase is due to users having difficulty attending the daytime programming hours. This issue was addressed by offering an Adult Shinny program later in the evening at the Cayuga Memorial Arena due to its central location. This may also be attributed to free Shinny starting in Fall 2018.

Events

- In 2018, there were two new events held in the 4th quarter. In October, the Ontario Provincial Disc Golf Championship was held at LaFortune Park and in December, the Dunnville Farmers market Association hosted their first Evening Christmas Market.

Recognition Night

- Haldimand County's 18th Annual Recognition Night was held on October 11, 2018. Over 275 guests attended the dinner and award ceremony to celebrate the significant

contributions of volunteers across the County. The remarkable contributions of 35 individuals and groups were highlighted and in turn, nine awards were presented and five people were inducted on to the County's Wall of Fame.

Community Partnerships

- Although no new Community Capital Projects were approved in Q4, nine projects were active and/or under construction and three were completed.
- Staff received inquiries for five potential new capital projects.
- Community Beautification requests for 2019 were received in Q4 with 24 projects totaling \$199,729 being assessed by staff and recommended for Council consideration. This represents a community investment of \$124,404 leveraged by a County investment of \$75,325.
- During Q4 CDP staff—in collaboration with staff from Facilities, Parks, Cemeteries & Forestry Operations, Finance and Legal & Support Services, direction from SMT and collaboration with the community groups—finalized the details of the new Fields and Parks Management Program, scheduled for presentation to Council in early 2019.

Trails

- Cayuga Grand Vista opened in late fall and feedback has been very positive on social media.
- Gypsum Mine Tract opened as well in late fall. Both trails will be officially opened April 27, 2019.

ANNUAL PERFORMANCE MEASURES

Description	2018	2017	2016
<i>Heritage & Culture</i>			
• Number of Users (visitors, outreach, research)	17,217	16,279	16,467
• Number of Doors Open visitors	0	0	208
• Number of Volunteer hours	3,619	4,285.25	4,205.75
<i>Programs</i>			
• Number of Summer Camp users	2,292	1,792	1,530
➤ Capacity rate (attendees/capacity)	94%	89%	83%
• Number of Daily Bather Load	47,953	54,391	56,335
• Number of Public Swim participants	27,491	34,259	38,479
• Number of Swimming Lesson participants	1,729	1,715	1,725
➤ Capacity rate (class capacity)	87%	84%	76%
• Annual # of Regular Public Skating Participants	7,457	7,035	8,142
• Annual County Ice Program Participants	5,021	4,448	4,542
• % of Primetime ice usage	86%	86%	82%
• % of Non-Primetime ice usage	32%	35%	39%
• % of Prime Spring/Summer ice (*Spring Ice only)	42%	*56%	47%
• Annual Walking Track usage	63,427 km	56,029 km	62,576 km
• Special Events on Haldimand County Property	89	83	78
• Special Events Participation (*includes the Fairs)	138,632	148,380	114,653
<i>Partnerships</i>			
• Number of Community Partners Engaged	349	336	291
• 2018 Partnership Capital Grants Leveraging Factor: 17 <i>new</i> projects approved/completed totaling \$445,682 (CPP \$113,052; Other County \$147,274; Community \$185,356)	1:1	1.1	1:2
• Community Beautification Grants:			
➤ 2016: 17 projects totaling \$162,456 (HC \$58,005; Community \$104,451)	1:1.8	1:1.6	1:2
➤ 2017: 16 projects totaling \$172,771 (HC \$55,935; Community \$116,836)			
➤ 2018: 22 projects totaling \$178,327 (HC \$67,876; Community \$110,451)			
2019: 24 proposals received totaling \$199,729 (HC \$75,325; Community \$124,404)			

Customer Service		
<ul style="list-style-type: none"> % of Allocation Processing Standards met % of Program users satisfied with experience <ul style="list-style-type: none"> ➤ <i>Aquatics (155 surveys returned)</i> ➤ <i>Summer Programs (151 surveys returned)</i> 	*100% of all calls and emails responded to within 1 business day *100% of all “one-off” contracts initiated within 2 business days	
	Quality of Instruction	Likely to Return
	Excellent – 76%	Yes – 99%
	Good – 21%	No – 1%
	Needs Improvement – 2%	N/A
	Quality Camp Experience	Likely to Return
	Excellent – 59%	Yes – 95%
	Good – 34%	No – 4%
	Needs Improvement – 3%	N/A

ANNUAL HIGHLIGHTS

- Heritage and Culture received \$117,198 in federal and provincial funding to assist with operations and facility upgrades.

