

Haldimand County Community and Development Services 2023-2024 Activity Summary

Community & Development Services

Building & Municipal Enforcement Services

Community Development & Partnerships

Economic Development & Tourism

Emergency Services

Planning & Development



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

Building Services

Activity Measures	2024	2023	2022	2021
Number of Building Permit applications reviewed	1,865	2,121	1,923	1,782
Number of Permit Inspections Undertaken	7,010	8,332	6,911	7,368
Construction Value	\$305,773,640	\$533,466,670	\$469,240,058	\$265,849,340

By-law Enforcement

Activity Measures	2024	2023	2022	2021
Number of by-law inquiries and complaints addressed	2,059	2,248	1,104	3,128
○ Inquiries	312	405	145	656
○ Complaints	1,360	1,843	959	2,318
○ Proactive (<i>new measure added in 2024</i>)	270	N/A	N/A	N/A
By-law Activities (actions required to manage complaints & inquiries)	8,196	10,439	5,115	5,001
• Number of Parking tickets issued by municipal staff	307	419	1,032	1,077
• Summer Parks Patrol	714	695	484	571

Building Services

Efficiency Measures	2024	2023	2022	2021
% Building Permits issued in compliance with adopted Provincial Standards	75%	52%	95%	56%
% Building Permits issued in compliance with adopted Municipal Standards	55%	21%	74%	52%

In 2023, the Building Division saw a phase of being slightly understaffed, where we worked through a development and training phase for many new staff, as well as a slight increase in permits.

In 2024, the Building Division continued to see a development and training phase for many new staff. As a result, the past 2 years have resulted in a lower compliance with Municipal Standards.

By-law Enforcement

Efficiency Measures	2024	2023	2022	2021
% By-law inquiries and complaints addressed within 24 hours	96%	86%	95%	95%
% By-law complaint investigations closed within 3 days	42%	51%	73%	68%
% By-law complaint investigations closed	99%	98%	98%	98%
% By-law compliance achieved without ticketing/court action	94%	95%	98%	98%

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 ≤50m ² c) Tents d) Signs	2. a) Part 9 (other than Housing) b) Farm Buildings ≤600m ²	3. a) Part 3, 4, 5, 6 b) Commercial, Assembly, Industrial c) Others >600 m ² + exceeding 3 Storey	4. a) Post Disaster Buildings b) High Rise – Mezzanines c) Group “B” & “C” >18m above grade
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ANNUAL HIGHLIGHTS

Building Services

2023 Highlights:

- Recruitment of 3 new staff to the division to provide support and assistance to staff and the public. A full-time Division Support, who assists with administrative support for Divisional Staff, two-year contract for a Building Inspector Trainer to assist with establishing training documents and to train new Building Inspection staff, and a two-year Project Manager contract which assists with continuous improvements and efficiencies of process, liaison with larger contractors and developers, and recommend efficiencies with CityView workflow, portal and processes.
- CityView Portal (online application/e-permitting) continues to be a successful efficient process supporting electronic submission and digital retention of documents.
- Update of Building Permit fees for the next 5 years.

2024 Highlights:

- Preparation for New Building Code effective January 2025.
- Continued Staff training.
- Continuous Improvement of Permitting intake through CityView Portal.

- Ontario Building Code enforcement complexity has increased requiring higher demands on staff.

Municipal Law Enforcement

2023 Highlights:

- Delivery of summer enforcement patrol at 7 days a week.
- Enforcement Services requests complexity has increased requiring higher demands and longer engagement with enforcement staff to satisfy files.
- Short Term Rental Accommodation compliance investigations and research.

2024 Highlights:

- Delivery of Municipal Enforcement services extended hours – 10 hours, weekend shifts.
- Summer Enforcement patrol at 7 days a week.
- Enforcement Services requests complexity has increased requiring higher demands and longer engagement with enforcement staff to satisfy files.

Short Term Rental Accommodation – Inquiries and Complaints

Year	Inquiries from Realtors or Interested Buyers/Hosts	Noise	Clean Yard	Property Standards	Zoning	General Complaint (No Violations)
2024	12	0	0	2	0	4
2023	5	0	1	0	0	3
2022	5	1	1	0	0	3
2021	12	0	0	0	0	0

Animal Control

The following statistical information is provided annually by Haldimand County’s contracted service provider – Niagara Society for Prevention of Cruelty to Animals and Humane Society (Niagara SPCA).

Dogs

Year	Picked Up	Adopted/Claimed/Euthanasia	Tickets Issued
2024	92	97	8
2023	70	79	2

Cats and Other Animals

Year	Cats – Picked Up	Adopted/Claimed/Euthanasia	Other – Picked up/Dropped off
2024	202	261	160
2023	207	214	162

Community Development & Partnerships

Corporate Purpose:

- To deliver recreation and culture opportunities, both directly and indirectly, for Haldimand County residents and visitors.
- To facilitate community partnerships and events to improve the quality of life and community vibrancy in Haldimand County.
- Division is comprised of: Community Partnerships; Heritage & Culture; Recreation Programming; Events and Community/Trails Development.

