

Community & Development Services Department Biennial Report for 2023-2024



Presentation to Haldimand County Council in
Committee
March 18, 2025

A reminder of why we exist...

At the core of all that we do is **community building** and **community well-being**

Organization of land use, services and development design

Building construction management

Business support, growth and attraction

Community beautification/improvements and community facility development

Protection of life and property through services, regulations and education

Ensuring law & order through variety of by-laws

Facilitating healthy lifestyle through recreation & leisure programs, services and community events

Preservation and promotion of culture and heritage to ensure our ties to our past remain strong





Haldimand County

Mike Evers
General Manager,
Community &
Development Services
X 6204

Deb Hunter
X 6346

Jason Gallagher
Manager, Emergency
Services/Fire Chief
X 6228

- Fire/paramedic services
- Emergency management
- Enforcement of Fire Code
- Public education & outreach
- 11 fire halls
- 4 paramedic stations
- Emergency vehicles & equipment

Barb Lomnicki X 6224

Lidy Romanuk
Manager, Economic
Development &
Tourism
X 6342

- Business, industrial, commercial inquiries
- Business assistance and start-up
- Marketing the County as a tourism destination and place to do business
- Downtown and rural Community Improvement Plans
- Chambers of Commerce & Business Improvement Areas committees

Chloe Donaldson X 6386

Katrina Schmitz
Manager, Community
Development &
Partnerships
X 6341

- Heritage & culture services
- Trails development & park planning
- Community halls & field management agreements
- Recreation programming
- Facility booking
- Festivals & events
- Community group partnerships
- Youth & seniors advisory committees

Jacqueline Clark X 6370

Randy Charlton
Manager, Building &
Municipal Enforcement
Services
X 6403

- Building permits
- Zoning interpretation
- By-law enforcement, parking control, property standards, noise, site alterations
- School crossing guard contract
- Animal control contract (SPCA)

Stephanie Giles X 6422

Shannon VanDalen
Manager, Planning
& Development
X 6339

- Long range planning/policy
- Official Plan and Zoning By-law
- Development applications, including – subdivisions, site plans, minor variances, consent applications, development agreements, civic addressing, etc.
- Graphics/mapping/geographic info
- Development and design review
- Conservation Authorities: GRCA, LPRCA, and NPCA

Christina DeGraaf X 6209

- Staff complement:**
- One (1) Deputy Fire Chief
 - Three (3) Deputy Paramedic Chiefs
 - One (1) Fire & Safety Training Coordinator
 - Two (2) Fire Prevention Officers
 - One (1) Emergency Management Coordinator
 - Two (2) Division Support/Schedulers
 - Eighty four (84) Paramedics
 - Two hundred seventy four (274) Volunteer Firefighters

- Staff complement:**
- Two (2) Senior Economic Development Officers
 - Two (2) Research and Marketing Technicians
 - One (1) Project Manager, Business Retention & Expansion

- Staff complement:**
- One (1) Supervisor, Heritage & Culture
 - Two (2) Museum Curators
 - One (1) Senior Community Partnership Liaison
 - One (1) Community Partnership Liaison
 - One (1) Supervisor, Community Programs & Events
 - One (1) Community Recreation Programmer
 - One (1) Facility Booking Clerk
 - Ninety (90) summer / camp staff

- Staff complement:**
- One (1) Supervisor, Building & Municipal Law Enforcement
 - Two (2) Senior Building Inspectors
 - Seven (7) Building Inspectors
 - One (1) Building & Plumbing Inspector
 - One (1) Plumbing Inspector
 - Two (2) Building Technicians
 - Six (6) Senior Municipal Law Enforcement Officers
 - One (1) Division Support

- Staff complement:**
- One (1) Supervisor, Planning & Development
 - Four (4) Senior Planners
 - One (1) Planning Technician
 - One (1) Secretary Treasurer, Committee of Adjustment
 - Three (3) Development Technologists
 - One (1) Senior GIS Technologist
 - Two (2) GIS Technologists

