

Haldimand County Community and Development Services

2020 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.

ANNUAL PERFORMANCE MEASURES

Activity Measures	2020	2019	2018
Building:			
• Number of Building Permit applications reviewed	1,281	1,470	908
• Number of Permit Inspections Undertaken	7,551	4,734	6,681
• Construction Value	\$198,918,719	\$140,276,490	\$99,658,677
By-law Enforcement:			
• Number of by-law inquiries and complaints addressed	5,326	2,720	1,954
○ Inquiries	254	916	707
○ Complaints	1,474	1,804	1,247
○ COVID-19 related	3,598	N/A	N/A
• By-law Activities (actions required to manage complaints & inquiries)*	14,175	8,000	8,304
• Number of Parking tickets issued by municipal staff	1,217	780	765
• Summer Parks Patrol	356	N/A	N/A
Efficiency Measures	2020	2019	2018
• Annual # Building Inspections/Inspector (based on 9.5 out of 10 FTE)*	795	631	862
• % Building Permits issued in compliance with adopted Provincial Standards (see note below)	82%	85%	Data unavailable at time of report.
• % Building Permits issued in compliance with adopted Municipal Standards (see note below)	70%	70%	Data unavailable at time of report.
• % By-law inquiries and complaints addressed within 24 hours	95%	65%	64%
• % By-law complaint investigations closed within 3 days	67%	65%	68%
• % By-law complaint investigations closed	98%	76%	98%
• % By-law compliance achieved without ticketing/court action	98%	96%	98%

Notes:

* 2020 saw a change in service delivery from the Building Division, to full day service delivery for counter service and field inspections. Inspections completed show an increase due to this change and outstanding open permits being completed and closed during down time.

* 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

Annual Highlights:

Planned in 2020

- Complete re-design on how Building services are delivered (one consistent approach including all day intake and all day inspections). Allows for:
 - Fluid operations shifting inspectors to where daily workload demands are required inside or outside
 - Applications triaged before assignment
 - Dedicated lines for inspections e-mail or phone and ability to request morning or afternoon inspection
- Electronic document submission process for major subdivision developments (e.g. Empire, Losani)
- Enactment of a new County-wide comprehensive Fence By-law
- Digitalization of Caledonia and Hagersville office files
- Cityview:
 - Data collection – workbooks
 - Electronic configuration for reporting (permits) to MPAC and StatsCAN
- Developed and rolled out County response to flyer distribution concerns

Unplanned in 2020/Driven by COVID-19

- Major increase to By-law Enforcement efforts: hired additional enforcement staff and re-assigned numerous Building Inspectors to address public safety related to COVID (essential businesses, public space usage, group gatherings, etc.)
- Development of alternative Permit intake via electronic means due to COVID
- Delivery of Provincial enforcement services down from province
- Provided COVID enforcement requested by the Medical Officer of Health for orders issued
- Collaborative and coordination approach to related COVID issues with the Health Unit

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.

ANNUAL PERFORMANCE MEASURES

Description	2020	2019	2018
Heritage & Culture			
• Number of Users (visitors, outreach, research)	3,742	16,897	17,217
➤ Number of Program Participants (in-house education and adult/children workshops)	1,122	1,792	1,590
• Number of Volunteer hours	850.5	2,509.5	3,619
Recreation Programs			
• Number of Summer Camp Users	*Cancelled	2,502	2,292
➤ Capacity Rate (attendees/capacity)	N/A	96%	94%
• Number of Daily Bather Load	**16,654	49,924	47,953
• Number of Public Swim Participants	**6,546	30,945	27,491
• Number of Swimming Lesson Participants	**403	1,882	1,729
➤ Capacity Rate (class capacity)	**63%	87%	87%
• Annual # of Free Skate Participants	***7,607	17,385	12,297
• Total Hours Primetime Ice Usage (Jan – Mar)	****2,687	73.25%	84%
• Total Hours Primetime Ice Usage (April – August)	****20.5	91%	91%
• Total Hours Primetime Ice Usage (September – December)	****2,228	50%	42%
• Annual Walking Track usage	***33,741	62,888 km	63,427 km
• Special Events on Haldimand County Property	****7	98	89
• Special Events Participation (including Fairs)	N/A	139,703	138,632
As a result of COVID 19 restrictions: *March Break and Summer Camps were cancelled in 2020; **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; ***Summer ice was cancelled and, as a result of the COVID-19 restrictions, the number of on-ice participants and the types of skating programs permitted were limited; ****All arenas closed on March 12, 2020. Almas rink at HCCC opened on August 17, 2020. All ice pads were open from October 1 – December 24, 2020; *****The only types of special events offered in 2020 were “drive-by” events in November and December.			
Partnerships			
• Number of Community Partners Engaged	95	401	349
• 2020 Partnership Capital Grants Leveraging Factor (County: Community): 4 new projects approved/completed totaling	1:1.7	1:1.4	1:1