ANNUAL PERFORMANCE MEASURES

Community Partnerships

Description	2024	2023	2022	2021
Number of Community Partners Engaged	300	457	455	96
Community Capital Grants – Leveraging Factor (Community Partnership Program (CPP):Community) 2024: 13 projects approved/completed/reconciled totalling \$875,690 (CPP \$289,100; CVF \$101,700; Community \$484,890) 2023: 6 projects approved/completed/reconciled totalling \$183,859 (CPP \$63,887; Community \$119,972) 2022: 12 projects approved/completed/reconciled totalling \$1,107,413 (CPP \$386,485; Community \$720,928) 2021: 4 projects approved/completed/reconciled totalling \$24,932 (CPP \$2,280; Community \$22,652)	1:2	1:2	1:1.85	1:2.5
Community Beautification Grants – Leveraging Factor (Haldimand County:Community) 2024: 28 projects totalling \$171,950 (HC \$76,300; Community \$95,650) 2023: 24 projects totalling \$160,142 (HC \$67,425; Community \$92,717) 2022: 22 projects totalling \$193,267 (HC \$71,050; Community \$122,217) 2021: 18 projects totalling \$131,153 (HC \$50,250; Community \$80,903)	1:1.25	1:2	1.2	1:1.6

Heritage & Culture

Description	2024	2023	2022	2021
Number of Users (visitors, outreach, research)	9,213	9,343	8,255	3,302
Number of Program Participants (in-house education and adult/children workshops)	974	792	1,598	284
Number of Volunteer Hours	1,136	1,523	1,309	1,822

Community Programs & Events

Camp Programs: Number of Summer Camp Users – noting all Camps Combined Capacity Rate (% based on pandemic-limited attendees/capacity in 2021).

Description	2024	2023	2022	2021
Camp HaldiFUN	1,345	1,399	1,368	941
Camp Capacity Rate	115%	102%	100%	89%
Specialty (Sports, Creative, Wellness, Leadership)	261	262	211	61
Camps Capacity Rate (only Creative available in 2021)	60%	103%	85%	N/A
Extended Care	565	1,329	655	466
March Break Camps	142	142	117	N/A
Camp Capacity Rate	105%	96%	91%	N/A

In 2021, March Break Camp was cancelled. In 2021, Camp HaldiFUN and Creative Campers were offered (full-week option); all camps operated with lower capacities.

Pool Programs:

Description	2024	2023	2022	2021
Number of Daily Bather Load	42,353	50,248	45,715	33,715
Number of Public Swim Participants	39,653	34,356	32,428	27,606
Number of Swimming Lesson Participants	2,706	2,951	2,528	1,514
Class Capacity Rate	72%	77%	83%	82%

In 2021, during the pandemic, bather loads at the pools were reduced. Swimming lessons and public swimming programs were offered with limited capacities.

Arena Program:

Description	2024	2023	2022	2021
Annual # of Free Skate Participants	13,385	11,123	12,960	6,036
Total Hours Primetime Ice Usage (Jan. – Mar.)	3,223	2,973	2,064	813
Total Hours Primetime Ice Usage (Apr. – Aug.)	636	606	682	101
Total Hours Primetime Ice Usage (Sept. – Dec.)	4,348	3,760	3,764	3,370

In 2021 & January 2022, during the pandemic, Arena closures and capacity limits resulted in a reduction in the total number of on-ice participants and the types of skating programs permitted.

Events:

Description	2024	2023	2022	2021
Special Events on Haldimand County Property	99	92	70	23

In 2021, there was a limited return of special events.

Customer Service (Facility Booking & Programs)

Percentage of Allocation Processing Standards met:

- 100% of calls and emails responded to within 1 business day.
- 100% of all “one-off” contracts initiated within 2 business days.

Percentage of Program Users Satisfied with Experience:

- Aquatics (*98 surveys returned*)

Quality of Aquatic Instruction

Quality	Percentage
Excellent	58.14%
Good	32.56%
Needs Improvement	9.30%

Likely to Return

Replies	Percentage
Yes	90.80%
No	9.20%

- Summer Programs (*141 surveys returned*)

Quality Camp Experience

Quality	Percentage
Excellent	48.12%
Good	45.12%
Needs Improvement	6.76%

Likely to Return

Replies	Percentage
Yes	94.44%
No	5.56%

The above Customer Service survey results are from 2024 only, as 2023 results were not accessible due to issues with Google Docs.

Survey Feedback and Comments

1. “My daughter enjoyed her summer at Camp Haldifun so much. As you can imagine so much time in care over the summer can become tedious. The staff at the Hagersville camp kept her engaged having fun week after week. We are so lucky to have access to the pool so frequently. Thank you to all the staff for keeping her safe and entertained all summer.” – 08/24/2024
2. “I regrettably did not get her name but the Inclusion Counsellor spoke to me about my son's sensory issues and how she could make him more comfortable. I had no idea there WAS an inclusion counselor but I was THRILLED when I found out. My son is autistic and ADHD and struggles with change and new environments and people so camp can be very difficult for him. I cannot tell you how wonderful and stress receiving it was to find there was a counselor there who understood his challenges and were sensitive and sympathetic towards them. Very, very impressed that you had the forethought to incorporate something like that and will feel much better registering him next year. Thank you!” – 08/26/2024
3. “This year we had an inclusion counsellor for our youngest son with ADHD. He does not adjust to changes very well, but the inclusion counsellors he had were absolutely amazing, they made him feel welcomed and comfortable. It was nice to have the same counsellors each week as he bonded with them and knew they were there to help and provide support when he needed it. I think without this support he would have had a very different camp experience. We are more than grateful this service is offered for neurodivergent and special needs kiddos.” – 08/23/2024
4. “My son has been in 4 sessions this summer and his individual swimming skills have progressed immensely. He was scared of swimming at the beginning of the summer and wouldn't get his head wet or jump in. Thanks to Caledonia swimming lessons, he loves being in the water, jumping in and fully submerging his head. The progress that he has made this summer is amazing and the instructors have all been so good” – 08/26/2024