Site	Community Museum Operating Grant	Young Canada Works (YCW) Building Skills in Heritage Organizations	Ontario Trillium150 (OTS150) and Community Infrastructure Program 150 (CIP 150) Upgrades to washrooms, HVAC system and interior lighting replacement at Edinburgh Square.
Edinburgh Square Heritage & Cultural Centre	\$14,744	\$3,124.36	\$45,300 (OTF150) \$24,850 (CIP150)
Haldimand County Museum & Archives	\$12,097	\$2,657.76	N/A
Wilson MacDonald Memorial School Museum	\$11,073	\$3,322.20	N/A

- Summer Programs – full week participation increased by 203 participants and day only camps increased by 297 participants. Some of this increase is because we added an extra camp in Caledonia to meet Community needs. The rest of the increases can be attributed to continued program advertising on social media.
- Aquatic Programs – registration slightly increased in 2018 by 14 participants.
- Free Public Swim attendance has decreased by 6,768 participants. The daily bather load also decreased by 6,438 due to the implementation of the non-resident fee in Caledonia.
- Staff handed out 4,300 resident wristbands to Haldimand County families.
- The cost of implementing the non-resident fees was a total of \$6,250.16. This includes the resident wristbands, advertising and permanent signage and installation. Revenues from non-residents were \$12,965.04.

Resident vs. Non-Resident 3 Year Comparison

	2018		2017		2016	
	Resident	Non-Resident	Resident	Non-Resident	Resident	Non-Resident
Caledonia Pool	10,088	3,015	10,236	9,748	Not tracked	Not tracked
Dunnville Pool	6,820	234	6,457	540	7,514	365
Hagersville Pool	6,963	371	7,003	275	7,773	460
TOTAL	23,871	3,620	23,696	10,563	N/A	N/A

- There was summer ice based on needs of the Community. There were 245 participants for public skate, shinny and preschool skate.
- There were approximately 1,200 participants at the 'Trucks to Touch' event at the Jukasa Motor Speedway in Cayuga. This is a FREE event put on in partnership with the Week of the Child Committee for all members of the public.
- In 2018, a total of 14 Major Festival and Event Enhancement Grants totaling \$100,000 were distributed.
- Total new events increased by 8. Seven were minor events – community based with an average attendance of 200 and one new major event – the Caledonia Victoria Day Fireworks hosted by the Caledonia Regional Chamber of Commerce which was attended by approximately 2,500 people. As well, the Dunnville Mudcat Festival incorporated two new Council approved activities in its 2018 schedule: the Taste of Dunnville & Mudcat Blues Crawl and the Central Park Wine & Beer Tasting. It is anticipated that all but one minor event will return in 2019.
- Events held in late June/early July reported lower participation numbers and attributed this drop to the extremely high temperatures that occurred during this time frame.
- In addition to the grants, the following County in-kind support was provided:
 - 41 events with “no charge” use of parks and/or facilities;
 - 10 events were provided with insurance through the Haldimand County Special Event Insurance program;
 - 5 events utilized the Community Event Trailer;
 - 33 events required Traffic Control Plans and as a result, the Roads Operations Division lent out a variety of traffic barriers to assist Event Organizers with the safe use of the roadways;
 - Emergency Services provided 9 events with Bike Medics;
 - Cross road banners were installed for 6 events;
 - Facilities, Parks, Cemeteries & Forestry Operations ensured the park grounds and/or facilities were readied for the events. Extra picnic tables and/or garbage cans were made available for 41 events.

COMMUNITY PARTNERSHIPS

Community Engagement

- In spring 2018, Community Development and Partnerships (CDP) initiated Community Downtown Meetings ('walkabouts') with local volunteer groups in eight communities (Caledonia, Cayuga, Dunnville, Fisherville, Hagersville, Jarvis, Selkirk and Townsend). Meetings included staff from multiple Divisions. Intention was to have the meetings twice a year—spring and early fall—to identify issues of concern related to risk/safety,

enhancing tourism and beautification. The spring meetings identified a number of issues which were addressed by staff in anticipation of the summer tourism season; unfortunately, the fall meetings—which were intended to check on the status of spring requests and identify items which should be included during budget deliberations—did not take place. However, the process was very well-received by the communities/staff and will continue in 2019, planning for spring and fall again.

