

# Haldimand County Community and Development Services

## 2019 Semi-Annual Activity Report (July 1<sup>st</sup> – December 31<sup>st</sup>) and Annual Summary



# Building & Municipal Enforcement Services

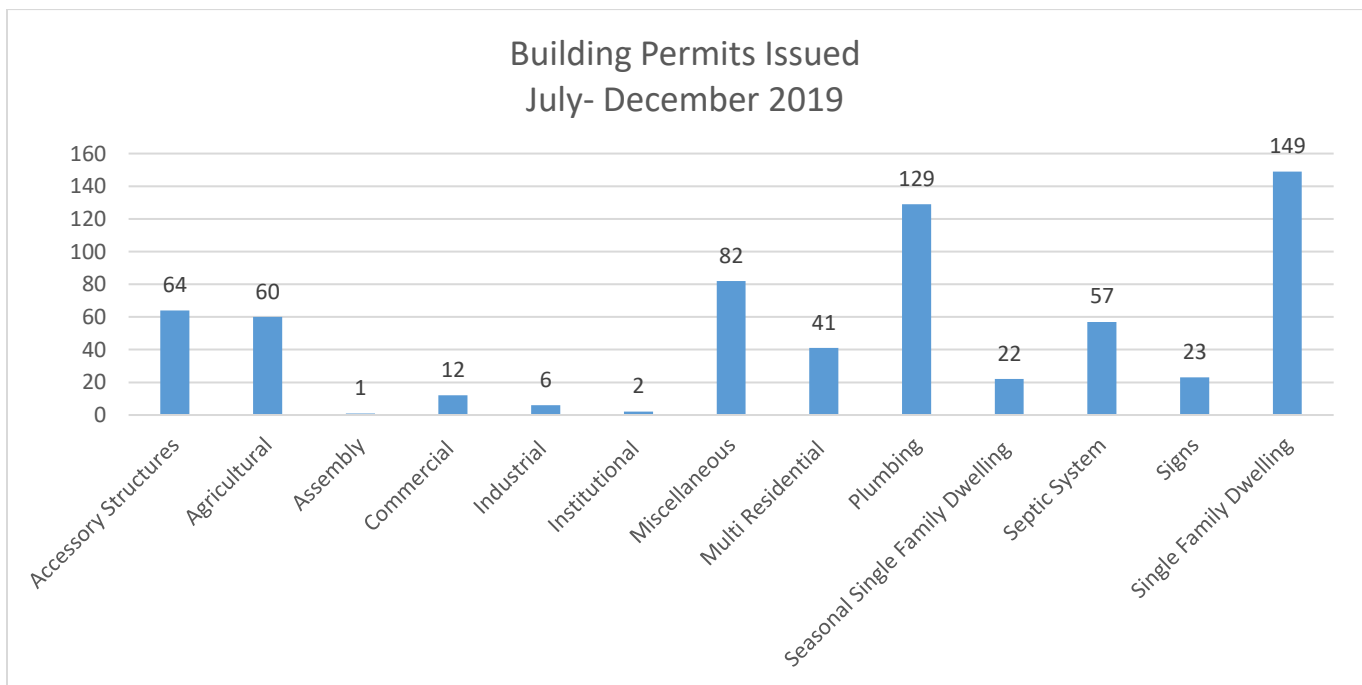
## Corporate Purpose:

- 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.

## Building Highlights July – December 2019

	2019	2018	2017
Building Permits Issued	688	583	769
Construction Value*	\$51,609,790	\$40,512,255	\$101,756,066
Number of Building Inspections	2,491	3,949	3,778
Permit Fees*	\$1,601,719	\$3,437,150	\$6,627,498
Charges Laid	1	0	1

\*Agricultural permits are higher due to increase in Greenhouse permits for Cannabis growing.



## Building Activity Report July – December 2019

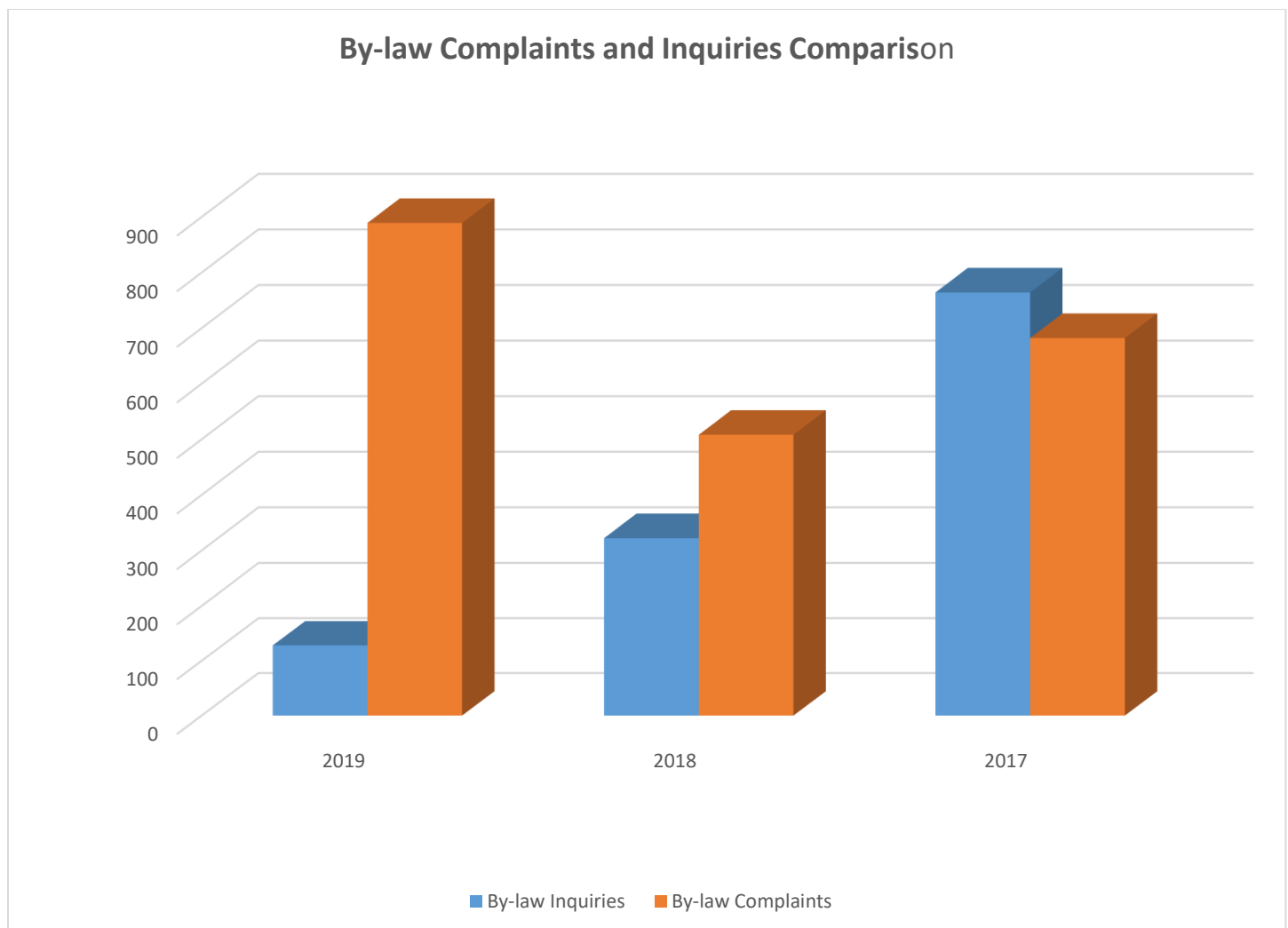
### SECOND HALF 2019 BUILDING ACTIVITY REPORT (2017 to 2019)

	2019	2019	2018	2018	2017	2017
	July - Dec	Year to Date	July - Dec	Year to Date	July - Dec	Year to Date
<b>New Construction</b>						
Total estimated value of construction (includes plumbing permits)	51,609,790	140,274,490	40,512,255	99,658,677	101,756,066	178,013,919
Single Family Dwelling – New	77	155	58	153	214	508
Single Family Dwelling – Additions	32	66	29	63	25	48
Single Family Dwelling – Alterations	40	64	30	63	48	94
Single Family Dwelling – Demolition	10	27	8	16	14	27
Multiple Residential Units – New	40	45	4	15	8	22
Multiple Residential Units – Additions/Alterations / Repairs	1	3	5	6	2	2
Multiple Residential Units – Demolition	0	0	0	0	0	0
Seasonal Single Family Dwelling – New	6	12	4	5	9	13
Seasonal Single Family Dwelling – Additions / Alterations / Repairs	16	28	16	30	23	37
Seasonal Single Family Dwelling – Demolition	6	10	5	8	5	6
Accessory Structures – New	58	119	62	130	77	148
Accessory Structures – Additions / Alterations / Repairs	6	13	13	15	10	18
Accessory Structures – Demolition	6	12	0	2	3	3
Pool – New / Repairs	18	45	20	51	22	52
Septic System – New	57	120	43	103	75	150
Septic System – Alterations/ Repairs	0	0	16	20	0	8
Miscellaneous	82	109	14	55	120	172
Commercial – New	1	1	0	6	5	9
Commercial – Additions / Alterations / Repairs	11	22	6	9	3	15
Commercial – Demolition	0	0	1	2	1	1
Industrial Structures – New	3	8	5	8	0	0
Industrial Structures – Additions / Alterations / Repairs	3	3	3	4	5	7
Industrial Structures – Demolition	0	3	1	2	26	41
Institutional Structures – New	0	0	0	2	2	2
Institutional Structures – Additions / Alterations / Repairs	2	3	1	8	7	11
Institutional Structures – Demolition	0	1	1	1	1	1
Agricultural Structures – New	52	362	15	42	24	54
Agricultural Structures – Additions / Alterations / Repairs	8	13	5	12	8	14
Agricultural – Demolition	0	0	0	1	0	0
Plumbing Permits – New / Additions / Repairs	129	180	31	52	28	72
Assembly Structures – New	0	0	0	0	0	0
Assembly Structures – Additions / Alterations / Repairs	1	6	1	1	0	0
Assembly Structures – Demolition	0	0	0	0	0	0
Signs – New	23	38	5	18	21	51
Signs – Additions / Alterations / Repairs	0	0	4	4	0	0
<b>TOTAL</b>	<b>688</b>	<b>1,468</b>	<b>406</b>	<b>907</b>	<b>786</b>	<b>1,586</b>

## Municipal Law Enforcement Highlights July – December 2019

By-Law Activity	2019	2018	2017
Parking Tickets Paid	390	45	330
Parking Tickets Challenged / Trials	10	3	2
By-law Activities (actions required to manage complaints)	4,570	3,794	5,099
By-law Inquiries	128	322	764
By-law Complaints	889	508	682
By-law Complaints closed	780	445	688
Charges Laid	2	0	1