ANNUAL HIGHLIGHTS

Community Partnerships Unit

Community Engagement:

2023

- **Community & Recreation Facilities Strategy:** In 2023—using the community engagement results associated with service needs/gaps and data/research collected during Phase 1 of the project (in 2022)—staff worked with consultant Monteith Brown Planning Consultants to assess potential locations for new community and recreation facilities as well as develop preliminary facility concepts and related business models for those potential facilities. The intention is to present this information and proposed recommendations in a draft report to Council in 2024.
- **Hagersville Library + Active Living Centre:** In February 2023, CGS Architects Inc. was retained by the County and began working with the staff project team, stakeholder groups and the general public to refine the development concept for the new facility. In June 2023, a report was presented to Council with an updated plan, and associated budget, that includes a larger and more functionally-responsive facility to meet the community's needs and wants. (Between 2019—when the project was originally proposed—and 2023, Hagersville went from projections of minimal growth to becoming the County's second-fastest growing community.) Community Development & Partnerships staff continued to provide support to the Community Fund-Raising Committee, which

engaged with community supporters to secure additional financial commitments towards the \$2M campaign goal.

- The **Seniors Advisory Committee** and the **Youth Advisory Committee** have consistently convened and provided recommendations in alignment with the priorities outlined in their 2022 presentation to Council.
- **Public Art Tour Haldimand (PATH)**: Launched in 2021 as the Paddle Art Tour Haldimand, the PATH entered its third phase in September 2023 with “Bridging Communities” and the unveiling of eight new, original paddle designs and an artist meet-and-greet (at HCAB). The new paddles were installed along the County’s trails in October.
- Haldimand County’s **Annual Volunteer Recognition Night** was back to its pre-pandemic format in 2023. With more than thirty nominations, 19 awards/inductions and 230 guests attending, the evening was a great celebration of just some of the County’s amazing volunteers.

2024

- **Community & Recreation Facilities Strategy (CRFS)**: In June, consultants Monteith Brown Planning Consultants presented the final draft of the Community & Recreation Facilities Strategy to Council for review and next steps, including recommending a final round of public information-sharing of the draft document in September before finalizing the Strategy by year-end. In December, Council approved the CRFS and its associated recommendations, some of which (the development of a Public Arts & Culture Strategy and Policy and a Community Programming Strategy) have already been initiated and/or included as budget items in the County’s 2025 budgets.
- **Hagersville Library + Active Living Centre (HL+ALC)**: Throughout early 2024 architects Curran, Gacesa, Slote Architects Inc. developed the detailed design, engineering and site plans for the project. In February 2024, the County undertook a Request for Pre-Qualification of General Contractor Services for the construction tender, and in July the firm of Gateman Milloy Inc. was named the successful bidder for the service. In August 2024 the County broke ground on the project and construction has been ongoing since then, with an estimated project completion date of late 2025. In October, staff attended ‘Vibes’, a Haldimand health and wellness expo at the Caledonia LIONS Hall and promoted the new Hagersville Active Living Centre to the community.
- **Public Arts & Culture Strategy and Policy (PACS)**: In February 2024 Council directed staff to build on initial work completed in 2018 to develop a Public Arts Policy. Staff hosted two in-person community meetings in October 2024, which were attended by 23 participants from diverse sectors of arts/culture (public and private). In December, staff presented a report to Council with preliminary results of the consultation, including a plan to conduct two follow-up public information sessions and a public survey in January 2025. It is anticipated a final draft Public Arts & Culture Strategy and Policy will be presented to Council in April 2025.
- In October, Haldimand County hosted its **Annual Volunteer Recognition Night**—with a theme of “The Ripple Effect: Volunteers Making Waves”. More than 260 volunteers attended the events, which included awards and recognition in 13 categories.
- The **Seniors Advisory Committee** and **Youth Advisory Committee** have continued to meet regularly, working and engaging on their priority issues and providing input into County strategies and major projects (CRFS, HL+ALC, PACs, etc.), public consultations and the work of other Council-appointed Committees (e.g., Diversity, Equity & Inclusion and Accessibility).

Community Beautification:

2023

- Interest in the Community Beautification Program continues to rebound to pre-pandemic levels.
- In 2023, 13 community groups were awarded funding for 24 diverse civic projects on County property. This funding facilitated initiatives across multiple locations including downtown areas, heritage and culture properties, trail heads and parks.

2024

- During Tax-Supported Operating Budget deliberations, Council approved the following:
 - 28 new Community Beautification projects, with \$76,300 in County grant funding leveraging \$95,650 in community contributions for projects totalling \$171,950;
 - An increase to the annual contribution for Community Beautification projects from \$60,000 per year to \$80,000. The maximum grant amount each project was eligible for was also increased from \$4,000 to \$5,000. This budget/grant increase did not impact 2024 projects as it will be initiated for 2025 requests, applications for which are made available in August 2024.
- This was the first increase in the program—which is a 50/50 partnership between the community and County—since it was initiated in 2006 and was in recognition of the:
 - Considerable value of the program to the County as communities contribute 50% or more in cash or in-kind resources to each initiative;
 - Increased costs of installing/undertaking the various initiatives.
- Since 2006, \$1.14 million in County grants has leveraged more than \$2 million in community contributions to complete more than \$3 million in community beautification projects.