Capital Projects

- Since 2011, 71 capital partnership projects/requests have been completed, ten projects are currently approved and/or in progress (under construction) and 15 inquiries or preliminary applications have been received and are being reviewed.
- The total value of projects completed through this stream of the CPP (from 2011 to the end of 2018) is \$3,733,540, with \$2,004,218 (or 54%) contributed by the community.
- Additionally, \$307,510 in CPP funding was contributed to the Dunnville Farmers Market project in 2017.
- In 2018, 17 capital partnership requests were approved or completed for a total project value of \$445,682 (Community \$185,356; CPP \$113,052; Other County \$147,274).
- Projects completed in 2018 included the LaFortune Park Pavilion, Picnic Tables and Disc Golf Installation, Dunnville Minor Baseball Tyke Diamond Installation (Kinsmen Park), Dunnville Horticultural Society/Heritage Haldimand Waterfront Park Tree Designation, Caledonia BIA Veterans Banners Installation, Hagersville Lions Bench Installation at the Splash Pad, Caledonia Rotary Lending Libraries Installation, Selkirk Chamber/Park Memorial Gates Rehabilitation, Townsend Lions Park Tree Planting (through Facilities & Parks Operations) and the installation of new Christmas decorations in Hagersville.
- Projects approved/started in 2018: Dunnville Thompson Creek Rehabilitation, Jarvis Lions Trail Furnishing Enhancements, Jarvis Lions Trail Tree Planting (Phase 2) and Fisherville Lions/Love Be'in Me Committee Track and Outdoor Fitness Area Installation.
- Official openings for CPP projects included LaFortune Park Disc Golf course, including a provincial tournament which attracted more than 200 players to the Park and community (Caledonia) over a weekend, and the Dunnville Horticultural Society/Heritage Haldimand's Designation of a Heritage Tree in Waterfront Park.

Community Halls

- Presented Council with a revised Community Halls policy and related processes to bring the program in line with the overall values/principles/procedures of the Community Partnership Program (CPP).
- Continued to work with Facilities, Parks, Cemeteries & Forestry Operations and the Hall Boards of Directors to assess ten-year capital plans, address capital repairs/maintenance and refine building condition assessments.
- Sixteen Community Halls groups continue to operate these centres on behalf of the County with great diligence and success, working with staff from CDP and Facilities, Parks, Cemeteries & Forestry Operations to address ongoing repairs/maintenance.

Field Management

- In collaboration with staff from Facilities, Parks, Cemeteries & Forestry Operations, Finance and Legal & Support Services, direction from SMT and collaboration with the community groups—finalized the details of the new Fields and Parks Management Program, scheduled for presentation to Council in early 2019.
- Council approved entering into a five-year lease extension with Ontario Infrastructure and Lands Corporation (OILC) for the Townsend Lions/Ian Fehrman Park property.

- Supported Haldimand Youth Soccer/Hagersville in successfully addressing—with the School Board—maintenance issues at the property used for summer programming.
- Supported the successful nomination and awarding of Haldimand Youth Soccer with Ontario Soccer's prestigious **Club Recognition Award** for exceptional programming and long-time service excellence.
- Staff met with residents in Springvale to investigate the possibility of a new volunteer/County partnership to create a Springvale Park Committee. Staff assessed conditions at the Park (related to risk and safety) and began the process of addressing these matters in the 2019 Tax Supported Capital and Operating Budgets. It is anticipated the community group will enter into a Fields and Parks Management Agreement in 2019.
- With the installation of the Disc Golf Course at LaFortune Park in Caledonia came the creation of the Caledonia Disc Golf Association, which will enter into a Fields and Parks Management Agreement with the County in 2019 to operate/maintain the new asset.
- Staff met/assisted with the disbanding of the Cayuga and Caledonia Tennis Clubs, including reconciling and transferring any remaining funds to the County to be used for enhancements at those respective courts.

External Committees

- Aquatic Sharing Information Group (ASIG)
- Lifesaving Area 6 Council
- 55+ Games Committee
- Week of the Child Committee
- Grand River Trail Consortium
- Grand River Conservation Authority Heritage Working Group
- Cayuga Chamber of Commerce
- Local Food Week Event Committee
- Haldimand Norfolk Cultural Association
- North Erie Shore Historical Society – Heritage Day Committee
- Selkirk & District Chamber of Commerce – Board and Christmas Celebrations Committee
- Brant-Haldimand-Norfolk Archives Committee⁴
- Selkirk & District Lions Association – GasFest Committee
- Active Customer Group
- Caledonia Chamber of Commerce (Board plus two sub-committees Business Achievement Awards Committee and Christmas in Caledonia)
- Annual Grand Erie District Regional Heritage Fair (Committee (Edinburgh Square Heritage Centre), and judging (Edinburgh Square Heritage Centre and Wilson MacDonald School Museum))
- Young Canada Works In Heritage Organizations and Young Canada Works in Building Careers in Heritage Peer Review Committees (National)
- Caledonia Legion Branch 154 Annual Literary Contest (Judge)
- Networking for Municipal Event Planners