\$118,000 (CPP \$27,300; Other County \$6,000; Community \$84,700)				
<ul style="list-style-type: none"> Community Beautification Grants: <ul style="list-style-type: none"> ➤ 2018: 22 projects totaling \$178,327 (HC \$67,876; Community \$110,451) ➤ 2019: 24 projects totaling \$199,729 (HC \$75,325; Community \$124,404) ➤ 2020: 19 projects totaling \$179,980 (HC \$58,491; Community \$121,489) ➤ 2021: 18 proposals received totaling \$131,153 (HC \$50,250; Community \$80,903) 		1:2	1:1.6	1:1.8
Customer Service				
<ul style="list-style-type: none"> % 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		
<ul style="list-style-type: none"> % of Program Users Satisfied with Experience <ul style="list-style-type: none"> ➤ <i>Aquatics (17 surveys returned)</i> 		Quality of Instruction	Likely to Return	
		Excellent – 100%	Yes – 100%	
		Good – 0%	No – 0%	
		Needs Improvement – 0%	N/A	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> ➤ <i>Summer Programs (0 surveys returned-Programs Cancelled N/A)</i> 		Quality Camp Experience	Likely to Return	
		Excellent – 0%	Yes – 0%	
		Good – 0%	No – 0%	
		Needs Improvement – 0%	N/A	

Annual Highlights:

Community Engagement

- Revamp and enhancement of the County’s Major Festival & Event Grant Program to develop a permanent program;
- Completion of the Cayuga Parks Consultation process including final development concepts and budgets for Bob Baigent Park, the Cayuga Library + Heritage Centre Parkette, the Cayuga Administration Building/HCMA property and Village Green Park.

Community Beautification

- Majority of 2020 applicants were able to implement their community beautification plans, in spite of limitations associated with the pandemic.

Community Halls

- When the pandemic arrived in March 2020, all community facilities—including the Community Halls operated by the County’s volunteer groups—were immediately closed to the public. In July 2020, when facilities were able to re-open with restrictions, the County’s Halls groups found that, by and large, they were unable to rent the Halls given restrictions on gathering sizes as well as public/group concerns about how to manage an event/booking within social distancing and other pandemic protocols (e.g. increased sanitization, contact tracing, etc.). These concerns were shared by the Halls Boards, both for their volunteers as well as in the context of being able to do any fund-raising to help offset ongoing operating costs;
- Given the above-noted, CDP staff prepared a report to Council requesting reimbursement of the utility costs associated with the operation of these County-owned assets. Approval was granted and just under \$47,000

was paid to groups for costs to the end of 2020. (Some of the Halls were used for emergency purposes – by the Health Unit, the OPP and Haldimand County Emergency Services – and in those cases the utility bills were handled by those users.) Council also recommended CDP staff continue to work with the Halls Boards to develop an ongoing reimbursement program of fixed costs for the duration of the pandemic and assuming the associated operating limitations of these facilities;

- Staff developed pandemic-associated operating protocols for the County's Community Halls partners as well as revised rental contracts to address the role of renters in managing events, contact tracing, etc.;
- Enhanced engagement with Community Halls to develop innovative revenue-generation activities for sustainability as well as strategies to recruit volunteers.

Community Partnerships

- Four CPP Capital projects were initiated and approved in 2020, including the: Canfield Black Settlers Documentary, Caledonia LIONS Audio-Visual System Installation, Hagersville Firefighters Digital Sign Installation and Dunnville Legion Veterans' Banners (Phase 2);
- Two of the projects were completed—the Dunnville Veterans' Banners and the Caledonia LIONS Community Centre A/V Enhancements—in keeping with pandemic protocols.

Fields & Parks Management Program

- One new group was added to the Fields & Parks Management family in 2020: the Caledonia Disc Golf Association;
- Staff are currently working through three potential new FPM partnerships including with the Springvale Parks Committee, the Dry Lake Saddle Club and the Friends of LaFortune Park.

Trails

- All County Trails were reviewed and inspected by CDP staff to develop new mapping and an up-to-date inventory/condition of assets;
- New signage was installed;
- A review and updating of the 2009 Trails Master Plan—for incorporation into the County's overall Parks and Recreation Service Plan and future recreation strategic planning—was initiated.

Heritage & Culture

- Completed the move of the collections from the former Haldimand County Museum & Archives site to the new Museum Storage area at HCAB;
- Washroom and main entry accessibility projects at the Wilson MacDonald Memorial School Museum completed;
- Virtual programming: first steps taken in the development of heritage-based online programming for user groups of all ages, including in partnership with the Programming Unit;
- Grants: Successful application to provincial and federal granting bodies including the Community Museums Operating Grant (\$36,874); Museums Assistance Program Emergency COVID-19 Funding (\$37,700); and, the Young Canada Works Program: four students hired for summer and fall/winter internships with Haldimand Museums (\$28,481).

Programming

- Revamp of the County's aquatics program (pools and splash pads) to continue to provide community recreation and associated benefits in response to COVID-19. New program included developing reservation system in ActiveNet to meet public health restrictions while accommodating increased free public swims;
- Development and rollout of virtual summer programming for both Recreation and Museums in response to all in-person programming being cancelled;
- Continuation of Virtual Programming into the fall and winter given ongoing restrictions;
- Revamp of County's ice rental program, including creation of comprehensive facility and user protocols.