Community Capital Projects:

2023

- The Community Partnership Program (CPP)—for which requests slowed down considerably in 2020 and 2021—has rebounded in 2023 with many inquiries and discussions with staff about potential larger projects.
- While there were only six new CPP projects approved/completed/reconciled in 2023, there were inquiries about a number of other larger projects, with applications/requests anticipated to be submitted in 2024. As well, in 2022, 12 projects valued at \$1.15M were approved. This trend of having a year of fewer and/or smaller requests between years when there have been more requests/applications—often for higher-value assets—has been typical in the CPP as groups may spend a year or two planning for an application, especially for a larger project.
- In 2023, the six new projects approved/completed/reconciled included:
 - Seneca Centennial Hall (York) Garden
 - Caledonia BIA Digital Sign Enhancement/Update
 - Jarvis Park—Diamond #3 Benches Replacement
 - Haldimand Youth Soccer Autonomous Line Painter
 - Hagersville Chamber Veterans Banners Project
 - Jarvis Park Pavilion Rehabilitation.

2024

- Requests for Community Capital Projects on County property (approval and/or funding) more than doubled from six requests in 2023 to thirteen in 2024. The majority of these projects were to enhance or grow sports amenities, indicating our community's desire to keep active.

- In 2024, the 13 new projects included:
 - Dunnville Soccer Park Mower Purchase
 - Caledonia Oasis Garden Parkette Enhancement
 - Caledonia Athletic Softball Association Dugout Roofs
 - Dunnville Soccer Park Corp. Field Lights Replacement
 - Hagersville Arena Scoreboards
 - Dunnville Wingfield Park Purple Martin House
 - Fisherville Minor Sports Concession Building Renovation
 - Jarvis Park Diamond – Bleacher Pads
 - Fisherville Lions Park Benches
 - Fisherville Lions Park Batting Cage Renovation
 - Caledonia Legion Pickleball Court
 - Dunnville Schram Park Marco Clay Installation
 - Jarvis Community Centre Track Lighting

Community Halls:

2023

- 2023 was the first full year the Community Halls groups were able to operate without pandemic restrictions, and while some Halls continued to struggle, the majority bounced back.
- Building Condition Assessments completed in 2022 continued to inform capital repairs to the Community Halls to ensure a good state of repair and compliance with all health/safety/legislated requirements.
- Two volunteer Hall Boards resigned in 2023: the Choralairs, which maintained the George Shippey Hall, and the Rainham Centre Community Hall.
- In the case of the George Shippey Hall, which is located on the Oneida Works Yard property, the County took over the facility and incorporated it into a master planning process to redevelopment that operations site.
- Staff undertook several community engagement activities to determine if there was any interest from community members to bring together a new Board of Directors to operate the Rainham Centre Hall. Unfortunately, there has been no interest. A report to Council is expected in 2025 to determine next steps for the future of the facility.

2024

- The County's larger halls operated by incorporated volunteer Boards of Directors have bounced back to pre-pandemic levels; however, the smaller halls continue to struggle somewhat.
- The County continues to invest in the ongoing "state of good repair" of the Community Halls—based on 2022 Building Condition Assessments and annual inspections—undertaking small and medium-sized capital repairs.
- In August, following an extensive review with input from multiple Divisions, the Community Halls Policy was updated to more clearly reflect the County's approach to Asset Management and practice in supporting the Hall Boards.
- Updated operating leases were entered into with the County's ten incorporated volunteer Boards of Directors to operate 11 halls.
- The Cheapside Community Hall Board of Directors resigned in 2024 as usage levels continued to decline in spite of marketing and promotion efforts and the hall itself faced substantial capital repairs. (The Board did not feel it was appropriate for the County to be asked to invest significant taxpayer

resources for the repairs if the hall could not sustain its operations.) A report to Council will be presented after the Ward 1 by-election (April 2025) to determine the future of this building/property.

- The Rainham Centre Community Hall has been vacant since 2023, with no community interest for rentals or an opportunity to operate the facility. A report to Council regarding the future of the building will be presented in June.

Fields & Parks Management Program:

2023

- In 2023, a new community group joined the program, the Springvale Park Committee, bringing the total number of community partners in the program to 14.

2024

- Fields & Parks Management (FPM) Program partners found themselves exceptionally busy in 2024, as outdoor activities became community wellness priorities.
- In October, following a review of the FPM program and associated funding, staff brought forward a report to Council recommending updates to the policy and increases to grant funding in line with consumer price indexing, beginning with the 2025 Tax-Supported Operating Budget.
- Although there have been changes to the membership of some of the FPM Committees, the groups remain engaged in and committed to their care of these assets.

Community Programs & Events Unit

Recreation Programming:

2023

- 2023 was another successful year of children's programming including March Break and summer camps for children ages 4-10 years as well as specialty 'sports adventure' and 'creative' camps.
- All summer camps were at 100%, and there was a significant increase in demand for before-and after camp care, with double the registrants from 2022.
- For the second year, the two-week Young Leaders Program was offered in Caledonia, Dunnville and Hagersville, providing participants the opportunity to earn Babysitting and Emergency First Aid with CPR-B certifications while gaining hands-on experience in our camp settings.
- The Week of the Child & Youth Committee for Haldimand and Norfolk hosted an extremely successful 'Trucks to Touch' event for children and families in Jarvis Lions Park, with an estimated 1,600 attendees.
- Aquatics programming continued to be very popular including lessons, certifications and public swims. Swim to Survive—a FREE Lifesaving Society program—was once again offered in partnership with the Lifesaving Society to school-aged children from across the County.