ECONOMIC DEVELOPMENT and TOURISM DIVISION

CORPORATE PURPOSE:

- To create conditions, marketing programs, and initiatives to support business retention, expansion and recruitment within Haldimand County.
- To promote regional partnerships, develop tourism products and marketing campaigns, and support tourism business development and infrastructure.

2018 QUARTERLY HIGHLIGHTS

(October 1 to December 31)

QUARTERLY STATISTICS

Description	Annual Total 2018	Number Q4
Outreach: Presentations & Partnership Engagement (Includes partner meetings, presentations, trade shows, and committee meetings.)	150	40
Social Media (Haldimand County Tourism): This Facebook metric measures the number of people who engaged with our page. (Engagement includes any click or story created.)	10,855	1,866
EDT Monthly Newsletters	1,760 Opens 413 Clicks	450 Opens 102 Clicks
Tourism Web Page visits (excluding Dec 2018 as info not available due to implementation of new website)	112,196	17,928 (76% new visitors)
Business Web Page visits (excluding Dec 2018 as info not available due to implementation of new website)	21,182	2,234 (78% new visitors)
Business Visits (Corporate Calls)	128	36
Business Assistance*	-	24
Expansion*	-	0
Land / Real Estate*	-	7
New Business / Start-up*	-	2
Marketing Supports*	-	3
Partner Referrals* **	-	0
Business Inquiries	190	61
Business Assistance*	-	21
Expansion*	-	2
Land / Real Estate*	-	12
New Business / Start-up*	-	8
Marketing Supports*	-	7
CIP Inquiries*	-	11
Partner Referrals* **	-	20

Description	Annual Total 2018	Number Q4
Community Improvement Program (CIP): Applications approved in Q4 for \$202,211 in construction value with County grants of \$45,991 (includes both Downtowns and Rural CIP).	14	4

* Full year stats not available as detailed reporting was implemented mid-year.

** As referrals are outcomes, they are counted separately from Categories.

QUARTERLY HIGHLIGHTS

- Facilitated a series of 4 public focus groups and one staff focus group regarding Economic Development and Tourism division's brand redevelopment project, identified as a priority in the 2017 Council-approved Economic Development and Tourism strategy. Gained input from stakeholders, partners and local businesses.
- Conducted a six week on-line survey on the Brand Redevelopment project receiving 72 submissions.
- Launched updated Tourism and Business pages as part of Haldimand County's Website redevelopment.
- Updated the Hiking & Cycling Map to include new trails developed in 2018.
- Led a quarterly Haldimand Business Network meeting with the Chambers, BIA's and Board of Trade.
- Met with other municipalities to discuss tourism initiatives at Southwest Ontario Tourism Corporation's Destination Management Organizations Meeting.
- Coordinated 2 Tourism Network Meetings including a professional development session with Ontario Southwest Tourism Corporation's Live Stream Road Tour. Provided individual coaching with videography and photography to five Haldimand businesses.
- Celebrated Small Business Week in Caledonia, through a breakfast event held in partnership with the Haldimand Business Network.
- Participated in the Employment Planning Advisory Committee providing input to the 2018-2019 Local labour market Plan.

ANNUAL PERFORMANCE MEASURES

Community Vibrancy

Description	2018	2017	2016
• Downtown / Rural CIP Grants			
Grant \$	\$177,436	\$175,341	\$241,218
Construction Value	\$749,835	\$461,017	\$1,111,768
Leveraging Factor	1:4	1:3	1:5
• Downtown Vacancy Rate	9%	9%	8%
• Rural Water Quality Grant			
Grant \$	\$13,868	\$28,434	\$45,310
Project Value	\$26,090	\$62,210	\$145,403
Leveraging Factor	1:2	1:2	1:3

Business Support

Description	2018	2017	2016
• Outreach (presentations, events, corporate calls)	150	188	171
• Inquiries	190	106	105
• Marketing (web visits, social media, business directory visits)	151,610	168,764	151,977

Note: Staff Vacancy in Q1 & YLM Business directory being phased out.