Building & Municipal Enforcement Services Division

Significant 2023 - 2024 Accomplishments

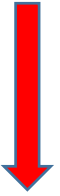
- Successful roll out of **extended by-law enforcement services** (early evenings, weekends year-round)
- Develop and implement tools and process in CityView Portal for **electronic submission of by-law complaints**
- Analysis and public consultation on **7 day gun hunting**
- **Short-term rental** issues and options review
- **Building Permit Fee Review**

Municipal Enforcement Services



Parking Tickets:

- 2024: 307
 - 2023: 419
- 5 year average: 700



By-law Complaints:

- 2024: 1,360
 - 2023: 1,843
- 5 year average: 1,200
- 96% initiated in 24 hours / 94% compliance / 99% closed



Inquiries:

- 2024: 312
 - 2023: 405
- 5 year average: 380
- 96% addressed in 24 hours



Building Services



Permits issued:

- 2024: 1,865
- 2023: 2,121



5 year: 1,480



Permit Revenue:

- 2024: \$1,690,000
- 2023: \$2,252,000



5 year: \$2,140,000



Inspections:

- 2024: 7,010
- 2023: 8,332



5 year: 6,294



Construction Value:

- 2024: \$305 million
- 2023: \$533 million



5 year: \$257 million



Quotes from those we serve...

- I wanted to acknowledge the great work and amazing improvement with the snow removal on the side walks. I was out both yesterday and today on my walk and was really happy and impressed with the significant improvement I observed and I can say that about 98% of the properties I walked in front today had the snow removed on the sidewalk - this has never happened before and I am very thankful to you and your officers. **Whatever you did** or had the officers do, whether it was the notices you told me about last week, some sort of inspection blitz or whatever **really worked**. THANK YOU to you and the officers.
- Thanks a lot, (name). Your department is very **easy to work with** and **world class with respect to communication**. Much appreciated!
- Thank you for taking the time to meet with me today on site. On behalf of myself and more importantly the organization I represent. **It was a pleasure to work with a class act organization** like the township of Haldimand County. **We look forward to the next opportunity**.
- We were notified by (MLEO) that our property had received a complaint due to the state of it's upkeep. (MLEO) was not judgemental nor did he have any air of blame. He was **very understanding and compassionate** to the situation. I knew the yard had fallen below an acceptable standards. (MLEO) recognized that life complications were present and reassured me/us that he wanted to work with us to see that the yard returned to an acceptable state. It was a pleasure to work with (MLEO) and wanted to share with you that **he had a great balance of being personable, understanding and professionalism**. He worked with us in a professional manner to ensure that the standards were met, while achieving an excellent balance in fulfilling the necessary and I'm sure challenging aspects of his work.
- **You guys are awesome thank you!!!!!!!**

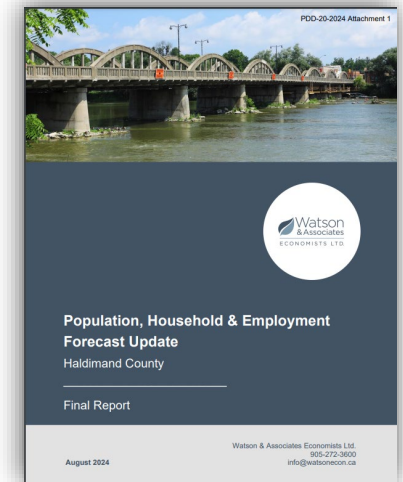
Looking Ahead - BME in 2025

- Update County's **Site Alteration By-law, Fence By-law and Parks By-law** to respond to changing Provincial regulations and local issues
- Continue to augment the new CityView system with **new modules and integration** of other Divisions
- Response to **new Building Code**, including staff training and education, Cityview updates (forms, workflows)