2024

- Recreation had another great year of programming, with 100% capacity (plus waiting lists) in many programs (March Break and summer camps) and almost 100% capacity in many others. Summer camps survey respondents indicated a 93% satisfaction rate of excellent or good, while aquatics had a 91% rating at the same levels (excellent/good). Overall, 91-94% of County program users indicated they would likely return.
- New in 2024 and well-received were the 'Swim & Shiny' and 'Swim & Sport' camps for ages 8 -12 years. Swim & Shiny camp was offered in Caledonia while Swim & Sport camp was in Dunnville and Hagersville. These camps were well received, providing youth with opportunities to develop

individual skills—skating and hockey, drills for a variety of sports, Swim to Survive—with opportunities encouraging teamwork and cooperation.

- The Young Leaders Program for ages 13-15 years was once again offered in Caledonia, Dunnville and Hagersville. The two-week program helps youth develop leadership, communications and goal-setting skills and builds self-confidence. Youth use what they have learned for “hands on” experience in County programs, earning the volunteer hours necessary to graduate high school. Young Leaders also earn certificates in Emergency First Aid with CPR-B and Babysitting.
- In 2024, camps saw a significant increase in requests from families for inclusion support. Given the demand for this service, and the increased complexity of the physical and behavioural issues with which staff are dealing, additional training for inclusion counsellors and camp leads is planned for the 2025 season.
- Aquatics programming including lessons, certifications and public swims were well attended, with a considerable increase in Caledonia, which is likely associated with the growing population in that community. User feedback continued to request the County consider going back to two-week swimming lesson sessions (as opposed to one week at a time), which is planned for 2025.
- The annual Week of the Child & Youth event—Trucks to Touch—took place again at Jarvis Lions Park in September and was very successful with 1,500 attendees. The free event caters to children and families and includes local businesses, first responders and County Divisions, giving children a close-up look at vehicles such as fire trucks (including being able to spray the fire hose), construction trucks, electric vehicles and more.

Festivals & Events:

2023

- In 2023, 92 festivals and events were reviewed and approved, which represents a return to pre-pandemic levels, and interest in organizing/hosting events continues to grow.
- Of the 92 approved events, ten were considered ‘major events’ and received County grants totalling \$49,616, including:

Major Event	Grant Amount
Caledonia Canada Day	\$3,660
Caledonia Fair	\$10,000
Caledonia Light-Up Night/ Santa Claus Parade	\$1,057
Dunnville Mudcat Festival	\$8,441
Hagersville Rocks	\$10,000
Hagersville Santa Claus Parade	\$1,156
Hagersville Summer’s End Festival	\$2,173
Jarvis Community Christmas	\$3,940
JarvisFest	\$7,071
Selkirk Sports Day	\$2,118

2024

- In 2024, 99 festivals and events were reviewed and approved to take place on County property; another 12 applications for events taking place on private property were submitted and reviewed by staff due to potential impacts to County services (licensing, fire and paramedic services, municipal by-law).

- The Haldimand-Norfolk Health Unit (now Grand Erie Health Unit) also shared 69 food vendor permits with Haldimand County for events taking place in the County (on both private and public property).
- Of the 99 festivals and events, seven were considered ‘major events’ and benefitted from County grants as follows:

Major Event	Grant Amount
Caledonia Canada Day	\$4,293
Caledonia Fair	\$10,000
Cayuga Light-Up Night	\$2,781
Dunnville Mudcat Festival	\$10,000
Hagersville Santa Claus Parade	\$1,263
Jarvis Community Christmas	\$5,369
JarvisFest	\$9,150

Heritage & Culture Unit

Heritage Haldimand Committee:

2023

- The Committee reviewed and approved two requests for alteration of designated properties in the County: the Enniskillen Lodge in York and the Squire William Anthony Log Cabin in Dunnville.
- Heritage Haldimand hosted the County’s Emancipation Day event (August 1) in Canfield, featuring several speakers and the showing of the Canfield Roots documentary series.
- The Committee developed a plan to address the County’s Properties of Potential Heritage Significance, which has become an area of concern due to potential changes to the *Ontario Heritage Act* (Bill 23) following the approval of the province’s *More Homes Built Faster Act* (2022).

2024

- Heritage Haldimand appeared as a delegation before Council to present its accomplishments from 2023, current and on-going initiatives and activities.
- The Committee continues to review and update the County’s Heritage Register (Properties of Potential Heritage Significance); and, has identified the top ten properties for preservation and contacted property owners to discuss the benefits of heritage designation.
- The Street Cemetery was formally designated under Part IV of the *Ontario Heritage Act* and research related to 212 Caithness Street East, Caledonia was undertaken in order to consider this property as a candidate for designation.
- Heritage Haldimand hosted its second annual Emancipation Day event in Canfield featuring a guest speaker and music.
- Final drafts of the Dunnville storyboards have been completed and the Committee looks forward to their installation in Wingfield Park in 2025-26.