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.

ANNUAL PERFORMANCE MEASURES

Community Vibrancy

Description	2020	2019	2018
• Downtown / Rural CIP Grants			
➤ Grant \$	\$50,148	\$246,409	\$177,436
➤ Construction Value	\$137,659	\$5,147,281	\$749,835
➤ Leveraging Factor	1:4	1:20	1:4
• Downtown Vacancy Rate*	Not collected in 2020	Not collected in 2019	9%
• Rural Water Quality Grant			
➤ Grant \$	\$8,094	\$17,388	\$13,868
➤ Project Value	\$11,110	\$36,502	\$26,090
➤ Leveraging Factor	1:1.3	1:2	1:2

Note: 2018 & 2019 – Amounts were higher than the \$150K annual allocation due to carry-overs from previous years. 2020 – CIP Grants & RWQP were put on hold until September, due to the pandemic.

Business Support

Description	2020	2019	2018
• Outreach (presentations, events, corporate calls)	293	166	278
• Business Inquiries	277	278	190
• Business Visits	185	164	128

Note: (2020) – The COVID-19 pandemic resulted in a temporary hiatus of economic development functions. Upon their return, staff then focused on the completion of Haldimand County's Business Recovery Priorities. These figures do not include Digital Service Squad business support. Numbers above do not include 879 businesses contacted for COVID-19 Business Survey.

Construction Value

Description	2020	2019	2018
• Commercial / Industrial	\$64,796,828	\$5,732,718	\$12,728,902
• Agricultural	\$20,640,000	\$66,083,081	\$9,624,190

Annual Highlights:

Planned in 2020

- Prior to COVID-19 lock-downs in Q1, promoted Haldimand County as a tourist destination at the Toronto International Cycling Show and the Toronto International Motorcycle Show.
- Coordinated a photoshoot, in partnership with the Southwest Tourism Corporation, featuring 5 local businesses to build tourism assets.
- Worked with Enbridge Inc. and local businesses to bring forward four projects that were submitted to the Provincial Natural Gas Expansion Program including two business development focused projects that received Council support in principle.
- Revamped Farmers Market By-law to allow a wider range of vendors and extended operations.
- Prepared and submitted application for Provincial Job Site Challenge Application for Lake Erie Industrial Park.
- Supported Haldimand BIA's ensuring AGM's were held within established timelines and coordinated BIA annual presentations to Council which were delayed until 2021 due to COVID-19 restrictions.
- Revamped Business Development and Planning Advisory Committee, including updating terms of reference, focus of committee and election of new chair and vice-chair positions.
- Two film permits were granted for shoots that took place in Haldimand County in 2020. One additional filming project, located on private property, was circulated to Council, as special effects were being used.
- Distributed \$8,094 of Rural Water Quality Funds to 3 projects in 2020. This program was on a hiatus from May - August 2020.
- Fostered new business development and business retention and expansion resulting in 6 pre-consultations where EDT led intake.
- Held a number of in-person and virtual committee meetings including:
 - (3) Agriculture Advisory Committee Meetings
 - (4) Business Development and Planning Advisory Committee Meetings
 - (4) Haldimand Business Network Meetings
 - (1) Tourism Network Meeting
- Expansion of the County's on-street patio program to allow more patio design options and a longer season.

Unplanned in 2020/Driven by COVID-19

- Creation and maintenance of COVID-19 resources page on BusinessHaldimand.ca that was updated regularly to keep businesses informed of Provincial and Federal programs, funding opportunities, local PPE sources and changes to business practice.
- Fielded a significant volume of inquiries related to COVID-19 safety requirements, grants/funding and operational questions.
- Introduction of private property patio program to support local dining establishments in dealing with COVID restrictions. A total of 17 patio permits were issued for both public and private patios.