Planning & Development Division

Significant 2023 and 2024 Accomplishments

- **Official Plan Phase 2** – Secured provincial approval of the County Official Plan
- ‘Go live’ with **electronic application** intake process through CityView Portal
- Work with Engineering & Capital Works to complete the **Hagersville Master Servicing Plan Update** and initiate the **Dunnville Master Servicing Plan Update**
- Assessment and response to **Provincial Bills 23 and 109**
- Developed and obtained approval of new **Population, Household and Employment Forecast**
- **OLT hearings** - participated in 6 hearings, with staff positions upheld in 4, and negotiated settlements in 2



Applications & Development Activity



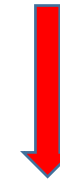
Development Review

- Applications: 2024 = 174; 2023 = 156 (5 year = 181)
- Engineering documents: 2024 = 1,306; 2023 = 944 (5 year = 552)
- Maps: 2024 = 1,432; 2023 = 1,577 (5 year = 1,405)



Application revenue:

- 2024: \$532,208
 - 2023: \$425,020
- 5 year average: \$620,000



New Development Approvals

- 4,020 new residential lots / units (approved inventory)
- 20,138 sq m (216,771 sq ft) of commercial / industrial space (approved for construction)



Inquiries

- 2024: 1,211
 - 2023: 1,105
- 5 year average: 950

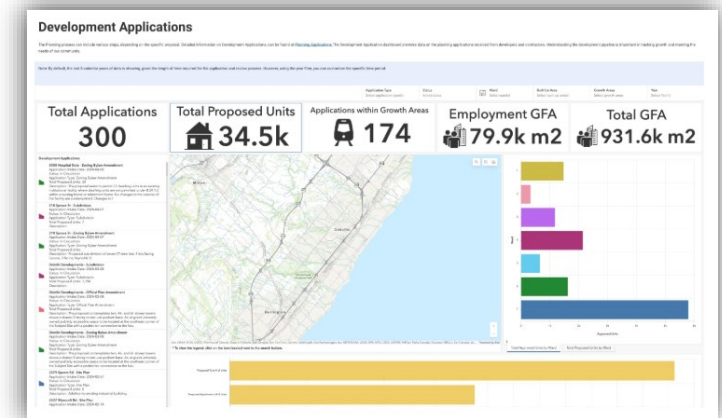
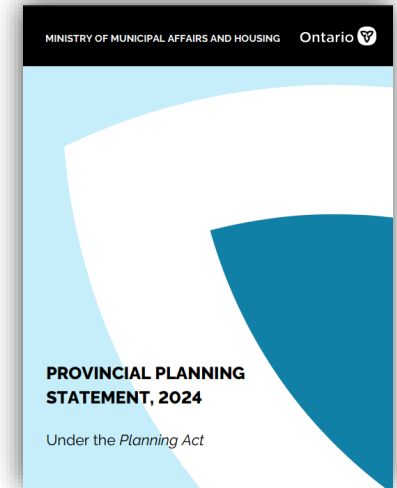


Quotes from those we serve...

- **Your staff are amazing, the best;** they always keep us up to date, they are always organized for meetings, they provide us with solid reports and information to make our decisions. **We are so lucky to have them.**
- This morning I made a presentation with my colleagues from Hamilton, Burlington and Niagara at the Hamilton Burlington Real Estate Board Economic Forum...Following my presentation, one attendee (a realtor) raised his hand to share a comment. He wanted to share with the room and myself that he had a commercial client last year that was looking to establish a location in Caledonia. He and his client visited our office and met with Planning and Building staff on a few occasions and received **exemplary service** from staff. He said staff were **courteous, efficient and provided great follow-up** and he wanted to ensure the compliment was shared with both of your divisions as he acknowledged that we often hear the negative not the positive. Please note that there were approximately **60 to 70 real estate professionals in the room that heard this compliment** and out of the 4 speakers only Haldimand received a kudos 🙌
- Staff's assistance and communication through our Site Plan application and proposed expansion has been much appreciated. **They have been able to help us through each step and understand the process**
- Just a note of thanks for the pre-consultation meeting this morning, this is a fairly straight forward site plan, however, the **communication with the Town and yourself has been great and very much appreciated**

