

---

# HALDIMAND COUNTY

## Report CDS-03-2023 Community and Development Services 2022 Annual Summary



For Consideration by Council in Committee on May 23, 2023

---

### OBJECTIVE:

To update Council on the 2022 initiatives and activities of the 5 Divisions of the Community and Development Services Department.

### RECOMMENDATIONS:

1. THAT Report CDS-03-2023 Community and Development Services 2022 Annual Summary be received.

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

**Approved:** Cathy Case, Acting Chief Administrative Officer

### EXECUTIVE SUMMARY:

Report CDS-03-2023 has been prepared to update Council on the 2022 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 2022:

The world started to fully rebound from the pandemic in 2022, and the Department experienced that in many ways with one of its busiest and most challenging years ever. Despite the increases in work volume and the continued obstacles the pandemic rebound 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:

- **CityView – Portal:** Went ‘full live’ with e-permitting (electronic application and plan submission, on line payment, electronic permit issuance) and saw 95% of permits submitted through this new service.
- **Electronic Plan Review (Bluebeam):** Full implementation & staff training of on-screen mark-up of plan submissions/tracking of changes.
- **Official Plan Phase 2:** Completed public consultation, major background research, policy development, Council adoption and submission to the Province for approval.
- **Parkland Dedication By-law:** Finalized assessment, policy review and implementation of by-law re: land conveyance and cash in lieu which is an important revenue generation tool.
- **Signage Strategy:** Council approval of strategy and implementation plan for consistent messaging, quality and brand standards that will be applied to all Corporate signage.
- **My Main Street & RED Programs:** Grant funding secured and used to hire 3 staff for business support initiatives (retention, expansion and marketing) which in turn lead to securing over \$330,000 in grants for local businesses.
- Return of **Volunteer Recognition Night** in celebration of 80+ volunteers and partner groups.
- Completed Phase 1 of the **Community & Recreation Facilities Strategy** including community survey/public consultation and preliminary community visions.
- Varied supports and guidance on **fund-raising campaign for Hagersville Library + Active Living Centre project** leading to over \$1.5 million in public donations secured/pledged in campaign’s earliest stages.
- **Community Paramedic Program** was expanded to include:
  - Development & launch of County’s wellness dog program.
  - Increasing client rosters with 180+ in home and 150+ attending weekly clinics (blood pressure/sugar, O<sup>2</sup> levels).
  - Approval for additional resources to support growth of program – vehicles, trailer and staffing.
- Ratification of the new **paramedic union contract** with OPSEU.
- Developed training program to **certify all volunteer firefighters** to mandated NFPA 1001 level.
- **Caledonia aerial fire apparatus** purchased, built and put into service.

#### Highlighted Annual Performance Metrics for 2022:

Theme	Metric	2022	2021	2020	2019
Development Activity	<b>Planning Approvals</b>				
	• Number of Planning applications reviewed	205	221	161	196
	• Total Number of Residential Units approved	1,377	1,453	525	422
	• Number of Engineering documents reviewed	577	526	302	286
	• Number of development inquiries	1,048	879	790	662
	<b>Permitting Activity</b>				
	• Number of Building Permit applications	1,923	1,782	1,281	1,470
	• Construction Value	\$469,240,058	\$265,849,340	\$198,918,719	\$140,276,490

Theme	Metric	2022	2021	2020	2019
<b>Economic Development</b>	<ul style="list-style-type: none"> <li>Community Improvement Grants – Value of Construction Activity</li> <li>Business Inquiries</li> <li>Business Visitation (a mixture of virtual and in-person visits)</li> </ul>	\$190,697  498 185	\$76,808  416 277	\$137,659  277 185*  <small>*Does not include 879 business contacts (phone/virtual) as part of business recovery program.</small>	\$5,008,730  278 164
<b>Municipal Enforcement</b>	<ul style="list-style-type: none"> <li>Number of by-law inquiries and complaints addressed:               <ul style="list-style-type: none"> <li>Inquiries</li> <li>Complaints</li> </ul> </li> </ul>	145 959	656 2,472*  <small>*154 of total were COVID-related.</small>	254 5,072*  <small>*3,598 of total were COVID-related.</small>	916 1,804
<b>Programs</b>	<ul style="list-style-type: none"> <li>Number of Summer Camp users</li> <li>Number of Public Swim participants</li> <li>Number of Swimming Lesson participants</li> <li>Annual # of Regular Public Skating Participants</li> <li>Number of Heritage and Culture Users</li> <li>Special Events on Haldimand County Property</li> </ul> <p><small>* In 2020, all camps were cancelled. In 2020 &amp; 2021, March Break Camp was cancelled. In 2021, Camp HaldiFUN and Creative Campers (full-week option) were offered; all camps operated with lower capacities.</small></p> <p><small>** In 2020 &amp; 2021, bather loads at the pools were reduced. Swimming lessons and public swimming programs were offered with limited capacities.</small></p> <p><small>*** In 2020, 2021 &amp; January 2022, arena closures and capacity limits resulted in a reduction in the total number of on-ice participants and the types of skating programs permitted.</small></p>	1,579* 32,428** 2,528** 12,960*** 8,255 70	1,002* 27,606** 1,514** 6,036*** 3,302 23*  <small>*Many events returned in September 2021.</small>	Camp Cancelled 6,546 403 7,607 3,742 7	2,502 30,945 1,882 17,385 16,897 98

Theme	Metric	2022	2021	2020	2019
<b>Partnerships</b>	<ul style="list-style-type: none"> <li>Number of Community Partners Engaged</li> </ul>	455	96	95	401
	<ul style="list-style-type: none"> <li>Number of approved CPP projects</li> </ul>	12	4	4	18
	<ul style="list-style-type: none"> <li>Partnership Grant Program – Value of Investment</li> </ul>	\$1,192,105 (CPP \$417,237; Other County \$0; Community \$774,868)	\$39,200 (CPP \$11,200; Other County \$0; Community \$28,000)	\$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)
	<ul style="list-style-type: none"> <li>Beautification Grant – Value of Investment</li> </ul>	22 projects totaling \$193,267 (HC \$71,050; Community \$122,217)	18 projects totaling \$131,153 (HC \$50,250; Community \$80,903)	19 projects totaling \$179,980 (HC \$58,491; Community \$121,489)	24 projects totaling \$199,729 (HC \$75,325; Community \$124,404)
<b>Fire</b>	<ul style="list-style-type: none"> <li>Total Fire Incidents</li> </ul>	1,143	1,034	1,026	1,016
<b>EMS</b>	<ul style="list-style-type: none"> <li>Paramedic Services calls</li> </ul>	13,381	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

## REFERENCES:

None.

## ATTACHMENTS:

1. Haldimand County, Community and Development Services 2022 Annual Summary.