## By-law Complaints and Inquiries July – December 2019

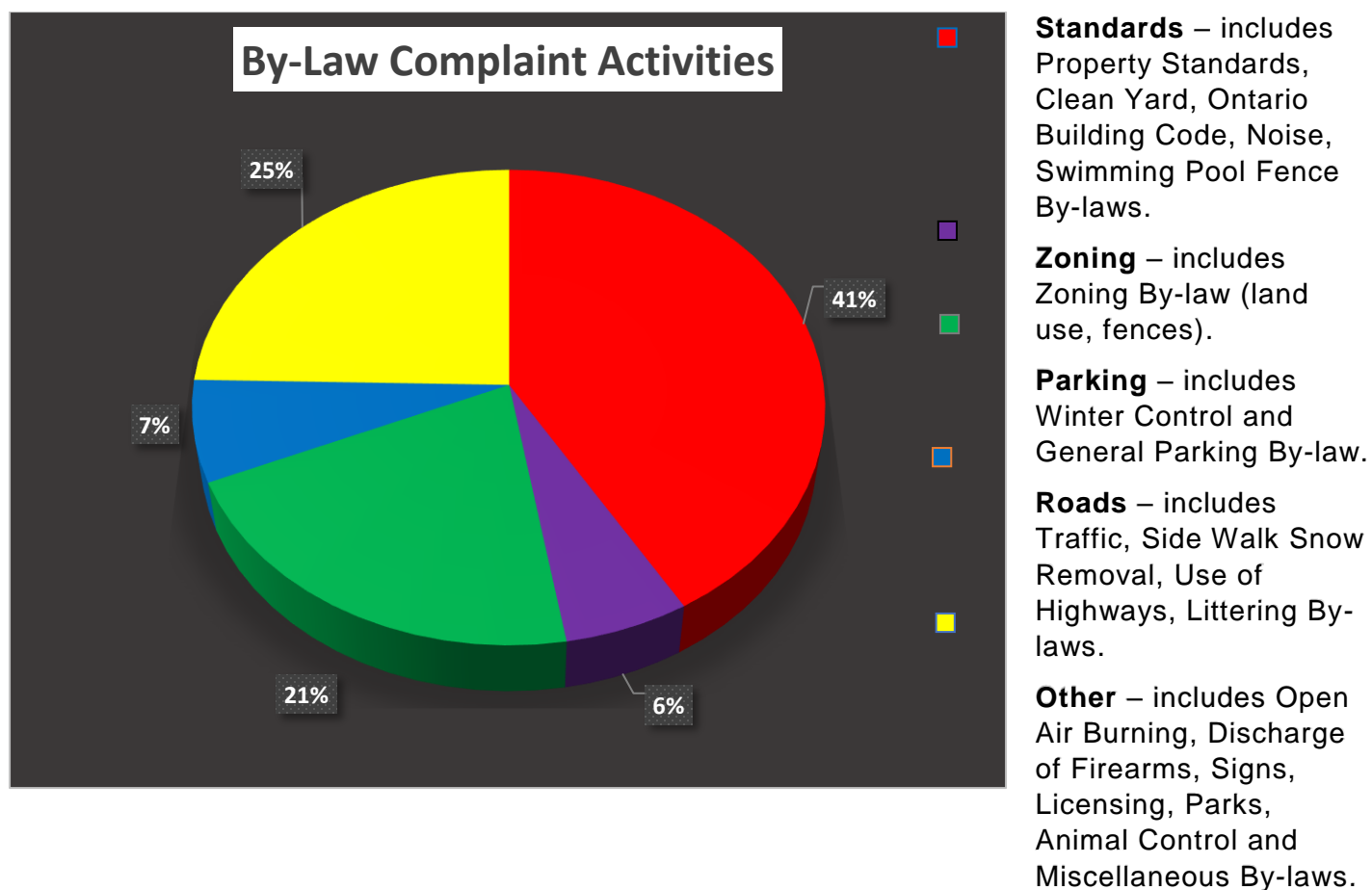




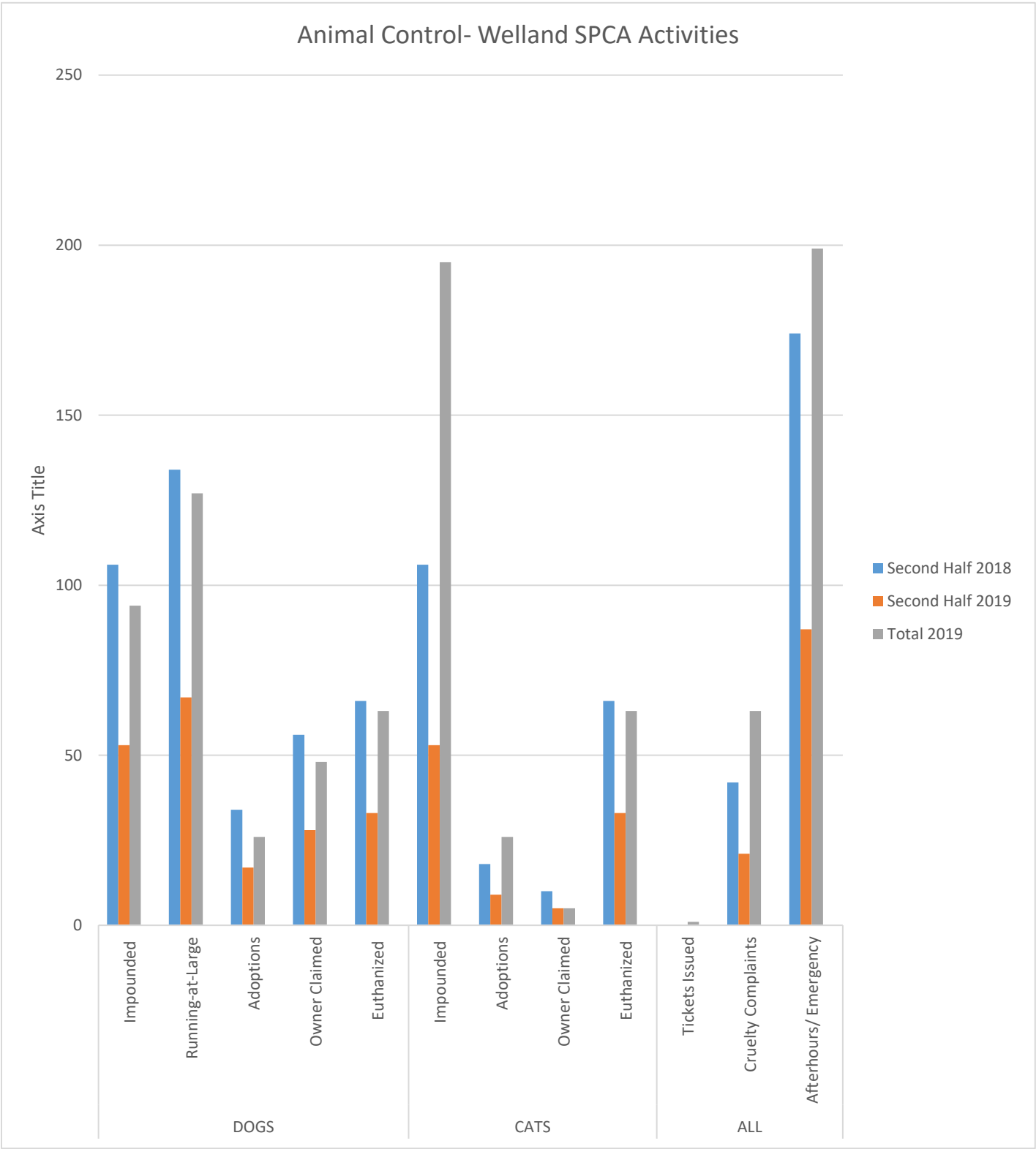
## Complaints by Ward and by Type July – December 2019

Complaints by Ward and by Type July to December 2019							
	Standards	Zoning	Parking	Roads	Other	July- December 2019 Total	2019 Total
Ward 1	54	10	34	6	17	121	276
Ward 2	73	4	11	6	37	131	286
Ward 3	113	16	76	8	88	301	547
Ward 4	54	11	28	29	36	158	301
Ward 5	16	1	3	5	9	34	100
Ward 6	52	9	32	6	28	127	277
Total	362	51	184	60	215	872	1,787

## By-law Complaint Activities July – December 2019



Animal Control Highlights July – December 2019



## ANNUAL PERFORMANCE MEASURES

Activity Measures	2019	2018	2017
<b>Building:</b>			
• Number of Building Permit applications reviewed	1,470	908	1,586
• Number of Permit Inspections Undertaken	4,734	6,681	7,252
• Construction Value	\$140,276,490	\$99,658,677	\$178,013,919
<b>By-law Enforcement:</b>			
• Number of by-law inquiries and complaints addressed	2,720	1,954	3,035
○ Inquiries	916	707	1,899
○ Complaints	1,804	1,247	1,136
• By-law Activities(actions required to manage complaints & inquiries)*	8,000	8,304	9,032
• Number of Parking tickets issued by municipal staff	780	765	829
<b>Efficiency Measures</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
• Annual # Building Inspections/Inspector (based on 7.5 out of 10 FTE)	631	862	1,318
• % Building Permits issued in compliance with adopted Provincial Standards (see note below)	85%	Data unavailable at time of report.	94.8%
• % Building Permits issued in compliance with adopted Municipal Standards (see note below)	70%	Data unavailable at time of report.	76.8%
• % By-law inquiries and complaints addressed within 24 hours	65%	64%	77%
• % By-law complaint investigations closed within 3 days	65%	68%	57%
• % By-law complaint investigations closed	76%	98%	98%
• % By-law compliance achieved without ticketing/court action	96%	98%	98%

### 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 ≤50m² c) Tents d) Signs	2. a) Part 9 (other than Housing) b) Farm Buildings ≤600m²	3. a) Part 3, 4, 5, 6 b) Commercial, Assembly, Industrial; and c) Others >600 m² + exceeding 3 Storey	4. a) Post Disaster Buildings b) High Rise – Mezzanines c) Group “B” & “C” >18m above grade

# Community Development & Partnerships

## 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.

## Statistics July – December 2019:

Description	2019	2018	2017
<b>Heritage and Culture</b>			
• # of users (visitors)	4,394	3,904	3,802
• # of users (outreach) *2019 includes library exhibitions (Jarvis, Dunnville, Hagersville) with possible exposures of 3,000 views semi-annually)	8,981*	5,373	3,695
• # program participants (educational, adult/children workshops)	860	787	1,221
• # of users (researchers) *2019 includes requests for tourist information	491*	308	303
• # of volunteer hours	1,832.5	1,356.5	1,306
<b>Community Programs and Events</b>			
• Number of Summer Camp users ➢ Capacity rate (attendees/capacity)	2,502 96%	2,292 94%	1,792 89%
• Number of Daily Bather Load	49,924	47,953	54,391
• Number of Public Swim participants	30,945	27,491	34,259
• Number of Swimming Lesson participants ➢ Capacity rate (class capacity)	1,882 87%	1,729 87%	1,715 84%
• # of Free Skate participants (July – December)	9,739	6,256	4,392
• % of Primetime Ice usage ( July – August )	50%	32%	43%
• % of Primetime Ice usage ( September – December )	91%	91%	90%
• # of events held on Municipal property ➢ Major: ➢ Minor:	14 61	15 54	15 46
<b>Partnerships</b>			
• # of Community Partners Engaged/Outreach Activity (Capital Projects, Community Beautification, Community Halls, Field Management)	356	284	270
• # of Community Capital Projects: ➢ New Inquiries ➢ New Applications ➢ In Progress/Under Construction	3 16 23	7 2 19	11 5 9
• # of Approved Community Partnership Programs (CPP) – Capital Grants Projects (Caledonia 'Lights Along the Grand', Ron Clark River Walk Naming, Cheapside Hall Parking, DSPC Tree Planting, DHS Floral Clock, DHS Heritage Tree/Bench, Hagersville Chamber Christmas Tree, Hagersville Minor Hockey Arena Counters, HYS Caledonia Pavilion, Lowbanks Firefighters Storage Building, PMHA Paver Stones, Townsend Lions Tree Planting)	12	2	7



<ul style="list-style-type: none"> <li># of Completed CPP – Capital Grant Projects ( Caledonia ‘Lights Along the Grand’, Ron Clark River Walk Naming, Cayuga Seniors Parking Lot Enhancements, Dunnville Boat Club Flag Pole, DHS Floral Clock Revitalization, DHS Thompson Creek Rehabilitation &amp; Heritage Tree/Bench, DSPC Tree Planting, Great Art for Great Lakes Art Installation, Hagersville Chamber Christmas Tree, HYS Caledonia Pavilion, Jarvis Lions Tree Planting, Townsend Lions Tree Planting)</li> </ul>	13	6	11
<ul style="list-style-type: none"> <li># of Community Beautification Grants</li> </ul>	24	22	16

## Highlights July – December 2019:

### Heritage and Culture

- Opening of the new Heritage Centre was positively received by the community; over 300 community members attended the Open House held in conjunction with Cayuga’s Light Up Night. The Haldimand County Library + Heritage Centre design concept has been recognized provincially and nationally.
- Research requests (internal and external) have increased 59.4% from 2018.
- Heritage Haldimand led successful outreach programming including the Headstone Restoration Workshop and Heritage Committee Orientation sessions.