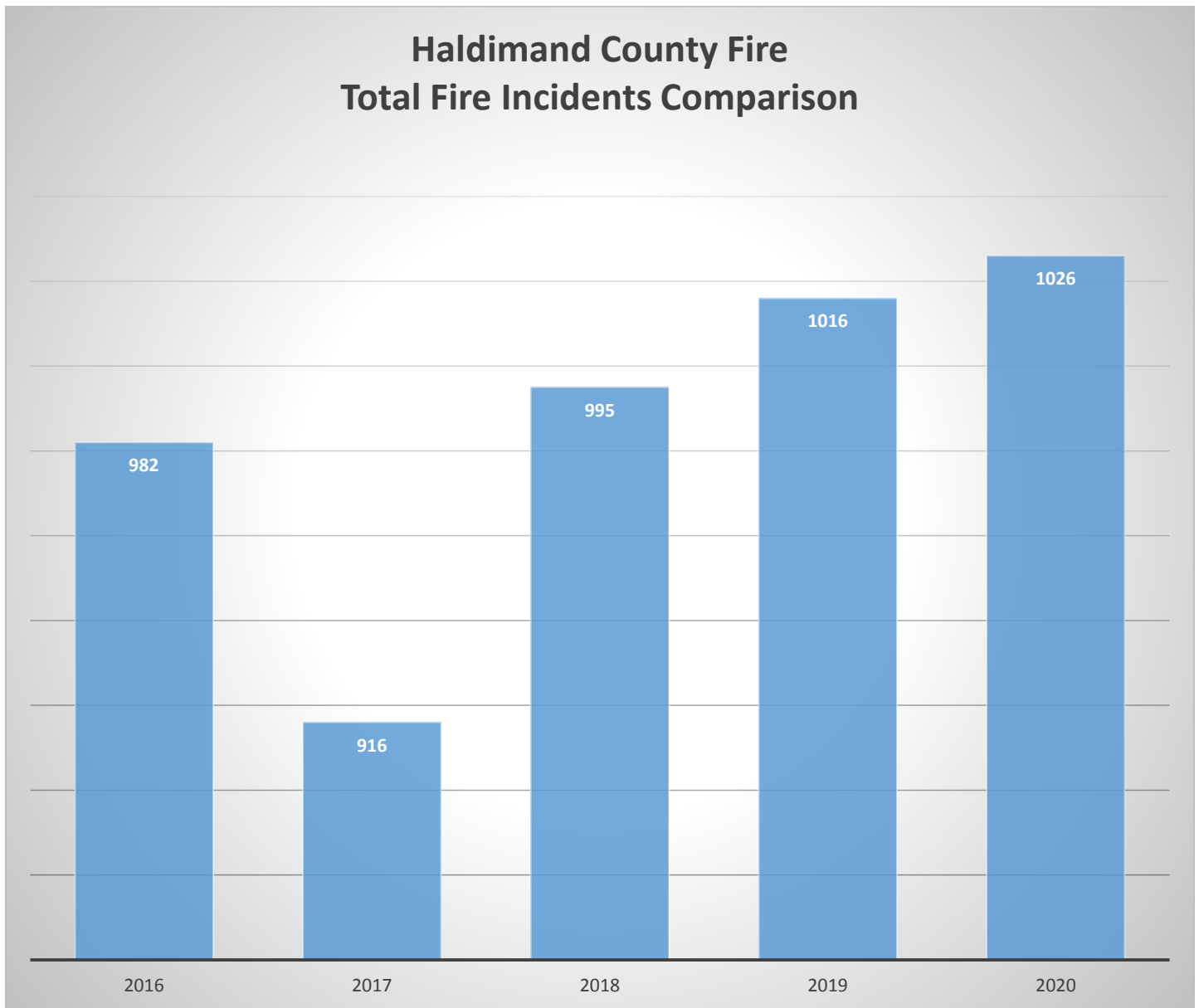
- In response to COVID-19 and with input and direction from the Business Development and Planning Advisory Committee, developed a business recovery strategy that included:
 - Business retention surveys and roll out of various supports.
 - Development of local PPE resource list and grant/assistance resources.
 - Establishment of a Marketing Advisory Committee.
 - Developed and launched business and tourism social media channels – Business Facebook and Tourism Instagram.
- Conducted a COVID-19 Business Survey with local business owners. Over a 67 day period, 879 businesses were contacted, 151 businesses completed the survey over the phone, and 175 businesses requested the survey to be completed on-line with a total of 32 completed. 114 businesses required follow-up for additional resources which included local PPE sourcing, business funding, etc. A report on the survey was completed to capture the key findings from the participants.
- Created and launched two new social media channels – a Tourism Instagram account, to support marketing efforts to a new demographic, and a Business Haldimand Facebook page to better communication programs and services to local businesses and support business attraction efforts.
- Completed application process and was awarded \$166,962 in funding from FedDev Ontario (administered through the Tourism Industry Association of Ontario) for tourism marketing. Campaigns focused on both hyper-local, and when appropriate, to neighbouring communities. A number of assets were created that can be used in on-going promotions once travel is resumed.
- Projects that were implemented as a result of the Tourism funding received included:
 - An RFP process was successfully completed and Tango Creative Group Inc. was awarded as the Marketing Agency to assist in creative and execution of the campaigns.
 - Ontario Culinary Alliance's 'Great Taste of Ontario' (a mandated Provincial project).
 - Development of Real Local graphic element to tie all of the initiatives into a larger campaign promoting local businesses.
 - 2 Local Newspaper Campaigns – “The Guide to Local Fresh Foods”, and “The Guide to Unique Shopping and Wellness” – each campaign included 4 page ad in the Sachem, a social media campaign, and website landing page. Over 50 local businesses took advantage of the advertising incentives.
 - Developed a Road Trip Haldimand Map highlighting driving tour with historic sites, where to take the best photos, and interesting stops along the way. 2,500 copies were distributed in the Haldimand Press, and 1,000 additional copies were distributed through museums and featured businesses.
 - Produced a Haldimand Christmas Wish Book featuring 35 local businesses to encourage Shop Local campaigns. Print version mailed to every household in Haldimand. 59 businesses were featured in the website listings and in the social media campaign.
- A Marketing Advisory Committee was established to assist in overall direction and development of marketing campaigns to be implemented with the FedDev Ontario grant. 2 Marketing Working Group Meetings were held.
- Prepared and submitted a funding application resulting in \$94,000 in funding for Digital Main Street Program (funding from Fed Dev Ontario, Province of Ontario and the Ontario Business Improvement Association). Hired 4 students (Digital Service Squad (DSS)) and partnered with Grand Erie Business Centre to deliver the service, helping small main street businesses in the region to use digital technologies to adapt to a rapidly changing environment. The DSS contacted 381 businesses, and also assisted 82 qualified small businesses through the application process for a digital transformation grant of up to \$2,500 (equating to \$205K in total grants received), which includes an on-line assessment, on-line training modules and the development of a Digital Transformation Plan.
- Regular Small Business Week celebration could not be held due to the pandemic. Partnered with the Brantford Brant Business Resource Centre in facilitating a virtual event with 8 webinars and had 29 Haldimand registrants.