Programming & Outreach:

2023

- The Haldimand Museums in-person and outreach programming, carried out at Caledonia’s Edinburgh Square Heritage & Cultural Centre, the Cayuga Heritage Centre and Wilson MacDonald Memorial School Museum in Selkirk, were successful and well received by the public. The decrease

from 2022 can be attributed to the absence of the Heritage Centre's Curator (July – September) and the closure of Edinburgh Square due to the window replacement project (August – December). During that time, programming, workshops and educational outreach for children and adults was significantly curtailed.

- Week-long Children's Discovery Days Summer Camps in Selkirk and Caledonia included the provision of before-and-after care (aligning with CDP Recreation Programming's summer camps programs). The camps reached 88% capacity overall, with 95 of 108 available spaces being filled.
- Virtual Programming: Development of new heritage-based online programming for user groups of all ages continued to be well received by the public. A highlight for 2023 was the creation of a video telling the story of local tennis hero Louise Cook-Brown.
- The Heritage & Culture Unit continued to bring history to the community, installing exhibits (storyboards and artifacts) at libraries and in the atrium display cabinets at HCAB.
- Installation of artifacts from the collection continued throughout the staff floors at HCAB, including QR codes linking to the County's website and describing the details of each item.
- Programming continued to be developed for HCTV, located at HCAB, including a new video about local tennis champion Louise Cook-Brown.
- The Unit hosted its first Holiday Market, in the atrium of HCAB, in November 2023. The event allowed the Heritage & Culture Unit to showcase the Administration Building's historical displays, artifacts and videos and supported local artisans and crafts people.
- Several successful grant applications to provincial and federal funding bodies including:
 - The Community Museums Operating Grant resulted in funding totalling \$36,874 for the three museums; and,
 - Young Canada Works Program: two students hired for the summer and one fall/winter intern with (\$18,617).

2024

- Haldimand Museums continue to be a favourite destination for locals and visitors to Haldimand County. The slight decline in overall users from 2023 and can be linked to the five-month closure of Edinburgh Square Heritage & Cultural Centre to accommodate window replacement (north, south and west side).
- March Break programming at the Wilson MacDonald Memorial School Museum filled 13 of 16 available spaces.
- Children's Summer Discovery Day programming (four weeks each at Edinburgh Square Heritage & Cultural Centre in Caledonia and Wilson MacDonald Memorial School Museum in Selkirk) ran at 85% capacity, or 95 of 115 available places filled, over eight weeks of programming.
- Exhibition installation continued at all three Haldimand Museum sites, the Haldimand County Administration Building and libraries. In 2024, 26 exhibitions were mounted in those locations, including Community Voices, Common Grounds and For What It's Worth – a Tribute to Barbara Martindale. Off-site exhibits allow the collections to be shared with the community in non-traditional venues.
- Haldimand Museums assisted with 217 research requests throughout 2024. Requests from Haldimand County, Canada, the United States and parts of Europe, were made in-person, via email or telephone.

- Outreach programming continues to steadily climb back to pre-pandemic levels. This year staff presented at or attended 16 community events throughout the County. For example, Selkirk Heritage Day, Haldimand Abilities Centre and Parkview Meadows.
- The collection of virtual programming continued to grow and feature many aspects of Haldimand's unique heritage and culture; the library of oral histories and, oral histories allow residents to share their community memories. In 2024, content was created for 41 individual episodes that were shown on HCTV, individual museum sites (as part of exhibitions) or uploaded to the County's YouTube channel. The video content highlighting topics such as the Drilling Rig Museum, the Life of Barbara Martindale, Remembrance Day themes and more. Interns hired through the Young Canada Works program created much of the content with input from Museums' staff. Virtual exhibitions and programming continue to be developed which share Haldimand County's characteristics, history/heritage with residents, visitors and beyond.
- Through the Community Development & Partnerships Division, the Heritage & Culture Unit working in collaboration with community partners and stakeholders, initiated a Public Arts & Culture Strategy which will includes a vision for arts and culture in Haldimand County and outlines achievable priorities and actions that support the needs of a growing and diverse community.
- Several successful grant applications to provincial and federal funding bodies including:
 - Community Museums Operating Grant annual funding received totalled \$36,874; and,
 - Young Canada Works Program funding totalling \$25,338.83 to enable the hiring of two students for the summer and one fall/winter intern.

Capital Works:

2023

- Edinburgh Square Heritage & Cultural Centre's window replacement project—valued at \$380,000—was initiated in 2023 (August to December) and included the construction of custom windows, joinery and brick repointing on the north, south and west sides of the former town hall, which was built in 1857 and designated for its heritage value. It is anticipated the remaining east elevation windows will be completed in 2024.

2024

- Edinburgh Square Heritage & Cultural Centre window replacement project continued in 2024 with an anticipated completion date of March, 2025.
- The tender for the Wilson MacDonald Memorial School Museum bell mount replacement was released in 2023; the bell mount structure has been deemed structurally unsound and work to rehabilitate this important heritage feature which defines the schoolhouse will be completed in 2025. Cost of the project is valued at \$47,600.

Trails

2023

- The Trails Advisory Committee met regularly to review work plans for the remaining term of Council. Among the Committee's priorities was engagement with other stakeholder groups and (potential) partners, especially those from neighbouring municipalities and with special interests (e.g., off-road trails development) to learn more about opportunities to collaborate and share information and resources.