### Recognition Night

- At the 19<sup>th</sup> Annual Haldimand County Recognition Night the theme was “whodunit?”. The successful event was attended by 270 community volunteers who “did it!!” In total there were 37 individuals or groups nominated in 14 categories.

### Community Programs and Events

- The number of summer camp participants has increased by 210 participants.
- The daily bather load has increased by 1,971 participants.
- The number of swimming lesson participants has increased by 153 participants.
- The number of FREE public skate participants increased by 3,483 participants.
- There were approximately 1,200 participants at the Trucks to Touch Event at Jukasa 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.
- Haldimand County has been awarded the Dougie Warren Memorial Award for the 7th consecutive year and 15 times overall. This trophy is awarded to the Lifesaving Society Affiliate that demonstrates the most outstanding drowning prevention efforts in Area 6 which includes the Niagara Region.

### Community Partnership

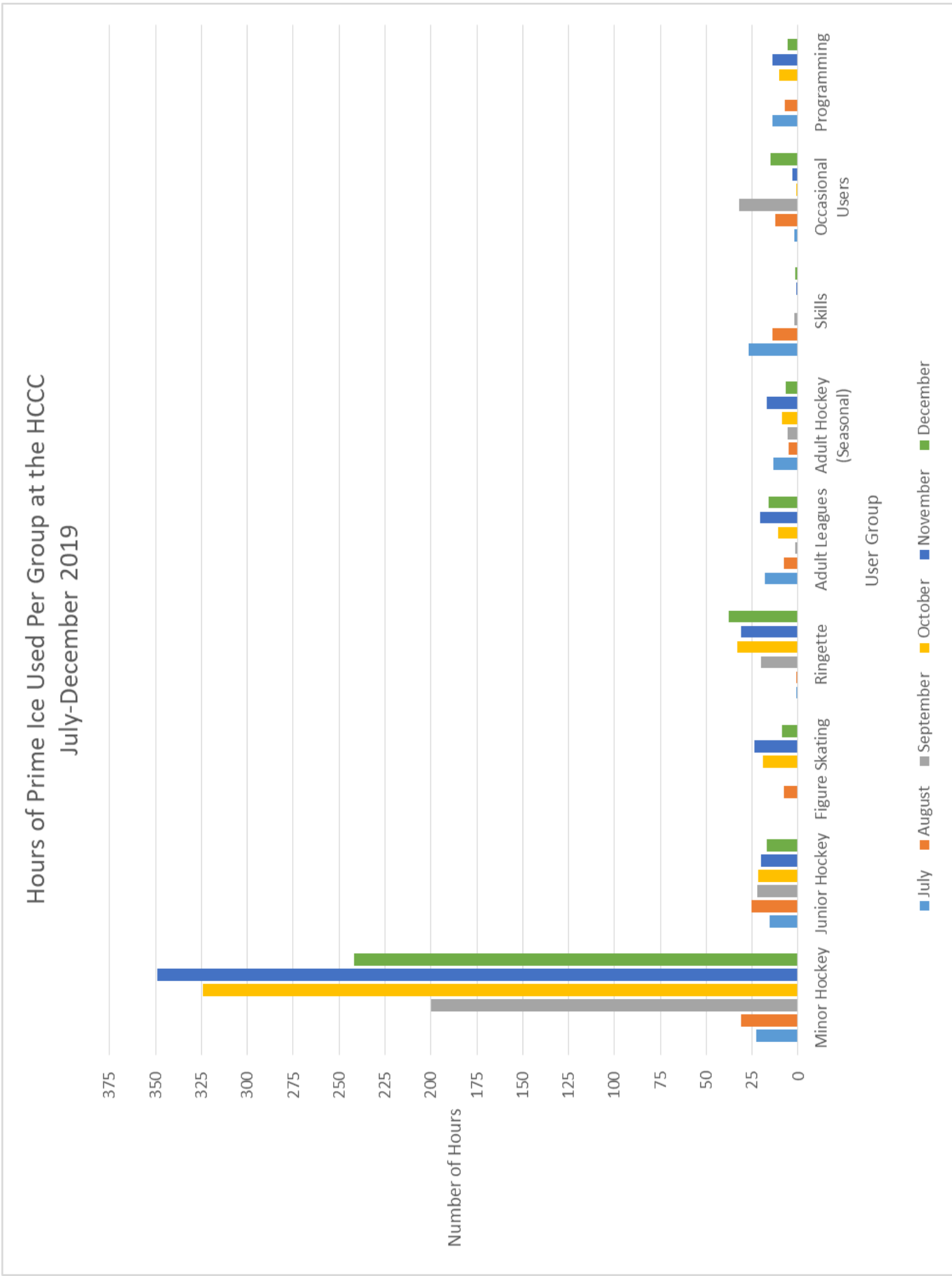
- Community openings/events took place for five completed Community Partnership Program (CPP) projects: Ron Clark River Walk Naming (Caledonia), Dunnville Boat Club Flag Pole Raising at Waterfront Park, Dunnville Horticultural Society’s Thompson Creek Rehabilitation & Heritage Tree Designation/Bench Installation, Dunnville Soccer Park Corporation/Grand Erie Home Hardware Tree Planting and the Great Art for Great Lakes Art Installation.
- There continued to be significant interest in the Community Partnership program, including 16 new applications and inquiries of about three potential projects.
- 24 requests for 2019 Community Beautification projects were received, a record number for the program.
- Following the approval of a new Fields & Parks Management Program in early 2019, three new volunteer groups came forward in the second half of the year requesting consideration to join the Program and begin to care for County assets in collaboration with the municipality.
- Undertook two rounds of community consultation (in-person and online) towards developing a detailed Cayuga Parks Plan.
- Staff from multiple Divisions hosted an annual Information Night for Community Halls groups, sharing information regarding new legislation and operating standards relevant to the Halls.

- CDP staff also collaborated with Haldimand County Libraries and other County Divisions to submit to Infrastructure Canada a grant application for the proposed construction of a new Hagersville Public Library and Active Living Centre in Grant Kett Park. The County hopes to hear the outcome of this application in 2020.

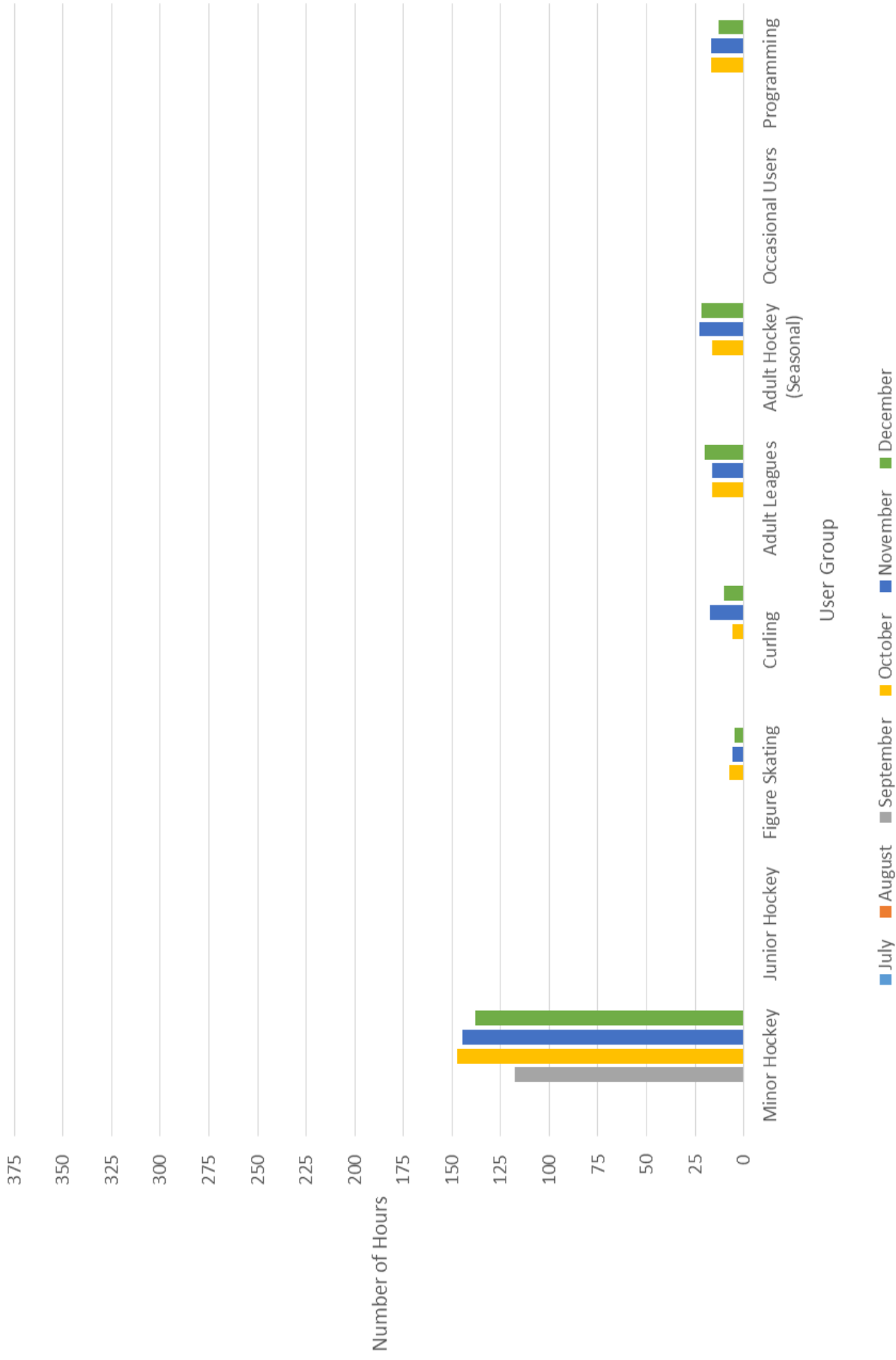
## **Trails**

- Staff began to review/update the 2009 Trails Master Plan based on work which had already been completed by the County in the past decade towards achieving the Plan, as well as to ensure its consistency with current County objectives and the recommendations of the draft 2018 Parks & Recreation Service Plan.

