
HALDIMAND COUNTY

Report CDS-01-2022 Community and Development Services 2021 Annual Summary



For Consideration by Council in Committee on April 19, 2022

OBJECTIVE:

To update Council on the 2021 initiatives and activities of the 5 Divisions of the Community and Development Services Department.

RECOMMENDATIONS:

1. THAT Report CDS-01-2022 Community and Development Services 2021 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-01-2022 has been prepared to update Council on the 2021 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. Since 2019, the Community and Development Services Department has shifted to provision of an annual report and presentation to provide a summary of activities. That summary is included as Attachment 1.

ANALYSIS:

Key Highlights for 2021:

While much of the world slowed down in 2021, the Department had one of its busiest and most challenging years ever. Despite the increases in work volume and the continued obstacles the pandemic posed to service delivery, the Department enjoyed an immense amount of accomplishment and success. The full details of that work output and the associated community benefit is expressed in Attachment 1, but included below is a sampling of the transformative work that was completed in the year gone by:

- **Digital Service Squad:** staff worked to secure over \$102,500 in grants for 41 businesses which will assist them in their transformation to (more) digital marketing and promotion.
- **Farm 911 – Emily Project:** development and launch of address signage program which assists first responders in property identification and access. Staff secured multiple private sponsorships to cover the costs of 35 signs in 2021 and up to 55 signs for 2022. A total of 31 signs were issued in 2021 – one of the highest program uptakes in the Province.
- **Patio Program:** staff worked across various divisions to issue 21 permits resulting in a new inventory of 686 outdoor seats (on private and public lands) that supported the hospitality industry in the County.
- **PATH and GeoTour:** planning, marketing and launch of two new and very successful recreation programs that showcased local art (PATH) and many of the great spaces/places the County has to offer (GeoTour). The County's GeoTour was the 2nd highest rated geocache activity in the Province.
- **Youth & Seniors Advisory Committees:** completed all promotion, recruitment and work planning for these two very important advisory committees of Council.
- **County Official Plan – Phase 1:** Council adoption and Provincial approval of Phase 1 of the County's Official Plan Update, including a 30 year growth strategy to guide land use decisions, infrastructure planning and community facility planning.
- **Development approvals:** completed review of over 220 planning applications (a 5 year high) resulting in approvals for over 1,400 new housing units and over 27,000 sq. m. (291,000 sq. ft.) of new commercial/industrial space.
- **CityView Portal:** final testing, staff training and 'soft launch' of CityView Portal, a full e-permitting process which includes electronic application submission, electronic plan review, on-line payment and electronic permit issuance.
- **Building permits:** issuance of over 1,780 building permits, a new Haldimand County record.
- **Palliative Care Program:** all County Paramedics completed requisite training and the program officially launched which will see medics respond to palliative patients within the community. This program will assist in treating patients at home and prevent ER visits.
- **Community Paramedic Program:** additional funding secured and program expanded to include more resources for High Intensity Patients. Client list is now over 160 persons and climbing.
- **Cayuga arena mass vaccination clinic (MVC):** Planning and supports for the MVC, including design and set up. Paramedics participated in vaccinating and monitoring of patients on-site, in LTC facilities and in the homes of vulnerable populations. Firefighters were onsite at the clinics to provide traffic control, and front entrance security to ensure an organized flow of patients to receive vaccinations.

Highlighted Annual Performance Metrics for 2021:

Theme	Metric	2021	2020	2019
Development Activity	Planning Approvals			
	• Number of Planning applications reviewed	221	161	196
	• Total Number of Residential Units approved	1,453	525	422
	• Number of Engineering documents reviewed	526	302	286
	• Number of development inquiries	879	790	662

Theme	Metric	2021	2020	2019
	Permitting Activity			
	• Number of Building Permit applications	1,782	1,281	1,470
	• Construction Value	\$265,849,340	\$198,918,719	\$140,276,490
Economic Development	• Community Improvement Grants – Value of Construction Activity	\$76,808	\$137,659	\$5,147,281
	• Business Inquiries	416	277	278
	• Business Visitation (a mixture of virtual and in-person visits)	277	185*	164
			*Does not include 879 business contacts (phone/virtual) as part of business recovery program.	
Municipal Enforcement	• Number of by-law inquiries and complaints addressed:			
	○ Inquiries ○ Complaints	656 2,472*	254 5,072*	916 1,804
		*154 of total were COVID-related.	*3,598 of total were COVID-related.	
Programs	• Number of Summer Camp users	941*	Camp Cancelled	2,502
	• Number of Public Swim participants	27,606**	6,546	30,945
	• Number of Swimming Lesson participants	1,514**	403	1,882
	• Annual # of Regular Public Skating Participants	6,036***	7,607	17,385
	• Number of Heritage and Culture Users	3,302	3,742	16,897
	• Special Events on Haldimand County Property	23	7	98
	* March Break Camp was cancelled. Only Camp HaldiFUN and Creative Campers (full-week option) were offered; camps operated with lower capacities. ** Bather loads at the pools were reduced. Swimming lessons and public swimming programs were offered with limited capacities. *** Arena closures and capacity limits resulted in a reduction in the total number of on-ice participants and the types of skating programs permitted. Walking track usage increased.			
Partnerships	• Number of Community Partners Engaged	96	95	401
	• Number of approved CPP projects	4	4	18
		\$39,200	\$118,000	

Theme	Metric	2021	2020	2019
	<ul style="list-style-type: none"> Partnership Grant Program – Value of Investment Beautification Grant – Value of Investment 	(CPP \$11,200; Other County \$0; Community \$28,000) 18 projects totaling \$131,153 (HC \$50,250; Community \$80,903)	(CPP \$27,300; Other County \$6,000; Community \$84,700) 19 projects totaling \$179,980 (HC \$58,491; Community \$121,489)	\$1,069,041 (CPP \$323,406; Other County \$116,000; Community \$629,635) 24 projects totaling \$199,729 (HC \$75,325; Community \$124,404)
Fire	• Total Fire Incidents	1,034	1,026	1,016
EMS	• Paramedic Services calls	10,384	10,295	10,605

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 2021 Annual Summary.