Construction Value

Description	2018	2017	2016
• Commercial / Industrial	\$12,728,902	\$23,786,150	\$7,977,535
• Agricultural	\$9,624,190	\$10,442,282	\$11,213,652

PLANNING and DEVELOPMENT DIVISION

CORPORATE PURPOSE:

- To deliver statutory planning and development review services.

2018 QUARTERLY HIGHLIGHTS

(October 1 to December 31)

QUARTERLY STATISTICS

Meeting Type	Number of Meetings Attended – Annual Total 2018	Number of Meetings Attended (Oct - Dec)
Public Open House / Presentations / Workshops	54	24
Tribunals / OMB	0	0
Internal Committee Meetings	177	55
External Committee Meetings	31	8
Problem Solving Meetings	255	59
Councillor Briefings	11	0
Internal Support Meetings	33	4
Council in Committee Meetings	33	4
Committee of Adjustment Meetings	34	13
Pre-Consultation Meetings	66	28
GRAND TOTAL	694	195

DEVELOPMENT ACTIVITY and HIGHLIGHTS

Development Inquiries:

Annual Total 2018	Q4 (Oct to Dec)
821 - total (572.5 hours spent on research, discussions, responses)	172 - total (107.5 hours spent on research, discussions, responses)
<i>Types of Inquiries:</i> Residential – 437; Commercial – 74; Industrial – 19; Institutional – 12; Agricultural – 206; Other – 73	<i>Types of Inquiries:</i> Residential – 95; Commercial – 20; Industrial – 5; Institutional – 3; Agricultural – 39; Other – 10

Applications Reviewed:

1. Planning Applications – including: site plan, zoning amendment, part lot exemption, holding removals, garden suite extensions, plan of condominium / subdivision (including exemptions), consents, minor variances, and agreements.

Annual Total 2018	Q4 (October 1 to December 31)
198 applications total (completed in 2018)	35 applications total (completed in the fourth quarter)

2. Engineering Review – completed detailed reviews including grading plans, subdivisions, site plans and functional servicing reports.

Annual Total 2018	Q4 (October 1 to December 31)
168 detailed reviews (completed in 2018)	48 detailed reviews (completed in the fourth quarter)

Applications Approved (*Significant projects approved October 1 to December 31*):

- Hagersville: Registration of Walpole Square Phase 9 plan of subdivision which introduces 37 new lots for singled detached residential dwellings and several future development blocks (singles or semis). Construction of new homes is now underway;
- Cayuga: Site plan approval for Tire Discounter warehouse in Cayuga. Construction of the 30,000 square feet warehouse is now underway;
- Caledonia: Site plan approval of the Orkney Street Townhouses which represents a 14 unit infill project;
- Caledonia: Site plan approval for renovation / expansion of Caledonia Fairgrounds (former arena facility) for event space / multi-use facility. Construction now underway; and
- Dunnville: Zoning approval for 9 person group home (conversion of existing dwelling).

Major Projects:

1. Dunnville Waterfront Park

a) Dunnville Waterfront Park – Phase 1

- Construction 100% complete.
- Accomplished October to December:
 - Deficiency list worked through / completed by contractor (TDI).

b) Dunnville Waterfront Park – Phase 2

- Project initiated.
- Accomplished October to December:
 - Site plan review completed and final revisions being made by project consultant (SKA) to lead to approval.
 - Preliminary construction tender drawings developed by consultant (SKA).

2. McClung Community

- Project on-going – multi year process.
- Accomplished October to December:
 - Execution of pre-servicing agreement for Phase 4 of *Avalon West* which will pave the way for an additional 123 single detached residential dwelling lots and multiple development blocks for (up to) 56 townhouse units, elementary school and mixed use (commercial units and apartments).

3. Caledonia Master Servicing Plan Update

- 90% complete.
- Accomplished October to December:
 - Work with consulting team continues to finalize the 'future conditions' reports for storm drainage, traffic, sanitary and water.
 - Final draft of Public Information Centre (PIC) content/boards received and reviewed – staff comments to be addressed by consulting team prior to finalizing date/plans for PIC.
 - Additional technical memos completed relating to specific servicing infrastructure improvements/options.

4. Haldimand County Comprehensive Zoning By-law Project

- 80% complete.
- Accomplished October to December:
 - Staff review of updated/revised draft by-law completed and comments provided to consultant.
 - Meeting with project consultant to overview remaining text issues, confirm work program moving forward and start planning for next public information centre (2019).
 - Work on mapping symbology, data preparation and data verification continues.