Looking Ahead – PDD in 2025

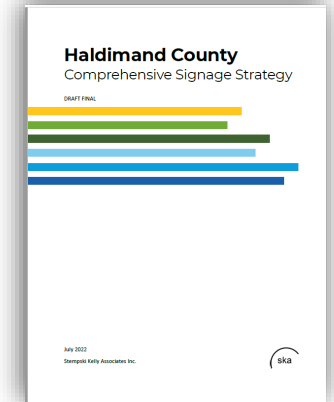
- **Archaeological Management Plan** – finalize work with our consultant on the development of a County-wide AMP to identify archeological potential areas
- Work with Engineering & Capital Works to complete the **Dunnville** and **Cayuga Master Servicing Plan Updates**
- Complete our first quinquennial **planning fee review**
- Monitor and adjust processes (as required) to responsibly respond to the new **Provincial Planning Statement**
- Develop and launch **reporting tools and resources** to respond to Ontario Regulation 73/23



Economic Development & Tourism

Significant 2023-2024 Accomplishments

- Completed first stage of **Comprehensive Signage Strategy** – shop drawings, prototypes, detailed costing, multi-year budget planning
- Completed and obtained approval for **Phases 1 and 2 of North Caledonia Employment Lands Strategy**
- Facilitated establishment of a **river outfitting business** (Grand River Rafting) in York Park and Cayuga Kinsmen Park
- Completed and obtained approval of the **Business Retention & Expansion Action Plan**, including strategies for enhanced business supports and workforce development
- **Solar eclipse project** - facilitated workshops, distributed 5,000 solar glasses, and launched a dedicated website landing page



Grants, Marketing, Inquiries & Supports



CIP:

- \$96,502 for 16 projects = \$1.4 million construction value

RWQP:

- \$31,000 for 15 projects = \$87,000 construction value



Support & Marketing:

- Outreach: 175 (presentations, calls)
- Business Visits: 305
- Development Concierge Team: 50 projects = 15 applications



Inquiries:

- 911 total

Clicks, views and follows:

- Business Haldimand web: 18,170+
- Tourism web: 127,950+
- Social Media followers: 6,680+



NEW in 2024

Job Fair

- 31 employers
- 230+ attendees

AgScape

- 625 local students
- 12 stations educating on careers in agriculture

Quotes from those we serve...

- I'll be a little more thorough in another email next week, however, **your team is brilliant, empathetic, problem solving and so very thorough.** I have truly appreciated my interactions with each of them over the past several weeks! I very much notice a shared circle of influence needed here!
- **What an amazing reply you sent yesterday** – can't thank you enough for your time and expertise! I'm going to look into many of your ideas and suggestions below
- Thank you for your assistance, and all your hard work. **I really feel supported with all your education, knowledge, and insights to guide (business name) to where it is today.**
- How lucky am I to have such a supportive community? **Thank you Haldimand County Tourism for your support of the farm from day one!!**

Looking Ahead – EDT in 2025

- Complete phase 3 of **Caledonia Employment Lands Strategy**
- Complete the **Visitor Experience Strategy** to support activation and access to the Grand River
- Initiate **Signage Strategy** implementation – install gateway signage and commence tourism & directional signage program
- Develop an updated, multi-year **Economic Development & Tourism Strategy**
- **Community Improvement Plan 2.0** – modernize and broaden scope



Community Development & Partnerships Division

Significant 2023 and 2024 Accomplishments

- **Hagersville Library + Active Living Centre project**
 - Varied supports and guidance on **fund-raising campaign** = over \$1.8 million in public donations
 - Final **staff plan** and preliminary **program plan**
 - All aspects of **facility design, function and furnish**
- Completed the **Community & Recreation Facilities Strategy** which will guide the development and provision of sport, cultural and community wellness projects, services, and partnerships for the next 20 years
- **Volunteer Recognition Night** – a celebration of volunteer / community partner groups
- Developed and executed a new **Joint Use Facilities Agreement** with the Grand Erie District School Board
- Completed major updates to the County's **Facilities and Parks Management** and **Community Halls** policies
- Developed and obtained approval of a **Recreation and Museums Programming Policy**
- Designation of the **Street Cemetery** and introduction of annual **Emancipation Day** event