Emergency Services

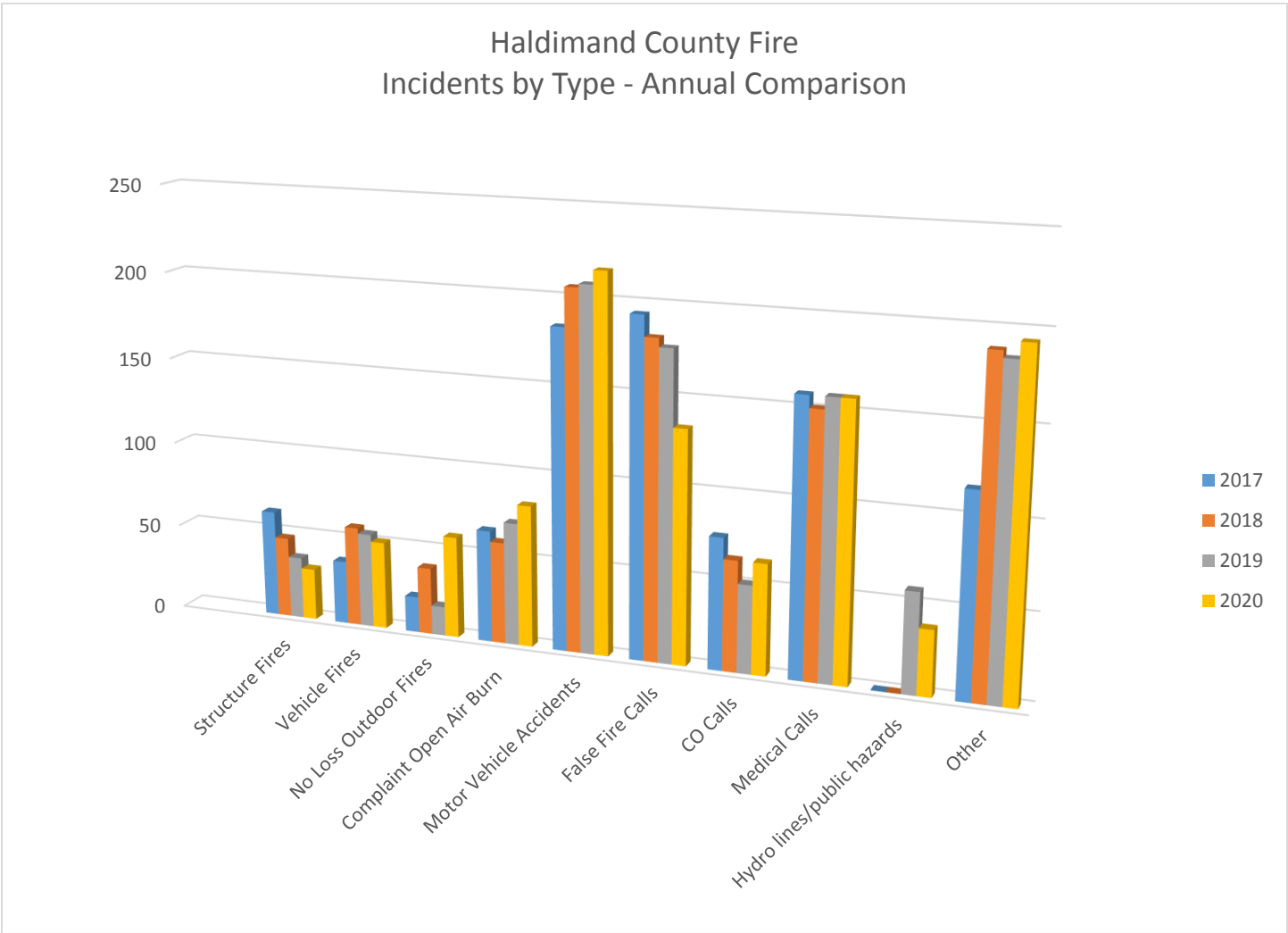
Corporate Purpose:

- 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.

