

Community & Development Services Department Annual Report for 2021



Presentation to Haldimand County Council
April 19, 2022



Building & Municipal Enforcement Services Division

Significant 2021 Accomplishments

- **CityView Portal** – completed data collection, all program testing, and in-depth staff training
- **Testing of electronic plan review** (via Bluebeam) which allows for digital mark-ups of building plans and more efficient work processes.
- **COVID Parks Patrol** – hired 3 additional students to patrol major County park areas (Dunnville, Caledonia) = over 900 parks/COVID warnings and over 500 parking tickets

Municipal Enforcement Services



Parking Tickets:

- 2021: 1,077
- 5 year average: 834



By-law Complaints:

- 2021: 2,472
- 5 year average: 2,039



Inquiries:

- 2021: 656
- 5 year average: 966

Building Services



Permits issued:

- 1,782 (record high; previous = 1,586 in 2017)
- 5 year average: 1,262



Permit Revenue:

- \$2,833,800
- 5 year average: \$1,846,500



Inspections:

- 7,368 completed
- 5 year average: 5,986



Construction Value:

- \$266 million
- 5 year average: \$142 million

Looking Ahead - BME in 2022

- **Completion of Digitalization Project:** which will result in all historic County Building files in digital / accessible format
- **CityView – Portal (Building):** go 'full live' with e-permitting (electronic application and plan submission, on line payment, electronic permit issuance)
- **Electronic Plan Review (Bluebeam):** full implementation & staff training of on-screen mark-up of plan submissions / tracking of changes
- **Building Permit Fee Review** – complete 5 year assessment of fee schedule, including public consultation
- Develop and implement tools and process in CityView Portal for **electronic submission of by-law complaints**

Planning & Development Division

Significant 2021 Accomplishments

- **Official Plan Update Phase 1** (30 year Growth Strategy) - Council adoption and Provincial Approval
- **Official Plan Phase 2** – Completed public consultation, major background research, policy development
- Obtained and processed all 2020 **aerial imagery** completed via the SWOOP program
- **CityView Portal** – workflow testing, update of templates and forms, and all staff training for electronic and portal platform



Applications & Reviews

- 221 reviewed vs. 5 year average of 169 (compliance 70%)
- 526 engineering documents reviewed vs. 5 year average of 255 (65% compliance)



New Development

- 1,453 new residential units
- 27,063 sq m (291,300 sq ft) of commercial / industrial space



Application fees:

- 2021: \$776,194
- 5 year average: \$524,506



Inquiries

- 879 total
- 5 year average: 691

Looking Ahead – PDD in 2022



- **Official Plan Update**

- Complete Phase 2 – including submission to the Province for approval
- includes Natural Heritage System, Affordable Housing, agricultural lands review, and Frank Marshall Business Park (re)visioning

- 'Go live' with **electronic application** intake process through CityView Portal (public launch/promotion, public user education)

- **Archaeological Master Plan** – retain consultant and initiate work on County-wide AMP

- **Parkland Dedication Bylaw** – finalize assessment, policy review and implement bylaw re: land conveyance and cash in lieu





Economic Development & Tourism

Significant 2021 Accomplishments

- **Innovation Award for Haldimand Tourism:** the Real. Local. Tourism Strategy that was implemented to support local businesses and position tourism offerings through the pandemic
- **Launch of Development Concierge Team** with EDT, Planning, Building and Engineering Divisions – 13 projects run through team review process
- **Haldimand Wish Book (Version 2.0):**
 - Print wish book featuring 32 local businesses - distributed to 22,684 households
 - Online directory features more than 80 business listings
 - New elements include: 12 Days of Giveaways contest, a winter sweepstakes contest and enhanced wish book landing page
- **Approval and launch of the County's Farm 911 Emily Project** which assists first responders in property identification and access
 - Staff secured sponsorships to cover cost of 35 signs in 2021 and up to 55 signs for 2022
 - 31 signs have been issued – one of the highest program uptakes in the Province



**CIP:**

- \$32,000 for 5 projects

Digital Main Street:

- \$102,500 for 41 businesses

Rural Water Quality:

- \$30,000 for 13 project

**Support & Marketing:**

- Outreach (presentations, corporate calls, events): 132
- Business Visits: 277
- 23 workshops = 259 attendees

**Inquiries:**

- 416 total
- 5 year average: 192

Clicks, views and follows:

- Business Haldimand web: 5,000+ visits
- Tourism Facebook: 21,000+ clicks
- Social Media followers: 4,000+