Breakdown Prime Ice Usage

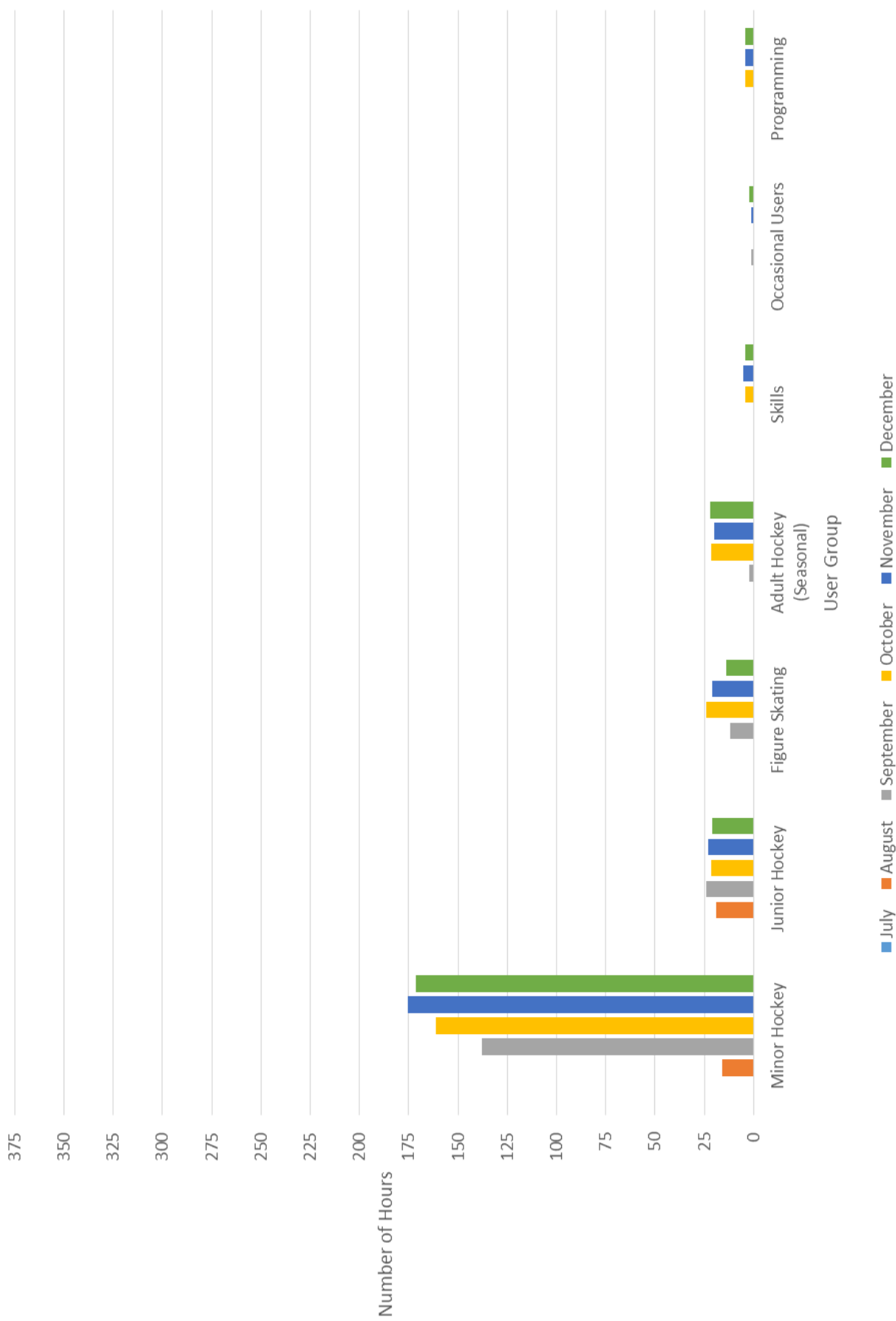


# Hours of Prime Ice Used Per Group at the Cayuga Memorial Arena July-December 2019

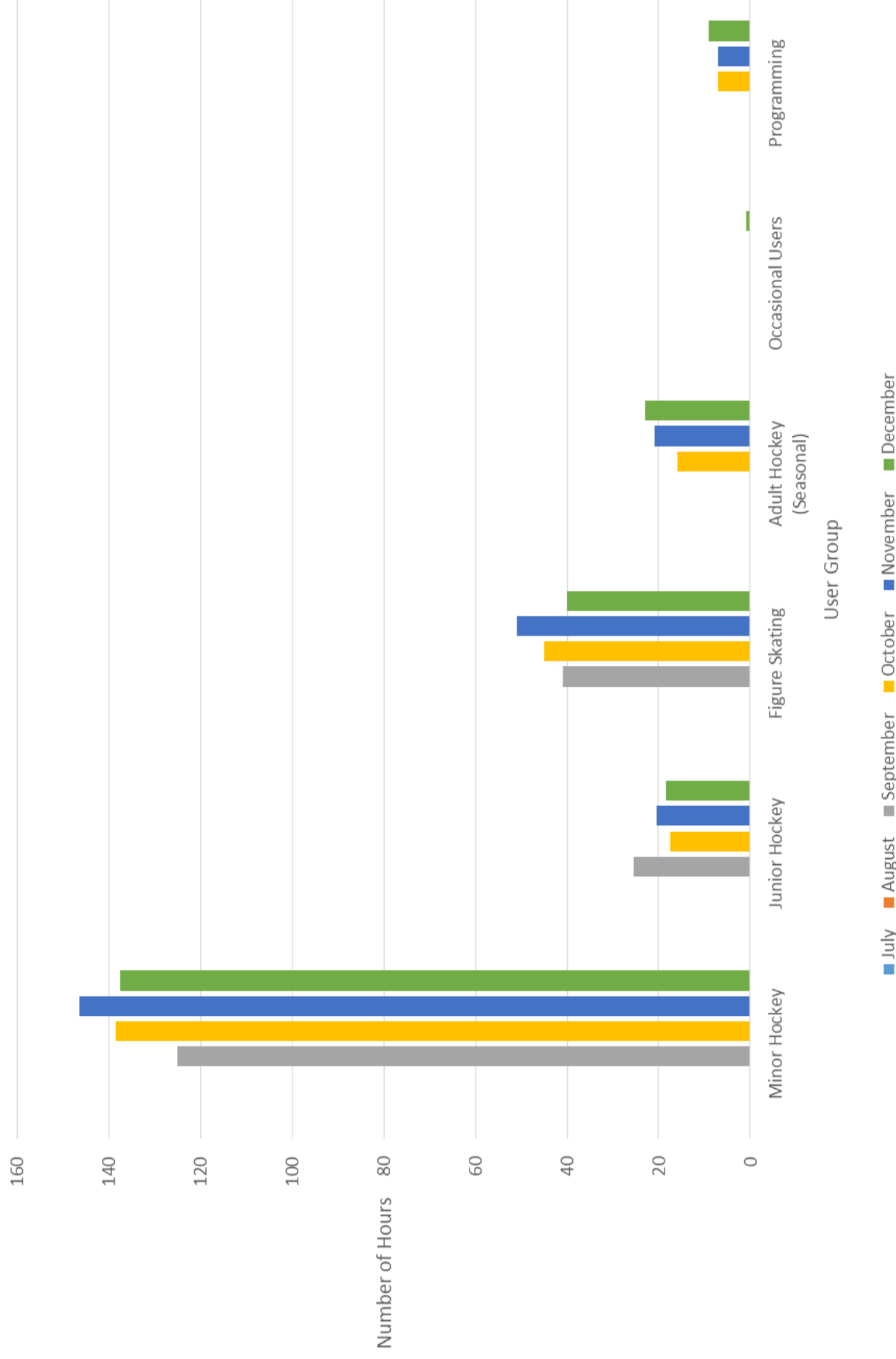


# Hours of Prime Ice Used Per Group at the Dunnville Memorial Arena

## July-December 2019



# Hours of Prime Ice Used Per Group at the Hagersville Arena July-December 2019





## ANNUAL PERFORMANCE MEASURES

Description	2019	2018	2017
<b>Heritage &amp; Culture</b>			
• Number of Users (visitors, outreach, research)	16,897	17,217	16,279
➤ Number of Program Participants (in-house education and adult/children workshops)	1,792	1,590	2,184
• Number of Volunteer hours	2,509.5	3,619	4,285.25
<b>Programs</b>			
• Number of Summer Camp users	2,502	2,292	1,792
➤ Capacity rate (attendees/capacity)	96%	94%	89%
• Number of Daily Bather Load	49,924	47,953	54,391
• Number of Public Swim participants	30,945	27,491	34,259
• Number of Swimming Lesson participants	1,882	1,729	1,715
➤ Capacity rate (class capacity)	87%	87%	84%
• Annual # of Free Skate Participants	17,385	12,297	11,089
• % of Primetime ice usage (Jan – Mar)	73.25%	84%	94%
• % of Primetime ice usage (Sept –Dec)	91%	91%	90%
• % of Prime Spring/Summer ice (*Spring Ice only)	50%	42%	*56%
• Annual Walking Track usage	62,888 km	63,427 km	56,029 km
• Special Events on Haldimand County Property	98	89	83
• Special Events Participation (*includes the Fairs)	139,703	138,632	148,380
<b>Partnerships</b>			
• Number of Community Partners Engaged	401	349	336
• 2019 Partnership Capital Grants Leveraging Factor(County: Community): 18 <i>new</i> projects approved/completed totaling \$1,069,041 (CPP \$323,406; Other County \$116,000; Community \$629,635)	1:1.4	1:1	1.1
• Community Beautification Grants:			1:1.6
➤ 2017: 16 projects totaling \$172,771 (HC \$55,935; Community \$116,836)			
➤ 2018: 22 projects totaling \$178,327 (HC \$67,876; Community \$110,451)		1:1.8	
➤ 2019: 24 projects totaling \$199,729 (HC \$75,325; Community \$124,404)	1:1.6		
2020: 19 proposals received totaling \$179,980 (HC \$58,491; Community \$121,489)			
<b>Customer Service</b>			
• % of Allocation Processing Standards met	*100% of all calls and emails responded to within 1 business day *100% of all “one-off” contracts initiated within 2 business days		
• % of Program users satisfied with experience ➤ <i>Aquatics</i> (333 surveys returned)	<b>Quality of Instruction</b>	<b>Likely to Return</b>	
	Excellent – 65%	Yes – 96%	
	Good – 31%	No – 4%	
	Needs Improvement – 4%	N/A	
	<b>Quality Camp Experience</b>	<b>Likely to Return</b>	
➤ <i>Summer Programs</i> (159 surveys returned)	Excellent – 81%	Yes – 95%	
	Good – 18%	No – 5%	
	Needs Improvement – 1%	N/A	

## **Annual Highlights:**

### **Community Engagement**

- Undertook two rounds of community consultation (in-person and online) towards developing a detailed Cayuga Parks Plan.
- Limited 'Downtown' Community Group Meetings organized (due to limited resources) to continue developing volunteer/County partnerships to beautify communities and address ongoing/planned capital and operating matters.
- Collaborated with Community Development & Partnerships, Health & Safety Coordinator, Roads Operations and Support Services staff to provide an evening of Volunteer Health & Safety training, including details about new legislated public health requirements, insurance, etc.

