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# HALDIMAND COUNTY

## Report CDS-02-2021 Community and Development Services 2020 Annual Summary



For Consideration by Council in Committee on April 20, 2021

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### OBJECTIVE:

To update Council on the 2020 initiatives and activities of the Divisions of the Community and Development Services Department.

### RECOMMENDATIONS:

1. THAT Report CDS-02-2021 Community and Development Services 2020 Annual Summary be received.

**Respectfully submitted:** Mike Evers, MCIP, RPP, BES, General Manager of Community & Development Services

**Approved:** Craig Manley, MCIP, RPP, Chief Administrative Officer

### EXECUTIVE SUMMARY:

Report CDS-02-2021 has been prepared to update Council on the 2020 initiatives, activities and statistics that have taken place within the Community and Development Services Department throughout the year, as it relates to development and vibrancy matters.

### BACKGROUND:

As part of ongoing efforts to be able to communicate the activities, initiatives and impact of the Department's programs to Council and ratepayers, in late 2011 annual performance measures were developed, and in January 2012 a quarterly 'activity' report and an annual report on performance was developed to provide interim updates. In 2019, the Community and Development Services Department shifted to provision of a semi-annual as opposed to quarterly updates. Unfortunately, in 2020, the COVID-19 pandemic hit. Divisional work plans, activities and initiatives were impacted in the first quarter of 2020 and throughout the entire year. With these impacts in mind, Community and Development Services will only be providing Council with an annual 2020 summary of activities (Attachment 1).

### ANALYSIS:

#### Key Highlights for 2020:

One of the key words (and actions) of 2020 was 'pivot' – for many businesses and organizations, the realities of the pandemic and public health protocols meant a new or different way of delivering goods and services had to be embraced. This was similarly true for the Community and Development Services Department (CDS) which saw its team members across all 5 Divisions accept the challenges that were

presented and respond to those challenges with creative, positive and support-oriented solutions to the services that are delivered. For example:

- In Economic Development & Tourism, we pivoted to a business recovery focus with new supports (digital service squad, skill building webinars, grant funding sourcing & PPE sourcing), increased marketing (newspaper inserts and the Christmas Wish Book), and numerous other shop local initiatives (e.g. signage and decal campaign);
- In Community Development & Partnerships, we pivoted from our traditional in person programming to significantly enhanced on-line/virtual offerings, including fun activities, active living opportunities, County road trips, education and exploration of local history. The CDP team also shifted from its typical Community Hall program to a form of supports that assisted groups with unique/alternative fundraising events and obtaining financial supports to off-set utility costs during various lock-downs;
- In Planning & Development, we shifted from traditional forms of public engagement to virtual interactive workshops, more increased use of surveys and on-line presentations;
- In Building & Municipal Enforcement Services, we redeployed a large part of our Building staff to augment our Municipal Law Enforcement group to enforce public health measures; we introduced an electronic permit application process in response to lockdown and building closure; and, we conducted virtual inspections where buildings could/should not be entered to help keep our development industry moving and our staff safe;
- In Emergency Services, we had to pivot significant amounts of attention and effort to emergency management, including daily management of the IMS emergency response system, as well as a different way in delivering health services including how to prepare for and respond to calls; and
- Miscellaneous, the development and enactment of a multi-tiered mask by-law for Haldimand County.

Even with all the things that were different or changed in 2020, so much of what the Department does—the “day to day”—remained the same and with many significant accomplishments including:

- Enactment of new comprehensive County Zoning By-law to create a contemporary, consistent and flexible regulatory environment;
- Completion of all background, technical and support work, and all public consultation related to County’s Growth Management Strategy and Official Plan Amendment for urban boundary rationalization and growth targets;
- Approval of Haldimand County Lake Erie Hazard Mapping and Risk Assessment;
- Development, training and launch of the County’s autism awareness program for Fire personnel;
- Implementation of a new EAP Program for Firefighters which increases amount of supports available;
- Implementation of new software for Paramedic Services “mDocs” which allows Paramedic Services to reach their goal of a paperless system, achieve greater compliance and reduce likelihood of errors with patient information;
- Revamp and enhancement of the County’s Major Festival and Event Grant Program to develop a permanent program;
- Completion of the Cayuga Parks Consultation process and final park development concepts;