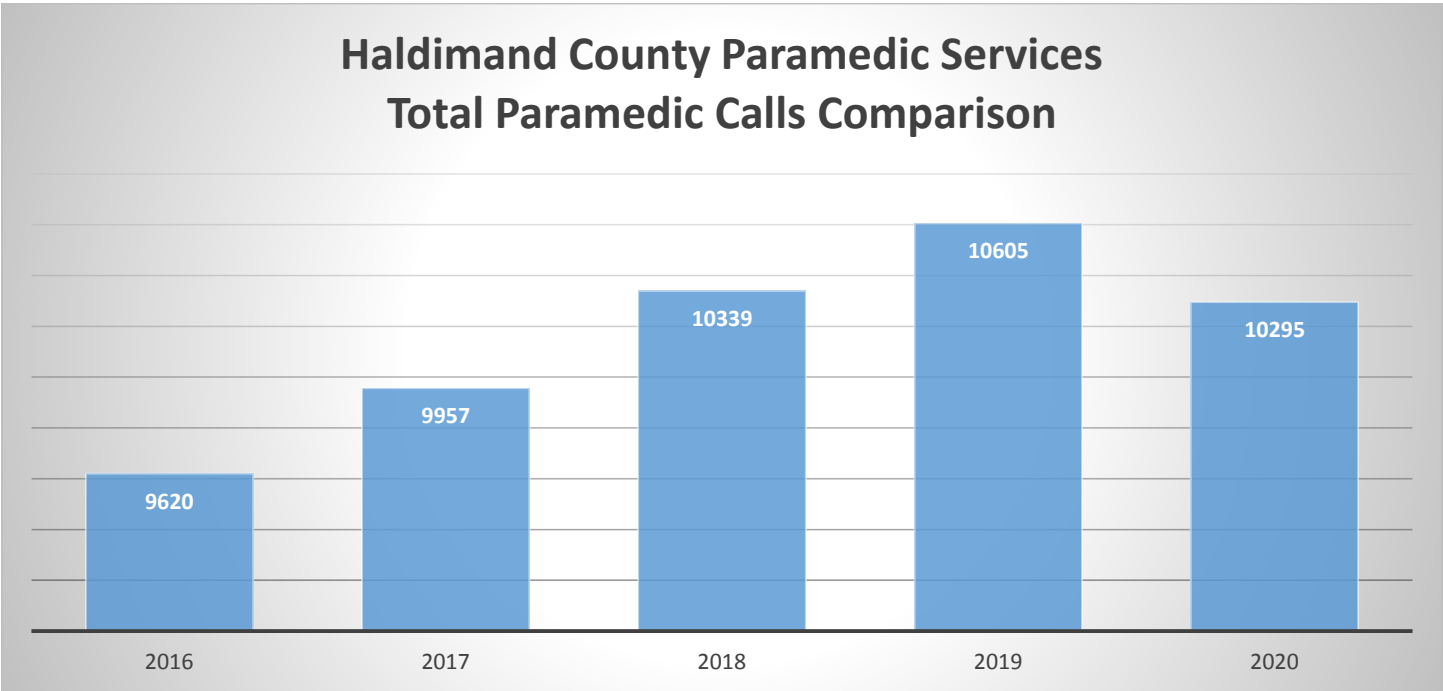
Annual Fire Incidents



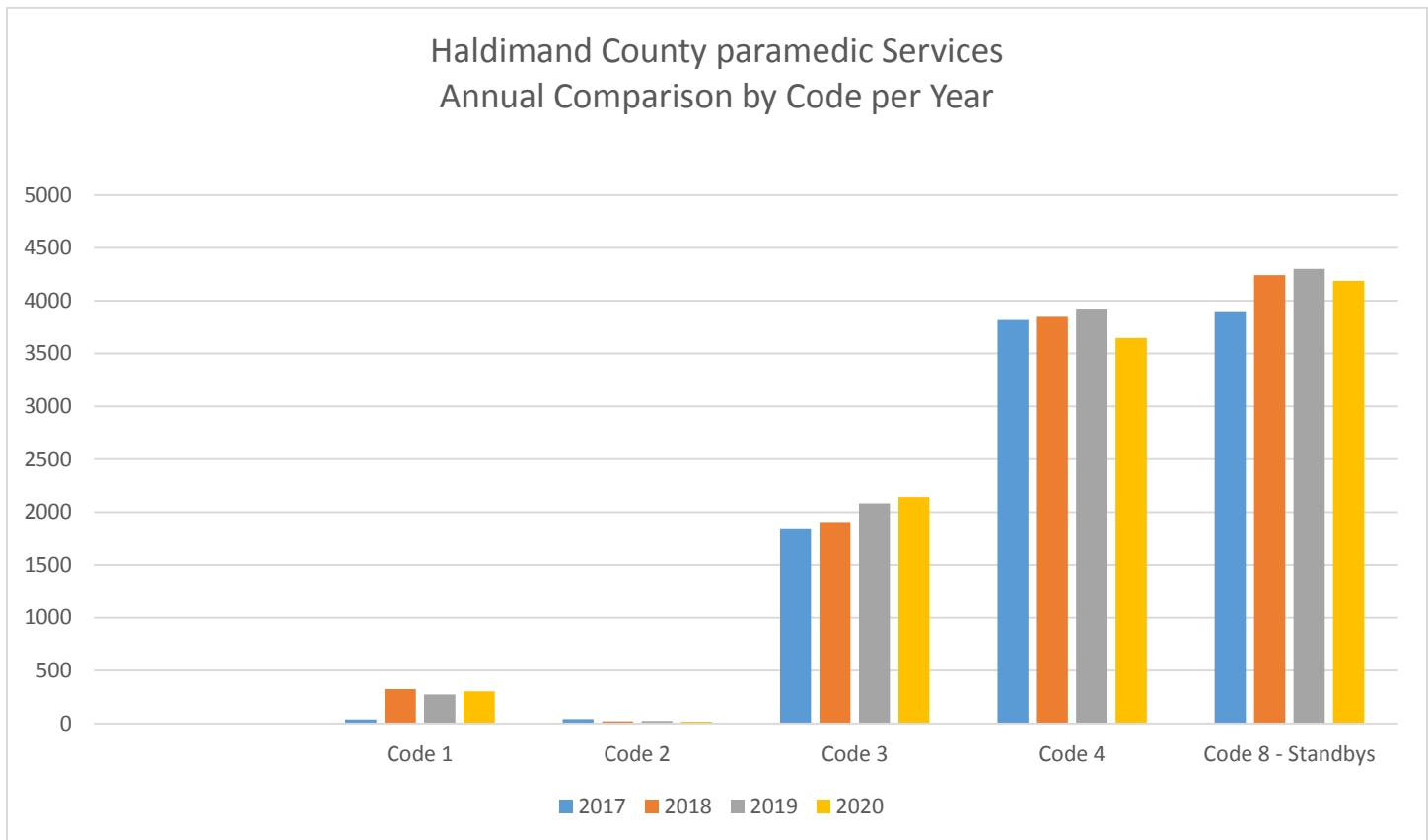
Annual Comparison Per Fire Incident Type