2024

- The tender for hiring of a consultant to undertake the update to the Trails Master Plan Strategy was released towards the end of 2024. The contract has been awarded and work will begin in March 2025 with an anticipated completion in fall 2025.

- The Trails Advisory Committee continued to meet regularly, including networking with local trails groups to identify shared interests and opportunities for collaboration and providing input into major County initiatives such as the Community & Recreation Facilities Strategy, Hagersville Active Living Centre and Engineering Services projects such as the removal of the Hwy. #54 bridge at the Grand Vista Trail.

Feedback and Quotes 2023/2024

Heritage and Culture

- “Dear Anne, Penny, Jacqueline, Geneva,
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.
Sincerely,
The Martindales”

Programming/Facility Booking

- “Afternoon Cheryl,
Well, I have officially resigned from the Six Nations Masters Lacrosse team after 29 years of managing and operating the team.
I have sent your email to the new officers of the team with the expectation they will continue with the same time we had on Wednesday nights 6-8.
I want to thank you for your support over the years and appreciate you always setting our time aside for us.
You were always professional and helpful to me when I had any questions or was patient when late with any payments.
Thank you for all your assistance over the years and hopefully you get to retire soon, as well; you have been doing this for quite some time.”
- “Post – Shout out to Cheryl Whittle at Haldimand County! I have sent her a gazillion questions regarding an event we are planning and she has been uber patient and helpful throughout. She is definitely skilled at serving customers. If there was an Employee of the Month competition, I could submit her name to, I would. WTG Cheryl! You represent Haldimand County well. Wendy Legendre”

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	2024	2023	2022	2021
Downtown/Rural CIP Grants				
➤ Grant \$	\$39,805	\$56,697	\$99,787	\$32,104
➤ Construction Value	\$88,712	\$1,328,694	\$190,697	\$76,808
➤ Leveraging Factor	1:2	1:23	1:2	1:2
Rural Water Quality Grant				
➤ Grant \$	\$24,000	\$7,082	\$21,362	\$29,937
➤ Project Value	\$70,900	\$16,275	\$69,920	\$54,374
➤ Leveraging Factor	1:3	1:2	1:3	1:2
Patio Program				
➤ Approved Public Patios	4	6	7	6
➤ Approved Private Patios	0	0	9	15
➤ Seats Added to the Hospitality Sector	80	122	521	686

Summary of Community Improvement Plan Program Projects

2023

- 146 Queen Street, Dunnville – Downtown Housing and Application and Permit Refund grant to create a new housing unit.
- 16 Main Street North, Hagersville – Façade Improvement Grant for façade improvements to a commercial property.
- 223 Queen Street, Dunnville – Application and Permit Refund grant to establish a commercial patio on private property.
- 305 Queen Street, Dunnville – Application and Permit Refund grant to establish a commercial patio on private property.
- 225 Queen Street, Dunnville – Application and Permit Refund grant to establish a commercial patio on private property.
- 11 Talbot Street West, Cayuga – Application and Permit Refund grant to establish a commercial patio on private property.

- 29 Caithness Street, Caledonia – Application and Permit Refund grant to establish a commercial patio on private property.
- 310 Queen Street, Dunnville – Façade Improvement Grant for façade and signage improvements to a commercial property.
- 5 Talbot Street West, Cayuga – Façade Improvement Grant for façade and accessibility improvements to a commercial property.
- 3 Norton Street, Cayuga – Façade Improvement Grant and Application and Permit Refund grant for commercial roofed accommodations business signage.

2024

- 29 Main Street North, Hagersville – Application and Permit Refund grant to establish a commercial patio on private property.
- 16 Talbot Street West, Cayuga – Façade Improvement Grant for façade improvements to a commercial property.
- 17 Talbot Street East, Unit 1, Jarvis – Application and Permit Refund grant to establish a commercial patio on private property.
- 3 Talbot Street East, Cayuga – Façade Improvement Grant for new business signage.
- 3 Norton Street, Cayuga – Façade Improvement Grant and Application and Permit Refund grant for façade improvements for commercial roofed accommodations.
- 243 Haldimand Highway 54, Cayuga – Building Restoration and Application and Permit Refund grant for the conversion of space related to tourism experiences.

Business Support

Description	2024	2023	2022	2021
• Outreach (presentations, events, corporate calls)	112	63	76	132
• Business Inquiries	539	372	498	416
• Total Business Visits	206	384	683	695
○ Core EDT visits	180	125	185	277
○ Digital Service Squad	26	174	183	418
○ My Main Street	0	11	237	N/A
○ Business Retention & Expansion (BRE)	0	71	N/A	N/A
• Projects – (Communications with businesses on projects)	341	127	153	134

Development Concierge Team

Description	2024	2023	2022	2021
• Active Projects	31	22	19	13
• Pre-con Meetings	11	4	11	11
• Planning Applications	11	4	7	6

Description	2024	2023	2022	2021
• Completed Projects	3	0	0	1

Marketing Overview

Description	2024	2023	2022	2021
• Number of followers on all EDT social media assets	6,683	5,859	5,128	N/A
• Print marketing campaigns	12	13	17	N/A
• Paid social media (including boosted posts)	114	83	30	N/A
• Total social campaigns reach	1,826,269	1,262,086	955,675	N/A

Construction Value

Description	2024	2023	2022	2021
• Commercial/Industrial	\$20,519,000	\$11,446,826	\$9,202,500	\$75,485,000
• Agricultural	\$12,196,192	\$21,848,597	\$24,013,080	\$16,373,000

ANNUAL HIGHLIGHTS

Business Attraction

Provincial Requests for Information (RFI):

- In 2023, EDT received 2 requests from Provincial ministries for prospective industrial developments initiated by the Ministry of Economic Development, Job Creation & Trade.
- In 2024, EDT received 3 requests from Provincial ministries for prospective industrial developments initiated by the Ministry of Economic Development, Job Creation & Trade and Invest Ontario.
- Additionally, in 2024 staff participated in a provincial initiative to identify potential future industrial sites across the Province.