### **Community Beautification**

- In 2019, approved the largest annual number of beautification requests (24) in the program's 14-year history.
- Clean & Green Program (which provides community clean-up supplies to volunteer groups) saw an increase in requests (from four in 2018 to seven in 2019), including participation by more communities throughout the County.

### **Community Halls**

- Community Halls groups continue to operate these centres on behalf of the County with great diligence and success, working with staff from Community Development & Partnerships and Facilities, Parks, Cemeteries & Forestry Operations to address ongoing repairs/maintenance.
- County staff (Community Development & Partnerships, Public Works, Corporate Services) hosted an annual Information Meeting in September 2019 for the groups to update them on new legislation and operating standards as well as general health and safety.
- With the introduction of a new capital policy in 2018, the County has seen increased interest from the Halls to undertake capital enhancements. In 2019, applications/inquiries were received from the following Halls: Caledonia (A/V enhancements), Cheapside (enhanced parking), Hagersville (lighting retrofit), Jarvis (transformer upgrade).

### **Community Partnerships**

- In 2019, 22 new and previously-approved capital partnership requests were approved and/or completed for a total project value of \$1,184,081 (Community \$700,907; CPP/Other County \$483,174).
- Projects completed in 2019 included the Thompson Creek Park Rehabilitation.
- Other projects approved/started in 2019 included: Caledonia 'Lights Along The Grand' Phase 1, Ron Clark Memorial and River Walk Naming, Cayuga Seniors Drop-In Centre Parking Lot Paving/Accessibility Enhancements, Dunnville Waterfront Park Flag Pole/Storyboard Installation, Dunnville Soccer Park Corporation/Grand Erie Home Hardware Tree Planting, Dunnville Horticultural Society Thompson Creek Rehabilitation/Heritage Tree Designation/Bench Installation, DHS Floral Clock Revitalization, Great Art for Great Lakes (GAGL) Art Installation, Hagersville Chamber Christmas Tree Installation, Haldimand Youth Soccer/Caledonia Pavilion/Sidewalk Enhancements, Jarvis Lions Tree Planting (Phase 2) and Townsend Lions Park Tree Planting.
- Official openings for CPP projects included the Ron Clark River Walk Naming, Dunnville Waterfront Park Flag Raising, DSPC Tree Planting, DHS Thompson Creek Park Rehabilitation and GAGL Art Installation.

### **Fields & Parks Management Program**

- Approved new Fields & Parks Management Program (FPM) for community groups including an updated policy and funding structure (grants are now assessed at 35% of County costs to undertake the same work) in keeping with the principles of the Community Partnership Program as well as agreements, operating guidelines, a capital equipment management process, enhanced risk management and stronger collaboration with and support from staff. The new program was developed over a three-year period and included significant consultation with community groups and research into other public funding models. The County's commitment to increasing the funding

envelope for this Program by 124% resulted in a more fair, clear and consistent approach to grants, much to the appreciation of volunteer groups.

- Since the introduction of the new Program, three new community groups have come forward requesting the opportunity to be considered as partners with the County: the Caledonia Disc Golf Association, Port Maitland, “On the Grand” Historical Association and the community of Springvale. Other requests are pending from groups in Decewsville and Dunnville.
- As well, three long-time FPM groups took advantage of the opportunity to undertake enhancements at their Parks through the CPP: Dunnville Soccer Park Corporation (tree planting in collaboration with Dunnville/Grand Erie Home Hardware), Haldimand Youth Soccer/Caledonia (pavilion enhancements) and Townsend Lions (tree planting).

## **Trails**

- Although some trails planning and implementation was delayed in 2019 due to changing staff resources, the County did open two new trails with great community support and enthusiasm: the Cayuga Grand Vista Trail and the Gypsum Mine Tract Trail between Caledonia and York.
- The Cayuga Grand Vista Trail was recognized by two esteemed organizations for its innovative design and architecture, including at the Landscape Ontario Awards of Excellence and by the International Design Awards, which celebrate and promote legendary design vision and uncover emerging talent in architecture, interior, product, graphic and fashion design.

# Economic Development & Tourism

## 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.

## Statistics July – December 2019:

Description	2019 (July-Dec)	2019 (Jan-June)	2018 (July-Dec)
<b>Marketing The County:</b>			
Presentations & Partnership Engagement (Includes partner meetings, presentations, trade shows, outreach, and committee meetings.)	73	93	67
Social Media – Haldimand County Tourism Facebook Page* <sup>1</sup>	5,335 Engagements 1,628 Followers 80,630 Reach 181 Posts	4,776 Engagements 1,536 Followers 77,022 Reach 142 Posts	6,555 Engagements 1,462 Followers 113,561 Reach 179 Posts
Economic Development & Tourism (EDT) Monthly Newsletters	454 Total Subscribers 830 Opens 309 Clicks	455 Subscribers 966 Opens 189 Clicks	470 Total Subscribers 914 Opens 414 Clicks
Business Web Page visits* <sup>2</sup>	880	-	-
Tourism Web Page visits* <sup>2</sup>	2,894	-	-
<b>Business Retention, Attraction &amp; Expansion</b> (Business visits for the following categories)	73	91	69
Business Assistance* <sup>3</sup>	41	56	42
Expansion	4	1	0
Land/Real Estate	9	7	13
New Business/Start-up	1	0	3
Marketing Supports	14	16	12
CIP Site Visits	8	11	-
Partner Referrals* <sup>4</sup>	18	16	1
<b>Business inquiries</b>	132	146	101
Business Assistance* <sup>3</sup>	61	82	36
Expansion	6	3	3
Land/Real Estate	34	25	20
New Business/Start-up	6	0	9
Marketing Supports	23	19	15
CIP Inquiries	10	17	18
Partner Referrals* <sup>4</sup>	38	33	20

Description	2019 (July-Dec)	2019 (Jan-June)	2018 (July-Dec)
Community Improvement Plan (CIP) applications approved July–December for a total of \$0 in construction value and County grants of \$0 *5	0	6	5
<b>Development Results</b>			
Pre-Consultations Attended By Businesses*6	7	8	-
Planning Application Initiated By Business*7	2	3	-

\*1 Facebook changed data collection metrics, making it difficult to compare numbers before 2018.

\*2 Website was relaunched in late 2018. Numbers not comparable beyond 2019.

\*3 Business assistance category includes: Filming, Financing/Capital, Local Government Services, Operations/Supply Chain, Product/Service Development, Utility, Workforce/Training & General Inquiries.

\*4 Partner Referrals: the number of businesses the Economic Development & Tourism Division referred to internal divisions or external partners during visits.

\*5 Funding was exhausted in the first half of the year.

\*6 Pre-consultations: the number of businesses that the Economic Development & Tourism Division facilitated in the pre-consultation process.

\*7 Planning Applications: the number of businesses that the Economic Development & Tourism Division assisted that proceeded into the development process.

## Highlights July – December 2019:

### Economic Development

- Coordinated a stakeholder meeting to discuss future development opportunities for Lake Erie Industrial Park (LEIP). The group included Ministry of Economic Development and Job Creation and Trade (MEDJCT), Fed Dev Ontario, Hydro One, Enbridge, Stelco, Esso, Cushman-Wakefield, and Ernst & Young. Discussed ideas, benefits and identified next steps to make these lands investment ready.
- Staff held several conversations with Provincial representatives, Stelco Stakeholders, Ernst & Young and Cushman-Wakefield to determine interest in submitting an application to the Job Site Challenge. An application is currently underway and will be submitted for Lake Erie Industrial lands.
- Staff coordinated correspondence from Mayor Hewitt to Enbridge Gas advising of a number of businesses that require an increase in capacities. As an outcome, Enbridge has followed up with all large natural gas users to determine anticipated future gas requirements and is determining feasibility of a potential expansion.
- Economic Development & Tourism (EDT) staff along with other key divisions assisted 4 businesses with their future expansion plans. Staff also worked closely with Suit-Kote Corporation to establish an operation in Haldimand County.
- Coordinated a local consultation for employers in Haldimand County and nearby communities to provide input and feedback on workforce needs and trends to be integrated into the Workforce Planning Board's annual local labour market plan.
- Mohawk's City School mobile unit came to Haldimand County for the second time and was located at Haldimand County Caledonia Centre. Programs ran from June 3 to September 20, 2019 and included Skilled Trades Awareness & Readiness Training as well as College 101 which held at the Dunnville Library. The program received 20 applications, 6 participants and 4 completions. This service model provides a no cost opportunity for those in Haldimand's communities to access post-secondary education.
- Partnered with the Workforce Planning Board of Grand Erie to create video content promoting local manufacturing jobs and career paths to youth in Haldimand County. The videos are distributed throughout the school boards to promote career opportunities to students, on the County website and provided to businesses as marketing collateral. This years video featured Cargo Ease, Elite Manufacturing and Armstrong Milling.
- Assisted in the coordination of the annual Manufacturing Day, which is an event that showcases manufacturing jobs and career opportunities to local students. Staff recruited 4 businesses in Haldimand County to participate including: Armstrong Milling, CGC Inc., D-M Precision



Products, and Stelco Inc. Approximately 250 students across the Grand Erie region attended the event to tour the businesses and gain an understanding of job opportunities that exist in Haldimand County.

- Coordinated a photoshoot and created content to market businesses in the County. This will be used on our website and in promotional material to encourage entrepreneurship, investment and doing business in Haldimand.
- Staff supported all BIA's to ensure they held their AGM within established timelines. Also assisted and coordinated BIA presentations to Council regarding their annual updates and 2020 draft budgets.
- Exhibited at ProDev+ which is hosted by the Hamilton-Burlington Realtor Association to promote Haldimand County as an investment opportunity for both residential and business/commercial development.
- Assisted in facilitating the Small Business Week breakfast event hosted by the Cayuga Chamber of Commerce. This event promotes the importance of small business and supporting local establishments. Approximately 80 individuals attended this event.
- The Community Improvement Program (CIP) funding was exhausted June 2019, however staff continued to receive interest and inquiries. Between July 1<sup>st</sup> and December 31<sup>st</sup> EDT received 10 inquiries, and co-ordinated 8 visits related to CIP. This resulted in staff receiving 4 completed applications for 2020.
- Facilitated a number of committee meetings including:
  - 3 Agriculture Advisory Committee Meetings.
  - 2 Business Development and Planning Advisory Committee Meetings.
  - 2 Haldimand Business Network Meetings, including a joint workshop with Norfolk's Chambers & BIAs, to learn from each other and share common issues and solutions.
  - 1 Tourism Network Meeting.

## **Tourism**

- Worked with Destination South Coast, a Norfolk based tour company, to develop a series of experiences and activities for bus tours in Haldimand to be promoted in 2020. Based on preliminary bookings, we anticipate these tours will bring in approximately 200 visitors to various Haldimand County businesses.
- Staff showcased key tourism assets and businesses to a provincial representative from the Ontario Ministry of Tourism. This visit informed the province of the growing tourism sector within Haldimand County.
- EDT's summer student completed a digital online inventory of signage across the County. This inventory is the first step for Haldimand County to implement a signage strategy.
- Organized a Tourism Network Workshop in partnership with SWOTC, which featured an external expert (Muse Marketing) presenting information on how to identify target markets and coach them on how to reach and write for success in attracting those markets. 30 individuals registered for this event.
- After the new Economic Development and Tourism brand was approved, staff have been working to rebrand our advertising and marketing collateral. To date we have updated the Fishing Map, Cycling & Hiking Map and Touring Map. We also initiated a full redesign and printing of the Culinary Guide.
- Developed a featured blog on Ontario By Bike to encourage fall rides in Haldimand and promote the County as a premiere tourism destination. This article was viewed 1,633 times.
- Staff coordinated the tourism data program (for the third year); 19 tourism partners were recruited and 400 tourism surveys collected. This data was compiled and analyzed by staff to inform the marketing activities of Tourism Haldimand and shared with new and existing tourism businesses in Haldimand County.