Annual Paramedic Service Calls



Annual Paramedic Comparison By Code



Code 4 – Potentially life threatening.

Code 3 – Urgent.

Code 2 – Scheduled transfers between facilities.

Code 1 – Non-scheduled transfers between facilities.

Code 8 – Standbys to ensure adequate coverage.

Annual Highlights:

- Trained 85% of Paramedics to swab patients for COVID.
- Successful application for and securement of temporary community paramedics (twice) to:
 - assist with County's COVID response, including working with/vaccinating vulnerable residents
 - assist in the delivery of flu vaccines to members of the public and Haldimand County Staff.
- Successfully obtained Certificate to provide Ambulance Services to the County, by passing the first stage of our Provincial Service Review, with only 1 observation and no recommendations to improve.
- Worked with the Fleet Division to add a new Fire apparatus (Squad 3) with the Jarvis station and completed the replacement of Tanker 6 in the Canboro fire station.
- Completed new Fire Recruit training.
- Implemented new EAP program which offers better support to firefighters and families.
- Implemented NOCO sprayers for both Fire Services and Paramedic Services.
- Provided firefighters with additional COVID protection.
- Personal SCBA masks with adapters and filters.
- Successful completion of hydrant flow testing and identification to NFPA standards.
- Standardized all Fire Services porta tanks to assist with tanker operations for the current accreditation.
- Implemented 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.

- Development, training and launch of the County's autism awareness program for Fire Services personnel.
- Management of the County's response to the COVID pandemic, including the County's Emergency Operations Centre.
- New Automatic Vehicle Locator and GPS system purchased, installed and now operational for all of the Paramedic Services Fleet. New equipment adds better technology, in vehicle WiFi, and improved quality assurance measures for supervisory staff.

Planning and Development

Corporate Purpose:

- To deliver statutory planning and development review services.

ANNUAL PERFORMANCE MEASURES

Measures	2020***	2019	2018
Activity Measures			
• Number of Planning applications reviewed	161	196	198
• Number of Engineering documents reviewed	302	286	168
• Number of development inquiries	790	662	821
• Number of meetings attended	947	672	694
• Number of maps prepared	1,257	1,404	1,295
Efficiency Measures			
• Compliance % to adopted plan review timelines	64***	89*	85**
• Compliance % to adopted engineering review timelines	85***	90*	93

*Impact of staff vacancies over a three month timeframe.

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

***Impact of staff vacancies over a 12 month timeframe (vacancies, COVID-19 leave, unfilled paternity leave) and deferral of timelines due to COVID-19 Emergency Order (i.e. applications received but could not be scheduled for public meetings).

Residential

Development	Location	Description	# units by type
Avalon – Phases 5 & 6	Caledonia	Phase 5 Subdivision Agreement signed in 2020 Phase 6 Subdivision Re-approval July 2020	Phase 5 - 162 singles/semis Phase 6 - 19 townhouses, 159 singles/semis
Slack Plaza Phase 2	Caledonia	Zoning and site plan approval for new seniors residential development	18 condominium units within a 3 storey building
McClung South	Caledonia	Plan of subdivision and implementing zoning by-law approved for residential project	80 single detached dwellings 83 townhouse dwellings
McKenzie Meadows Subdivision	Caledonia	External Works and Pre-servicing Agreements executed for	64 singles 109 street townhomes 35 condominium townhomes