Recreation, Events and Community Projects



<i>Active Recreation</i>	2024	2023	5 year
Public swim participants	39,365	34,356	30,017
Swimming lesson participants	2,706	2,951	2,363
Summer camp users	1,606	1,661	1,448
Public skate participants	13,858	11,123	10,039



Community Events

- 191 special events (99 in 2024; 92 in 2023); 17 major events = grants

Paddle Art Tour Haldimand (PATH) – Phase 3

- 8 new painted paddles installed along trails

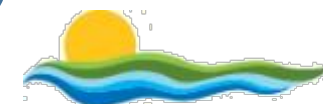


Community capital projects:

- 19 projects approved / completed totalling \$1.05 million (CPP \$353,000; Community \$697,000)

Community Beautification:

- 52 projects totalling \$332,000 (HC \$143,725; Community \$188,367)



Heritage & Culture Activities and Programs



Cayuga Heritage Centre



Edinburgh Square



WMMSM



Displays & Content

- Installed 41 new exhibitions at H&C sites and libraries
- Virtual exhibitions & programs – 40+ oral history episodes
- Art & artifacts at HCAB

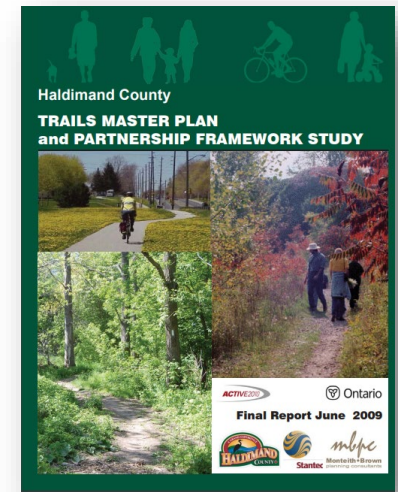
18,556 users
1,766 program participants
2,659 volunteer hours

Quotes from those we serve ...

- You ladies and all your helpers **sure know how to put on a fantastic event** for a group of well deserving nominees! It was a lovely evening ... and with so many people it all went very smoothly...One day we will be able to have a long chat but it was great to see both of you in your element.
- The Martindale family would like to **thank you for all your hard work in creating the beautiful exhibit, storyboard, the videos and oral history** of our mom, Barbara Martindale. We were overwhelmed and full of gratitude by this beautiful tribute in memory of mom that was held last night. **The whole evening was perfect from start to finish.** Mom would have been so incredibly thankful.
- Thank you to everyone who assisted with set up, greeting, serving and take down. **It was a well attended event and you do us proud!** Special thanks to (name) for her outstanding presentation, delivered with passion and excellence. It was a special evening, made all the more memorable since so many ... were able to join us there. **Thanks so much for all you did!**

Looking Ahead – CDP in 2025

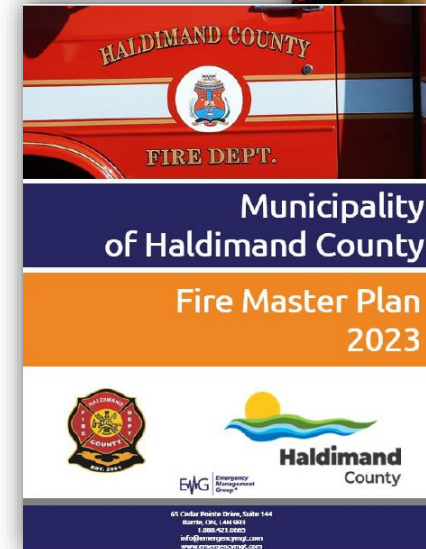
- **Hagersville Active Living Centre & Library** – finalize operations and programming plans, establish user fees, implement booking system, complete staff recruitment, facility space naming
- Finalize the County’s first **Public Art and Culture Strategy**
- Complete the **Trails Master Plan Update** to identify system gaps, opportunities, route feasibility, partnerships, funding, maintenance programs
- Develop a **Community Programming Strategy** to guide planning and decisions for new and enhanced recreation, culture and wellness programs across the County
- Supporting **community groups with significant projects** such as Hagersville 150, Caledonia pickleball courts