## ANNUAL PERFORMANCE MEASURES

### Community Vibrancy

Description	2019	2018	2017
• Downtown / Rural CIP Grants			
➤ Grant \$	\$246,409	\$177,436	\$175,341
➤ Construction Value	\$5,147,281	\$749,835	\$461,017
➤ Leveraging Factor	1:20	1:4	1:3
• Downtown Vacancy Rate*	Not collected in 2019	9%	9%
• Rural Water Quality Grant			
➤ Grant \$	\$17,388	\$13,868	\$28,434
➤ Project Value	\$36,502	\$26,090	\$62,210
➤ Leveraging Factor	1:2	1:2	1:2

\*Note – Due to rate consistency in vacancy rates, information will now be collected on a bi-annual basis.

### Business Support

Description	2019	2018*	2017
• Outreach (presentations, events, corporate calls)	166	150	150
• Business Inquiries	278	190	190
• Business Visits	164	128	106

\*Note (2018) – Staff vacancy in Q1 & YLM Business Directory being phased out.

### Construction Value

Description	2019	2018	2017
• Commercial / Industrial	\$5,732,718	\$12,728,902	\$23,786,150
• Agricultural	\$66,083,081	\$9,624,190	\$10,442,282

# Emergency Services

## Corporate Purpose:

- To protect the lives and property of our citizens and visitors by providing prompt and professional service in the event of a fire, accident, medical emergency, disaster or any other event which may threaten the public welfare.
- To serve the community through fire and accident prevention, education and the immediate response to emergencies.

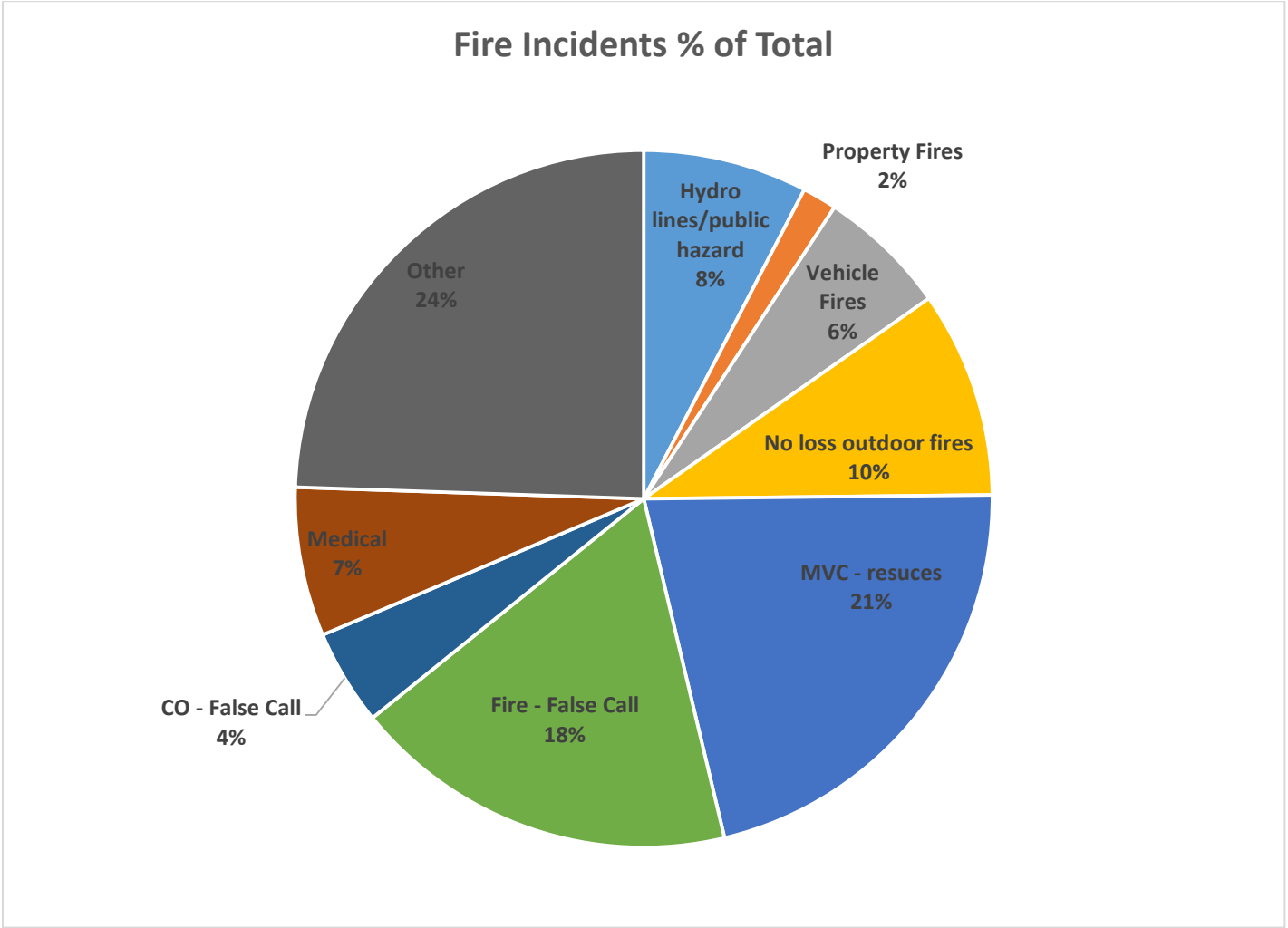
## Statistics:

### 2019 Semi – Annual Fire Department Comparison

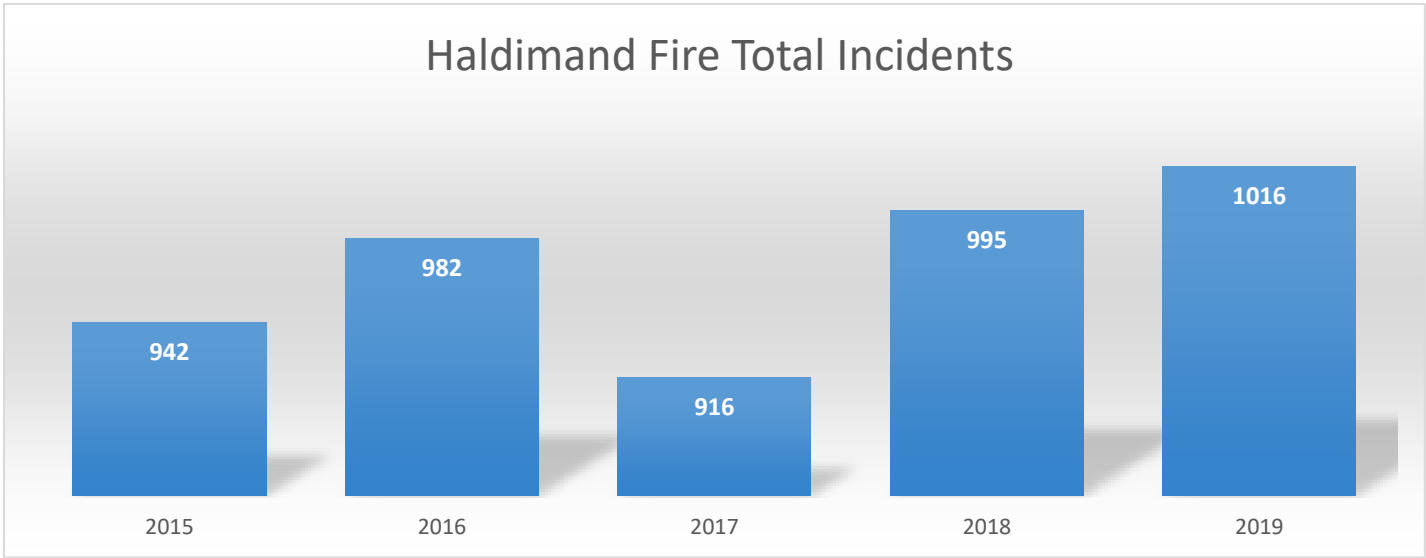
Fire Department	January to June 2019	July to December 2019
Total Fire Calls	452	564
Consisting of:		
Hydro Lines/Public Hazard **	15	43**
Property Fires	27	9
Vehicle Fires	21	34
No Loss Outdoor Fires	34	54
MVC - Rescues	87	121
False Fire Call	76	101
CO False Call	16	25
Medical	119	39
Other	57	138
Fire Loss \$ - Structures	\$4,475,501.00	\$2,712,400.00
Training Dollar Amount	\$168,369.19	\$118,848.00
Response Dollar Amount	\$200,005.64	\$208,399.00
Inspections	63	73
Public Education	8	5
Fire Prevention Activities	77	79

\*\*due to high number of storms

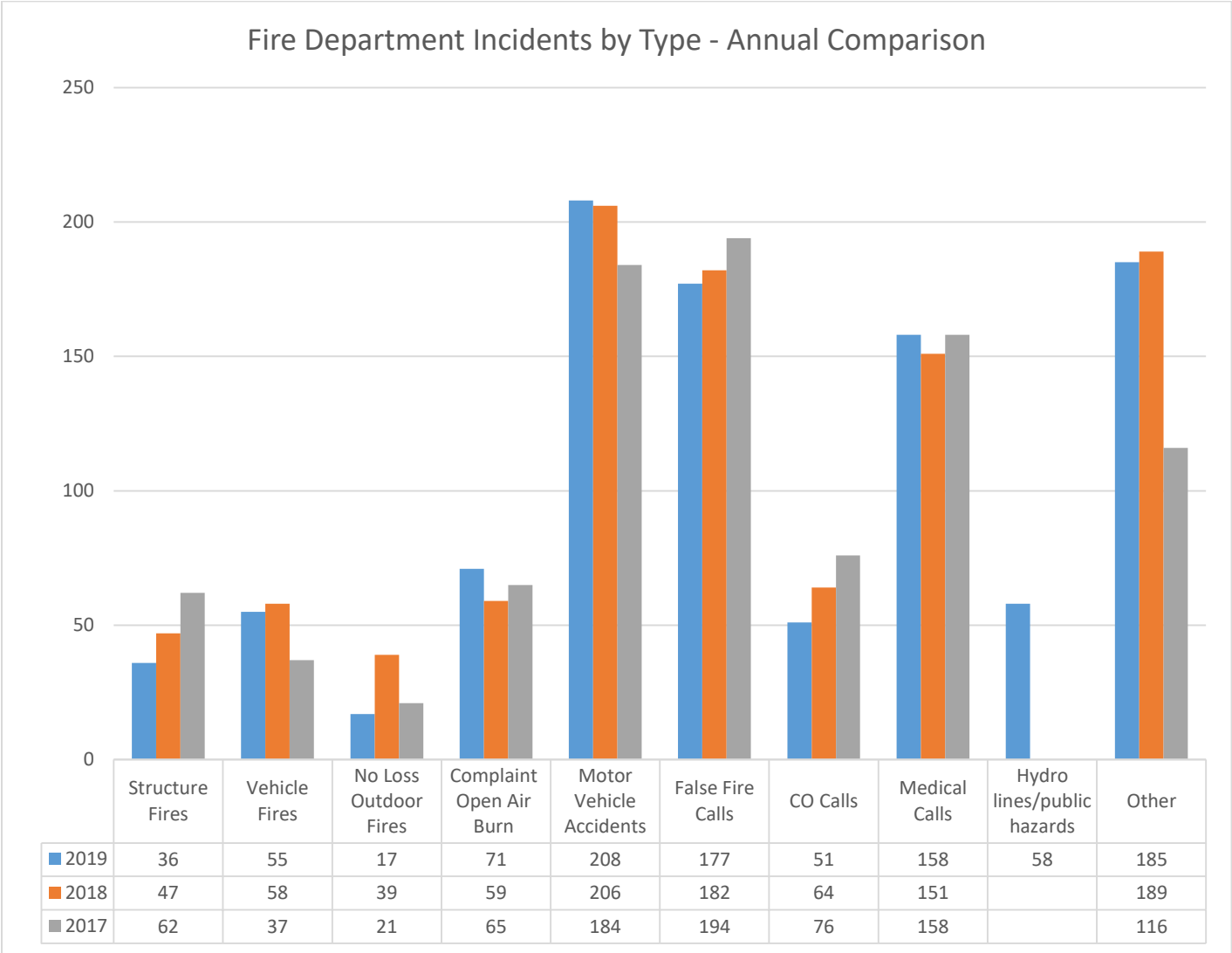
July to December 2019 Fire Incident Percentages