- Complete re-design on how Building services are delivered (one consistent approach including all day intake and all day inspections);
- Development of electronic document submission process for major subdivision developments (e.g. Empire, Losani);
- Enactment of a new County-wide comprehensive Fence By-law;
- Expansion of the County's on-street patio program to allow more patio design options and a longer season; and
- Revamp of the Farmers Market By-law to allow a wider range of vendors and extended operations.

### **Highlighted Annual Performance Metrics for 2020**

Theme	Metric	2020	2019	2018
<b>Development Activity</b>	<b>Planning Approvals</b>			
	• Number of Planning applications reviewed	161	196	198
	• Total Number of Residential Units approved	525	422	987
	• Number of Engineering documents reviewed	302	286	168
	• Number of development inquiries	790	662	821
	<b>Permitting Activity</b>			
	• Number of Building Permit applications	1,281	1,470	908
	• Construction Value	\$198,918,719	\$140,276,490	\$99,658,677
<b>Economic Development</b>	• Community Improvement Grants – Value of Construction Activity	\$137,659	\$5,147,281	\$749,835
	• Business Inquiries	277	278	190
	• Business Visitation (a mixture of virtual and in-person visits)	185*	164	128
		*Does not include 879 business contacts (phone/virtual) as part of business recovery program.		
<b>Municipal Enforcement</b>	• Number of by-law inquiries and complaints addressed:			
	○ Inquiries ○ Complaints	254 5,072*	916 1,804	707 1,247
		*3,598 of total were COVID-related.		

Theme	Metric	2020	2019	2018
<b>Programs</b>	• Number of Summer Camp users	Camp cancelled	2,502	2,292
	• Number of Public Swim participants*	6,546	30,945	27,491
	• Number of Swimming Lesson participants*	403	1,882	1,729
	• Annual # of Regular Public Skating Participants**	7,607	17,385	12,297
	• Number of Heritage and Culture Users***	3,742	16,897	17,217
	• Special Events on Haldimand County Property****	7	98	89
	<p>*Pools opening delayed until July 8, 2020. The bather load of the pools was reduced and, as a result, the number of public swimmers allowed in the facilities and the types of swim lessons available were limited.</p> <p>**Summer ice cancelled, number of on ice participants and the types of skating programs permitted were limited, all arenas closed on March 12, 2020 / delayed opening until Oct 1, 2020.</p> <p>***Museums closed most of 2020, in person programs cancelled and volunteers / researchers limited access.</p> <p>**** The only types of special events offered in 2020 were “drive-by” events in November and December.</p>			
<b>Partnerships</b>	• Number of Community Partners Engaged	95	401	349
	• Number of approved CPP projects	4	18	17
	• Partnership Grant Program – Value of Investment	\$118,000 (CPP \$27,300; Other County \$6,000; Community \$84,700)	\$1,069,041 (CPP \$323,406; Other County \$116,000; Community \$629,635)	\$445,682 (CPP \$113,052; Other County \$147,274; Community \$185,356)
	• Beautification Grant – Value of Investment	19 projects totaling \$179,980 (HC \$58,491; Community \$121,489)	24 projects totaling \$199,729 (HC \$75,325; Community \$124,404)	22 projects totaling \$178,327 (HC \$67,876; Community \$110,451)
<b>Fire</b>	• Total Fire Incidents	1,026	1,016	995
<b>EMS</b>	• Paramedic Services calls	10,295	10,605	10,339

**FINANCIAL/LEGAL IMPLICATIONS:**

Not applicable.

**STAKEHOLDER IMPACTS:**

Not applicable.

**REPORT IMPACTS:**

Agreement: No

By-law: No

Budget Amendment: No

Policy: No

**ATTACHMENTS:**

1. Haldimand County Community and Development Services 2020 Annual Summary.