5. Haldimand County Official Plan Update

- Multi-year project initiated.
- Accomplished October to December:
 - Refinements to land budget mapping and projections.

6. Haldimand County Lake Erie Hazard Mapping & Risk Assessment

- 50% complete.
- Accomplished October to December:
 - First meeting with Community Liaison Group (CLG) completed.
 - First Public Education Centre completed.
 - Background work and analysis by Baird (project consultant) continues with input from staff and conservation authorities.

7. Population, Household and Employment Forecasts Update

- 85% complete.
- Accomplished October to December:
 - Draft forecasts finalized by Watson (with staff team input).
 - Summary report initiated by Watson, including land needs assessment review.

8. Jarvis Master Servicing Plan Update and Wastewater EA process

- Accomplished October to December:
 - Background information gathering / provision to consultant completed by staff.
 - Project meeting completed with review of 'existing conditions' reports.
 - Planning for public information centre initiated.

Other Accomplishments (*fourth quarter*):

- Significant testing and training for Cityview Workspace completed by staff.
- Participation in numerous Provincial round-tables and workshops on Growth Plan reform.

ANNUAL PERFORMANCE MEASURES

Measures	2018	2017	2016
Activity Measures			
• Number of Planning applications reviewed	198	192	191
• Number of Engineering documents reviewed	168	275	195
• Number of development inquiries	821	710	473
• Number of meetings attended	694	576	518
• Number of maps prepared	1,295	1,244	1,595
Efficiency Measures			
• Compliance % to adopted plan review timelines	85*	81*	82*
• Compliance % to adopted engineering review timelines	93	91	99

* Impact of staff vacancies over a four month timeframe.

Residential

Development	Location	Description	# units by type
Avalon – Phase 4	Caledonia	Pre-servicing agreement completed/infrastructure installation initiated for 4 th phase of Avalon community	123 single detached dwellings 56 townhouse dwellings Community Park Mixed Use Block (apartments/commercial) School Block (future school development)
Beattie Estates	Caledonia	Approvals granted for draft plan of subdivision and zoning amendment	600 single detached dwellings 100 townhouses dwellings
Orkney Street Townhouses	Caledonia	Site plan approval issued for residential infill development	14 condominium townhouse dwellings
Aspen Apartments	Dunnville	Approvals granted for zoning amendment and site plan	14 affordable apartments for seniors
Hagersville Gardens – Phase 1	Hagersville	Approvals granted for draft plan of subdivision and zoning amendment	148 single detached dwellings
Walpole Square Phase 9	Hagersville	Final registration of plan of subdivision	37 single detached dwellings
Jarvis Meadows Phase 3	Jarvis	Approvals granted for draft plan of subdivision and zoning amendment	139 single detached dwellings

Institutional

Development	Location	Description
Gateway Church	Caledonia	Official Plan and zoning amendments approved to facilitate major expansion of church facility consisting of 800 seat auditorium, 256 sq. m. (2,755 sq. ft.) of classroom space and an additional 270 parking spaces
Caledonia Fairgrounds	Caledonia	Site plan and minor variance approvals for major renovation/expansion of the former Caledonia Arena into a multi-use facility for trade shows, banquets, social functions, concerts, conferences, shows, and the annual Caledonia fair
True Experience Group Home	Dunnville	Zoning approval granted for a 9 bed/person group home on Broad Street West

Commercial/Employment

Development	Location	Description	Jobs and/or Gross Floor Area
HML Holdings	Cayuga	Official Plan Amendment and Zoning Amendment approved to introduce urban business park on 3 properties	Urban business park covers total area of 5.7 hectares (14 acres) with lands now being further subdivided into 3 development lots ranging from 1.2 ha. (3 ac.) to 2.5 ha. (6.1 ac.) in size
HML Holdings	Cayuga	Site plan approved for major warehousing operation (Tire Discounter)	Building under construction at 2,972 sq. m. (32,000 sq. ft.) in size with potential for 32 employees
Zen Landscaping	Rural Oneida	Official Plan and zoning amendment approval for commercial landscaping business	New expanded facility established on former poultry farm anticipated to employ 10 – 15 people
Talbot Wood Products	Rural North Cayuga	Site plan approval for major expansion of existing operation	New building of 1,042 sq. m. (11,216 sq. ft.) along with new parking area, a new fire pond / dry hydrant, and enlarged stormwater management facility