Annual Fire Incidents



Annual Comparison Per Fire Incident Type

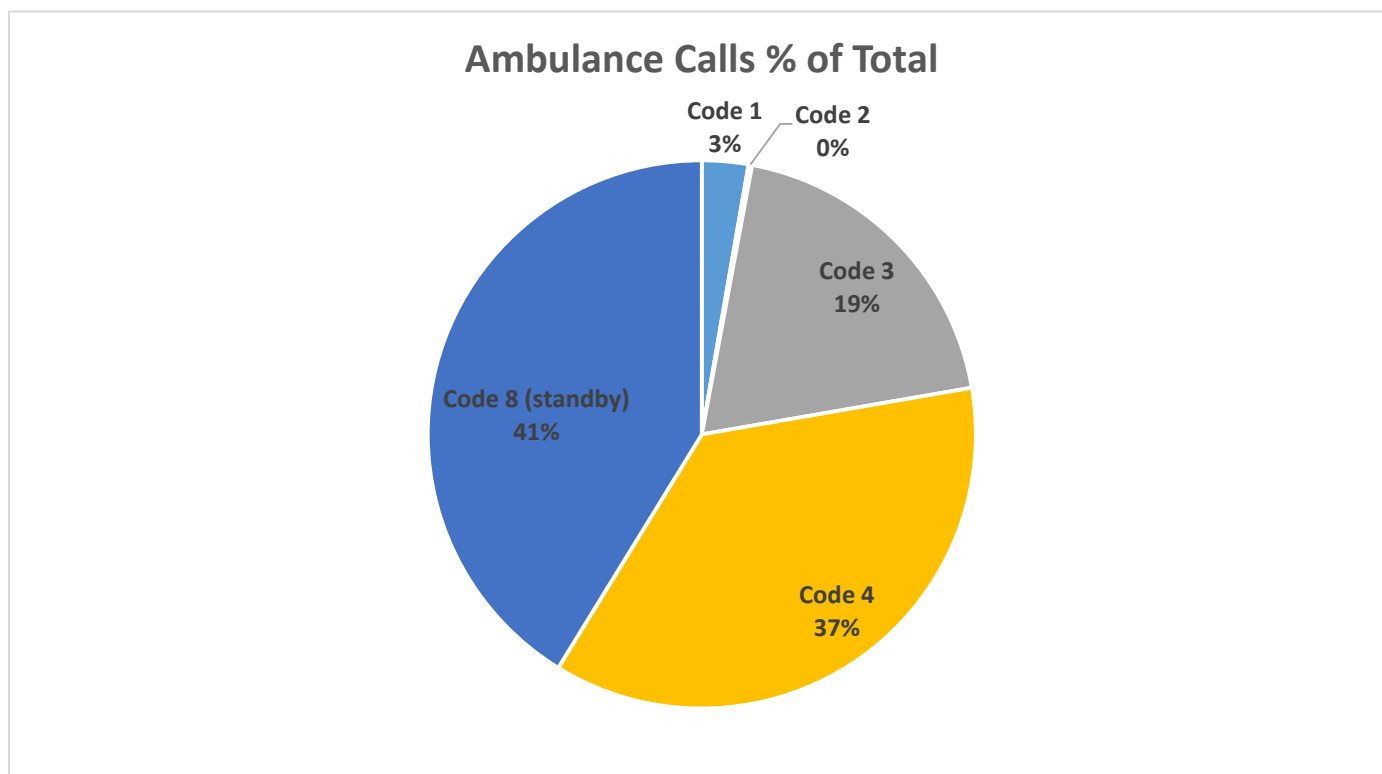


## 2019 Semi – Annual Paramedic Comparison

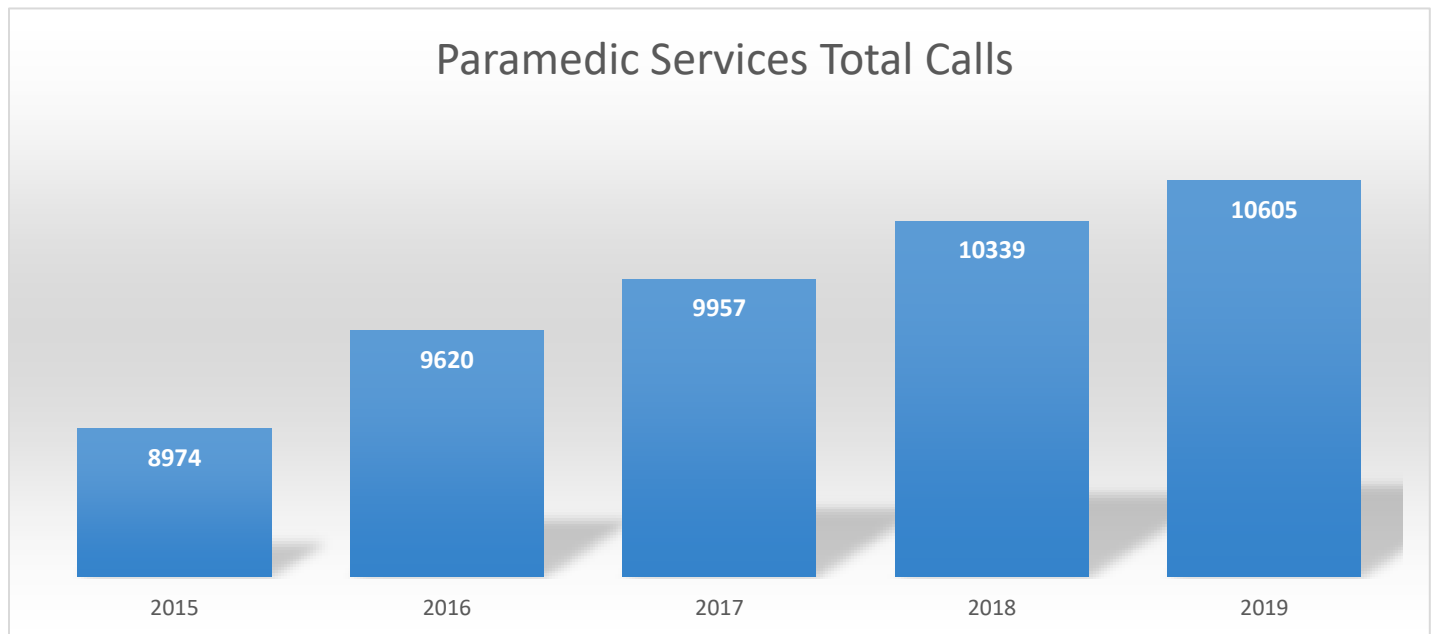
Ambulance	January to June 2019	July to December 2019
Total Ambulance Calls	5,513	5,230
<b>Code 1</b> - non-scheduled transfers between facilities, calls to return patients from the hospital and other non-emergency calls.	139	143
<b>Code 2</b> - scheduled transfers between facilities.	11	11
<b>Code 3</b> - urgent but not life-threatening emergencies such as abdominal pain, fractures and minor trauma.	1,129	1,011
<b>Code 4</b> - potentially life-threatening emergencies such as chest pain, difficulty breathing, strokes, seizures, vehicle accidents, diabetic emergencies and major trauma.	2,096	1,909
<b>Code 8</b> - standbys where an ambulance is moved from one station or location to another for the purpose of providing coverage.	2,138	2,156

Please note: Incident numbers are current to time period. The Ministry of Health adjusts numbers on an on-going basis.

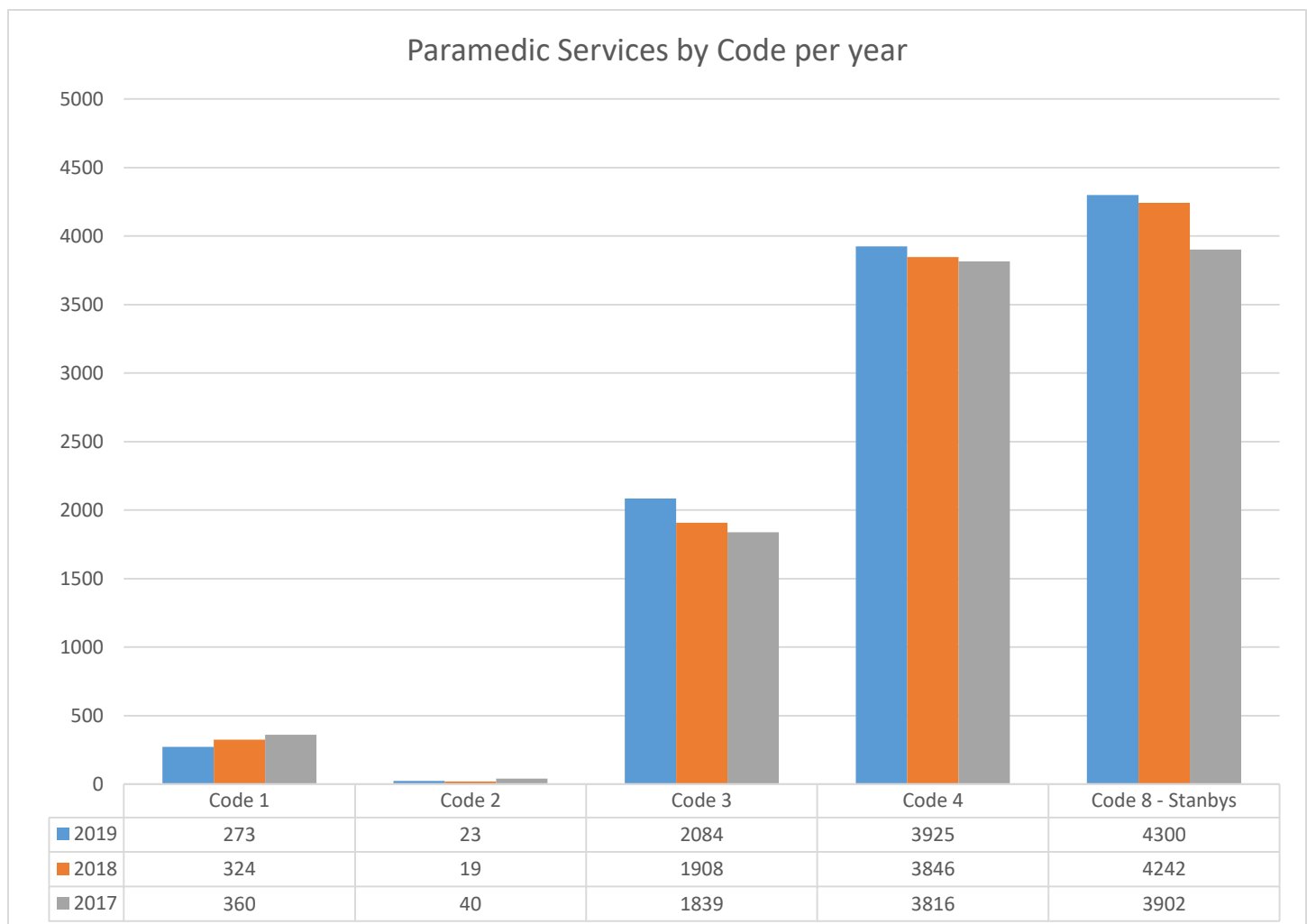
## July to December 2019 Ambulance Call Percentages