Emergency Services Division

Significant 2023-2024 Accomplishments

- **Community Paramedic Program** was expanded to with 2 more CPs, 24/7 service and a client base of 480+ persons
- Presentation and approval of the County's first **Fire Master Plan**
- Developed and obtained approval on a new **volunteer firefighter compensation** structure
- Developed a new **Fire Dispatch Agreement** and secured 14 year contract (agreement)
- Successfully obtained 5 year **Superior Tanker Shuttle Service Accreditation** from the Fire Underwriters Survey
- **Gas and oil well hazard program** including response plan, training, public education, equipment procurement
- Launch of new **public education material** (print, social media)



Emergency Services – Incident & Call Volumes



Fire Services (total incidents):

- 2024: 1,253
 - 2023: 1,166
- 5 year average: 1,062



Paramedic Services (total calls)

- 2024: 15,215
 - 2023: 13,870
- 5 year average: 11,475



Quotes from those we serve....

- I am one of the members of the Haldimand County Community Paramedic K9 Team. As we all know on December 27th Haldimand County suffered the loss of one of our OPP officers. When we learned of this tragic news, (name) and I agreed that on December 28th myself and K9 Oakley would attend the OPP station [...] **What transpired over the next two days is something that I have a hard time putting into words. Over and over again I witnessed first-hand the difference that K9 Oakley made to the staff [...] I am so unbelievably proud to be part of this program.** I would personally like to thank (name), our management team (names), as well as the Senior Staff of Haldimand County for seeing the potential benefit of this amazing program.
- I would like to thank the Community Paramedics that were part of my spouse's care. We had a celebration of his life recently and I thought of the **many paramedics that came to our house and how great they all were. And what fantastic program this is.** I would especially like to thank (name) who was the last one to visit him before he passed and she went above and beyond that day.
- I just wanted to say that I really appreciate the time you took to meet with the Niagara College student (and crew) who was on the code 5 call last week. She came to see me yesterday and she was very appreciative that you took the time to do that. I believe that medics recover quicker from calls like that when they know they have the support of the management in their service. **I really like how Haldimand EMS supports the mental health and wellbeing of their employees.**

Looking Ahead - Emergency Services in 2025

- **Community Paramedic Program** – continue current program for High Intensity Patients (HISH) and growing client roster
- Complete **Continuity of Operations Plan (COOP)** for the organization and a **Community Evacuation Plan**
- Continue to build the scope and reach of **public education program**
- Implement recommendations of the **Fire Master Plan**
- Initiate planning for **new Dunnville Fire/EMS facility** including preliminary site clearances
- New **Collective Bargaining Agreement** with OPSEU

CDS Administration

Significant 2023-2024 Accomplishments

- **Physician Recruitment Program** was developed and launched
- Developed a County-specific **Housing Pledge** and **local target**
- Formal reviews and comment submissions to *Cutting Red Tape to Build More Homes Act, 2024 (Bill 185)* and new **Provincial Planning Statement**
- Developed **Conservation Authority Service Agreements** with GRCA and NPCA
- Completed all negotiations and purchase of **JL Mitchener property** for future recreation development, and developed / executed agreement for 25 year operating contribution from Grand Erie District School Board
- Designed and coordinated all Minister's Zoning Order (Nanticoke) **public consultation** efforts; reviewed and provided Council with information options relative to the new **Minister's Zoning Order Framework**
- Provided a variety of supports and property assessments to the **Norfolk Haldimand Community Hospice** organization

Looking Ahead – CDS Administration in 2025

- **Physician Recruitment Program**
- **Succession planning**
- **Staff development, mentorship and capacity building**
- **Affordable Housing Strategy**
- **OPSEU negotiations**
- **Orientation of new Councillors**

Thank you!

Questions or Comments?