**Outdoor patio program:**

- 21 patio permits (public & private lands)
- 686 outdoor dining seats

Looking Ahead – EDT in 2022

- **Caledonia Employment Lands Strategy:** a multi-phase plan for the development of serviced employment / industrial lands within Haldimand County, specifically Caledonia
- **Signage Strategy:** Ensuring consistent messaging, quality and brand standards are applied to all Corporate signage and updated replacement schedule
- **My Main Street & RED Programs:** grant funding used to hire 3 staff for business support initiatives (retention, expansion, marketing)

Community Development & Partnerships Division

Significant 2021 Accomplishments

- Support for **Community Halls** – administered financial support package; COVID protocol supports
- Recruitment and full launch of **Youth Advisory Committee** and **Seniors Advisory Committee**
- Launch of **fund-raising campaign for Hagersville Library + Active Living Centre project** including:
 - Establishment of Community Fund-Raising Committee and associated strategy
 - \$1.5 million in public donations secured in campaign's earliest stages
 - Engagement (online and in-person using COVID-associated protocols), communications and solicitation materials
- **Introduction to youth tennis program** – Program ran in Caledonia, Dunnville and Jarvis with a total of 85 youth participating (ranging 8-18 years old)

Community Development & Programs



- **27,606 public swim** participants (2019 = 31,000)
- **1,514 swimming lesson** participants (2019 = 1,800)
- **941 summer camp** users (2019 = 2,500)
- **6,036 free skate** participants (2019 = 17,000)



Community capital projects:

- 4 projects approved / completed totalling \$39,200 (CPP \$11,200; Community \$28,000)

Community Beautification:

- 18 projects totalling \$131,153 (HC \$50,250; Community \$80,903)



GeoTour

- second highest-rated geocaching experience in Ontario

Paddle Art Tour Haldimand (PATH)

- Public art partnership with 23 local artists
- Painted paddles installed with QR codes = 5,268 web hits

Heritage & Culture Activities & Programs



Cayuga Heritage Centre:

- virtual/in-person/outreach adult programming resulted in almost 100 participants;
- research requests remained high (>225)



Edinburgh Square:

- ten virtual programs uploaded (July, August) with 200 participants
- five sold out children's workshops



WMMSM:

- Children's in-person workshops exceeded projections with almost 100 participants
- Secured \$90,000 grant for accessibility ramp installation



Displays & Content

- Installed five new exhibitions at H&C sites, plus three at HCAB
- Art & artifact installations in HCAB

Looking Ahead – CDP in 2022

- Complete the **Community & Recreation Facilities Strategy** to identify priorities/potential partnerships and level of support by community
- Continuing engagement with, and support of, **community groups** undertaking projects/activities on County property
- Working with our **Youth and Seniors Advisory Committees**
- Expansion of **online recreation and culture programming** and resources, including launch of HCTV (Heritage & Culture Television)
- **GeoTOUR** and **PATH** versions 2.0
- **Community volunteer recovery and revitalization** – regular meetings, workshops, resource provision, volunteer recognition night



Emergency Services Division

Significant 2021 Accomplishments

- Negotiated a **Fire Service Agreement with Mississaugas of the Credit First Nation**
- All County Paramedics completed **Palliative Care training** to respond to palliative patients within the community. This program will assist in treating patients at home instead of ER visits
- **Community Paramedic Program** was expanded to include more resources for High Intensity Patients which will allow Community Paramedics to monitor patients remotely, and respond accordingly when acute conditions arise
- Haldimand's Community Paramedic program received funding for a **homeless prevention program**, which will see Community Paramedic's and Social Services staff in the community assisting the homeless population with support for housing, medical treatments, etc.
- Management of the **County's response to the COVID pandemic**, including the County's Emergency Operations Centre
- Planning and supports for the **Cayuga arena mass vaccination clinic**, 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

Emergency Services – Incident & Call Volumes



Fire Services:

- 1,034 total incidents
- 5 year average: 987



Paramedic Services

- 10,384 total calls
- 5 year average: 10,163

Looking Ahead - Emergency Services in 2022

- Continue planning for the **new Caledonia Fire/Paramedic station** including detailed design for construction
- Negotiation of **paramedic union contract** with OPSEU
- **Community Paramedic Program** – continue current program for High Intensity Patients (HISH), and roll out of the new LTC initiative = expectations of 200+ clients
- **Fire Master Plan/Community Risk Assessment** – retain and work with consultant to assist in preparing a plan to ensure services meet the needs of growing community (equipment, services, education, training, administration, facilities)



Thank you!

Questions or Comments?