## Annual Paramedic Service Calls



## Annual Paramedic Comparison By Code





## Highlights July – December 2019:

- High volume of weather related incidents under fire. Hydro lines down and public hazards noted.
- Rural Tanker Accreditation received and increased to commercial rating.
- Hired 8 paramedics.
- Hired 18 volunteer fire fighters.
- Adopted the Incident Management System (IMS) for Emergency Management. This meets the Provincial Recommendations for Ontario.
- Coordinated successful full day mock emergency incident exercise to test the new IMS, with involvement from large cross section of County staff, political representation and Provincial participation.

# Planning and Development

## Corporate Purpose:

- To deliver statutory planning and development review services.

## Statistics:

Meeting Type	Number of Meetings Attended (July – Dec. 2019)	Number of Meetings Attended (July – Dec. 2018)	Number of Meetings Attended (July – Dec. 2017)
Public Open House / Presentations / Workshops	27	26	24
Tribunals / OMB	5	0	10
Internal Committee Meetings	61	89	55
External Committee Meetings	19	18	15
Problem Solving Meetings	80	155	67
Councillor Briefings	4	4	3
Internal Support Meetings	31	10	38
Council in Committee Meetings	14	9	13
Committee of Adjustment Meetings	28	19	10
Pre-Consultation Meetings	22	43	31
<b>GRAND TOTAL</b>	<b>291</b>	<b>373</b>	<b>266</b>

## Development Activity and Highlights:

### Development Inquires July – December 2019

Quantity and Type (2019)	2018 Totals	2017 Totals
292 total (430 hours spent of research, discussions and responses)	398 total (276 hours spent of research, discussions and responses)	344 total (265 hours spent of research, discussions and responses)
<i>Types of Inquiries:</i> Residential – 146; Commercial – 34; Industrial – 0; Institutional – 0; Agriculture – 75; Other – 37	<i>Types of Inquiries:</i> Residential – 236; Commercial – 47; Industrial – 9; Institutional – 3; Agriculture – 71; Other – 32	<i>Types of Inquiries:</i> Residential – 217; Commercial – 28; Industrial – 10; Institutional – 7; Agriculture – 53; Other – 29

## 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.)

2019	2018	2017
<ul style="list-style-type: none"> <li>99 applications (completed July to December)</li> </ul>	<ul style="list-style-type: none"> <li>78 applications total (completed July to December)</li> </ul>	<ul style="list-style-type: none"> <li>102 applications total (completed July to December)</li> </ul>

2. **Engineering Review** (including: grading plans, site plans, and functional servicing reports.)

2019	2018	2017
<ul style="list-style-type: none"><li>• 183 detailed reviews (completed July to December – includes 96 grading plans)</li></ul>	<ul style="list-style-type: none"><li>• 84 detailed reviews (completed July to December)</li></ul>	<ul style="list-style-type: none"><li>• 83 detailed reviews (completed July to December)</li></ul>

**Applications Approved** (significant projects approved July 1<sup>st</sup> through December 31<sup>st</sup>)

- Pre-servicing agreement executed and construction commenced on Empire's Livingston (formerly Haldimand Gardens) Subdivision in Hagersville, consisting of 148 lots for single detached dwellings.
- Pre-servicing agreement executed for Jarvis Meadows Phase 3 Subdivision in Hagersville, consisting of 139 lots for single detached dwellings.
- Site plan approval for ITC Connector project facilitated construction July 15, 2019.
- Site plan approval granted for new Wendy's fast-food restaurant in Caledonia with construction now complete / business open.
- Site plan approval granted for new Cargo-Ease / Elite Manufacturing operation in north Jarvis. Construction to commence in early 2020 on 30,000 square feet modern manufacturing operation that will see business relocate from Hagersville.
- Official Plan and zoning amendment approval for Suit Kote industrial business consisting of liquid asphalt storage and shipping operation near Lake Erie Industrial Park.
- Official Plan and zoning amendment for Run-A-Fowl hunting club and special event site near Canfield.

**Major Projects:**

**1. Dunnville Waterfront Park – Phase 2**

- Design/Planning portion: 100% complete; Construction portion: to commence in early 2020.
- Accomplished July to December:
  - Final construction tender drawings approved as well as project specifications documents to be used in tender issuance.

**2. McClung Community**

- Project on-going – multi year process.
- Accomplished July to December:
  - Registration of subdivision agreement for Phase 4 of *Avalon West* which will have resulted in construction commencement for an additional 123 single detached residential dwelling lots and multiple development blocks for (up to) 56 townhouse units, community park, elementary school and mixed use (commercial units and apartments).

**3. Caledonia Master Servicing Plan Update**

- 90% complete.
- Accomplished July to December:
  - Project close-out meeting completed with consultant (Wood PLC) and final deliverables (from consultant) determined.
  - Additional analysis, including looking at future conditions growth related, has commenced with new project consultants (JL Richards and C3 Water).

#### **4. Haldimand County Comprehensive Zoning By-law Project**

- 85% complete.
- Accomplished July to December:
  - Continual liaison with project consultant (WSP), including addressing final comments from Conservation Authorities.
  - Preliminary planning with consultant for next public information centre (spring 2020).
  - Work on mapping symbology, data preparation and data verification continues.

#### **5. Haldimand County Official Plan Update**

- Multi-year project initiated.
- Accomplished July to December:
  - Project manager retained through Request for Proposal process.
  - Various meetings completed with Province and staff.
  - Background work completed, with focus on phase 1 (growth strategy).
  - Developed engagement strategy, project web page, project logo/brand, public session formats/schedule.

#### **6. Haldimand County Lake Erie Hazard Mapping & Risk Assessment**

- 85% complete.
- Accomplished July to December:
  - Second Public Education Centre held in Selkirk.
  - Draft hazard mapping completed and reviewed by project team.
  - Risk assessment workshop planning completed for County staff (Roads, EMS, Engineering, Building).
  - Project team progress meetings and conference calls completed, including review of variety of technical materials/assessment approaches.

#### **7. Population, Household and Employment Forecasts Update**

- 100% complete.
- Accomplished July to December:
  - Forecasts and Land Needs Assessment finalized by Watson and staff.
  - Final report produced by Watson and staff and presented to Council in public meeting.

#### **8. Jarvis Master Servicing Plan Update and Wastewater EA process**

- 100% complete.
- Accomplished July to December:
  - Completion of all required notification, consultation and documentation under the EA process.

#### **Other Accomplishments**

- Annual servicing allocation process completed, including public open house and report to Council.
- Recruitment and hiring to fill six (6) vacant positions as follows: Manager of Planning & Development, Planner, Development & Design Technologist, Senior GIS Technologist, Mapping & Graphics Technologist and Administrative Assistant.
- Resource support, mapping production and staff attendance at EMS/GRCA Lake Erie public education evening on flood hazard preparedness in Dunnville.
- Community outreach, including staff presentations at elementary school.
- Successful resolution of Quality Green appeal of County's cannabis zoning provisions.

## ANNUAL PERFORMANCE MEASURES

Measures	2019	2018	2017
<b>Activity Measures</b>			
• Number of Planning applications reviewed	196	198	192
• Number of Engineering documents reviewed	286	168	275
• Number of development inquiries	662	821	710
• Number of meetings attended	672	694	576
• Number of maps prepared	1,404	1,295	1,244
<b>Efficiency Measures</b>			
• Compliance % to adopted plan review timelines	89*	85**	81**
• Compliance % to adopted engineering review timelines	90*	93	91

\* Impact of staff vacancies over a three month timeframe.

\*\*Impact of staff vacancies over a four month timeframe.

### Residential

Development	Location	Description	# units by type
Avalon – Phase 4	Caledonia	Subdivision registered for 4 <sup>th</sup> phase of Avalon community with homes now under construction	123 single detached dwellings 56 townhouse dwellings Community Park Mixed Use Block (apartments/commercial) School Block (future school development)
Slack Plaza Phase 2	Caledonia	Zoning approval for new seniors residential development	18 condominium units within a 3 storey building
McClung South	Caledonia	Plan of subdivision and implementing zoning bylaw approved	80 single detached dwellings 83 townhouse dwellings
Dehaan Condos	Dunnville	Official Plan and zoning amendment approval for major infill development focused on seniors	30 condominium units within a 3 storey building
Fisherville Estates	Fisherville	Plan of subdivision and implementing zoning bylaw approved	7 single detached dwellings
Country Fields Estates Phase 2	Jarvis	Site plan approved for seniors-focused detached condominium development	25 singled detached condominium dwellings

## Institutional

Development	Location	Description
Jarvis Christian School	Jarvis	Zoning approved to facilitate future school expansion
Sweets Corners Church	Sweets Corners	Zoning approved to facilitate construction of new church measuring 6,830 square feet and accommodating a congregation of up to 300 people

## Commercial/Employment

Development	Location	Description	Jobs and/or Gross Floor Area
Old Mill	Caledonia	Site plan approval and completion of various land transfers and agreements (site plan, land lease, maintenance) for office complex	465 square metres (5,000 square feet) and up to 50 jobs
Wendy's Restaurant	Caledonia	Site plan approval for new fast food restaurant	218 square metres (2,346.5 square feet) and up to approximately 15 jobs
Cargo-Ease / Elite Manufacturing	Jarvis	Site plan approval for a manufacturing operation focused on truck box inserts and chiropractic tables	2,787 square metres (30,000 square feet) (Note: business is moving from Hagersville but new facility provides expansion and new job opportunities moving forward.)
ITC	Lake Erie Industrial Park (Nanticoke)	A Site Plan and External Works project for a electrical distribution network between the Lake Erie Industrial Park and the United States (Pennsylvania)	Converter hall 3,643.44 square metres (39,217.66 square feet), control building 808.9 square metres (8,706.93 square feet), and a spare parts building 210 square metres (2,260.42 square feet). Will employ up to 2 jobs, as equipment will be managed remotely.
Suit Kote	Lake Erie Industrial Park (Nanticoke)	Official Plan Amendment and Zoning Amendment approved to permit asphalt storage and shipping operation	4 storage tanks, transfer area and several rail extensions/spurs and up to 10 jobs
Steel City Millwork	North Cayuga	Official Plan Amendment and Zoning Amendment approved to permit expanding millwork focused home industry on property	743 square metres (8,000 square feet) and up to 6 jobs