		construction of residential subdivision	
McKenzie Meadows Townhouse Block	Caledonia	Site Plan approved and exemption from draft condominium granted for townhouse project	35 townhouse units
Georgia Pacific Subdivision	Caledonia	Plan of subdivision draft plan approved	444 single, semi-detached and townhouse dwellings mix
Gateway Caledonia.	Caledonia	Plan of Subdivision draft plan approved and implementing zoning enacted for residential / commercial project	329 single/semi detached homes 134 standard townhouses 68 condominium townhouses 168 townhouse/apartment units 185 apartment units
Thorburn Village	Cayuga	Pre-servicing Agreement fully executed for residential subdivision	32 single detached and 67 townhouse dwellings Commercial block (0.74 acres)
Fisherville Estates	Fisherville	Plan of subdivision and implementing zoning by-law approved for residential project	7 single detached dwellings
DICO Developments Inc.	Hagersville	OPA/ZBA approved for high density infill residential project	77 unit apartment building Mix of 1 and 2 bedroom units
Jarvis Meadows Phase 3A	Jarvis	Registration and final subdivision agreement completed for Ph. 3A	Phase 3A – 44 single detached 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
Bethel Christian Reform Church	Dunnville	Consent and Zoning to facilitate church expansion to expand seating by 75 seats from 450 to 525

Commercial/Employment

Development	Location	Description	Jobs and/or Gross Floor Area
Suit Kote	Lake Erie Industrial Park (Nanticoke)	OPA/ ZBA and Site Plan approved to permit asphalt storage and shipping operation - complete	4 storage tanks, transfer area and several rail extensions/spurs and up to 10 jobs

Development	Location	Description	Jobs and/or Gross Floor Area
Stelco	Lake Erie Industrial Park (Nanticoke)	Site Plan approved for expansion of facility.	Proposing to construct an additional 4 bay garage Proposed garage will have area of 200 square metre
WJ Moving	Hagersville	Site plan approved for a self-storage (warehousing) facility	3,223 square metre mini storage and 56 square metres of office space 220 storage units
Battlefield International Inc.	Cayuga	OPA/ZBA approved for expansion of manufacturing operation	Expansion to the manufacturing facility of 5,500 square meters, to the existing 812 square meter facility Increase from 30 to 65 employees
3 & 56 Gas Station	Cayuga	Site Plan approved for new convenience store at existing Esso gas station	Convenience store of 185m2 to be constructed
Gateway Caledonia	Caledonia	OPA/ZBA and Draft Plan of Subdivision approved	6.7 hectare mixed-use block accommodating approx. 12,000 sq.m. of commercial floor area Residential apartment units proposed above ground floor commercial
Avalon – Phase 4 North Half of Commercial Block	Caledonia	Site Plan to construct 4 new commercial buildings on north half of Avalon Phase 4 commercial block approved	0.9 hectare (2.41 acre) site with daycare (531 m2 building with 167 m2 outdoor area), retail building with coffee shop (537 m2) with outdoor patio option, drive-thru bank (218 m2), and retail building (403 m2)
Dishke	Caledonia	Site Plan to construct addition of second carwash bay approved	Second automatic carwash of 86.5 m2 in size
Thrive Cannabis	Townsend	Site plan application approved	Project includes the construction of a cannabis business consisting of two 5,061.00 square metre processing facilities, two 468 square metre research and development greenhouses and a 468 square metre addition to the existing building
Cargo Ease / Elite Manufacturing	Jarvis	Site plan application approved January 2020	2,609 square meter facility

Annual Highlights:

MAJOR PROJECTS

- Haldimand County Comprehensive Zoning By-law Project
 - 100% Complete - HC 1-2020 now in full force and effect.
- Haldimand County Official Plan Update
 - Multi-year project.
 - Accomplished 2020:
 - Phase 1 Public Consultation and Facilitated Workshop completed.
 - Growth Strategy Report and urban boundary adjustment proposals completed and prepared for Council consideration (which took place in February 2021).

- Retained National Heritage Solutions Inc. to complete natural heritage systems strategy and SHS Consulting for a County Housing Study as components of Phase 2 of OP Update.
 - This work has been undertaken by staff along with the project consultant, Matt Reniers.
3. Population, Household and Employment Forecasts Update
- 100% complete.
 - Prepared by Watson & Associates Economists Ltd., as part of the County's Growth Strategy and Land Needs Assessment.
 - Represented an update to Watson's 2019 work to comply with Amendment 1 to A Place to Grow: Growth Plan for the Greater Golden Horseshoe, brought forward by the Ministry of Municipal Affairs and Housing, extending the Plan horizon to 2051 from 2041.
4. Aerial Photography Update
- Delayed due to COVID
 - Southwestern Ontario Orthophotography Project (SWOOP) fly over was completed in 2020.
 - Delivery of imaging to be received Spring 2021.
5. Lake Erie Hazard Mapping & Risk Assessment
- 100% complete – successful update of the Lake Erie shoreline flooding, erosion, and dynamic beach hazard mapping.

OTHER ACCOMPLISHMENTS

- Annual servicing allocation report brought forward.
- Staff changes: Hiring – Development & Design Technologist, Secretary Treasurer (Committee of Adjustment), Mapping & Graphics Technologist, and Administrative Assistant.