Business Retention and Expansion Program (BR+E):

- In 2023, Haldimand Economic Development completed 71 Business Retention + Expansion interviews during the interview period of April to November.
- The business visits and interviews, provided included insights into the needs, concerns, and opportunities of existing businesses across all industries, including Haldimand County's key sectors (manufacturing, agriculture, tourism, professional services, and downtown retail).
- 2024 saw the implementation of key priority projects identified as a part of the 2023 BR+E Project. These projects included:
 - Delivery of ongoing business retention + expansion visitation program.
 - A workforce "recruitment" campaign, focused on local career awareness featuring videos of local employees of key businesses in the community.
 - Development of an 'Explore' local print piece called *Discover your Happy Haldimand* (for direct mail) for new and existing residents that showcases restaurants, and links to TourismHaldimand.ca.

- Business welcome packages that emphasize opportunities, incentives for new and expanding businesses. Materials leveraged existing EDT resources; and include other municipal services (i.e., building, planning, licensing, special events) and external stakeholders.

North Caledonia Employment Lands Feasibility and Servicing Study:

- In 2022, the County initiated a Feasibility and Servicing Study to address the anticipated employment growth as identified in the recent Growth Management Strategy Report and Official Plan review.
- The consultant team, consisting of Watson & Associates Economists Ltd., WSP Canada Group Limited and GM BluePlan Engineering continues to lead the Study.
- In 2023, Phase 1 of the study was completed and included a location analysis, market research and analysis, and a functional servicing design. Phase 1 received Council approval in September 2023.
- Phase 2 was initiated in 2023 and completed in 2024 which included the completion of a financial analysis, and a business plan for the lands.

Mohawk City School:

- In 2023, one cohort of Introduction to Decks and Fences landscape construction course was offered in Caledonia from August 1st - August 30th, reaching full enrollment with 12 registered students.
- In 2024, two cohorts of Introduction to Decks and Fences landscape construction course were offered in Caledonia from May 13th - August 22nd. Both cohorts reached full enrollment and received an overwhelming response from the community with 39 total applicants.
- It was announced at the end of 2024 that the Mohawk City School program would no longer be offered due to restructuring.

Physician Recruitment:

- In 2023, EDT staff in collaboration with Haldimand Family Health Team attended a Physician Recruitment event in Grand Bend and made a presentation on the benefits of locating their practice in Haldimand.

The Great North American Solar Eclipse:

- During 2024, in preparation for the solar eclipse which happened on April 8th, EDT collaborated with local businesses to maximize the economic opportunities and ensure a welcoming experience for visitors. The Kitchener-Waterloo Astronomy Club selected Haldimand as it's destination to view the eclipse. Roughly 2,500 visitors attended across multiple pre-arranged viewing locations.
- In 2024, EDT facilitated workshops and distributed 5,000 solar glasses, including a supply to tourism businesses to help drive business from the influx of tourists. Additionally, staff launched a dedicated website landing page featuring local attractions, eclipse viewing sites, and safety information for residents and visitors.

Lower Grand River Visitor Experience Strategy (VES):

- In 2024, Haldimand County Economic Development staff received \$25,000 from the Provincial Tourism Development fund to put towards a Lower Grand River Visitor Experience Strategy

(VES). Additional funding was provided by the Business Development and Planning Advisory Committee, Ontario’s Southwest, and Grand Erie Business Centre.

- The VES will act as a planning and investment tool to guide the County in responsibly engaging with visitors and leveraging the river’s potential. The strategy includes short, medium, and long-term recommendations, and will also include three (3) business in a box concept.
- The development of the VES prioritized local knowledge and community input through comprehensive consultations. These included online surveys (44 responses), five one-on-one interviews, and two focus groups (30 participants). Engaging residents, business owners, environmental experts, and Indigenous representatives, these sessions encouraged open dialogue to gather meaningful insights on tourism development along the Grand River.

Investment Dragons:

- In 2024, Haldimand County Economic Development staff attended the Tourism Investment Dragons pitch session in Toronto, coordinated by the Economic Developers Council of Ontario and the Ministry of Tourism, Culture and Gaming. There were 19 investors in attendance, with 10 communities selected to participate. While in attendance staff shared data specific to tourism assets (specifically demand for accommodation, and riverside tourism opportunities) in Haldimand County. EDT staff followed up with all 19 investors in attendance, with one follow up meeting scheduled.

Grand River Forum:

- Hosted in partnership with Ontario’s Southwest on October 9th, 2024 at the Caledonia Fairgrounds. This bi-annual event brought together partners across the watershed including operators, municipalities, conservation authorities, and destination management organizations to deepen the collective understanding of the Grand River and encourage thoughtful discussion and collaboration, recognizing the power of collective action. There were 46 attendees in total, with 12 attending from Haldimand County.

Haldimand AgScape Event:

- The AgScape event was held on November 27th, 2024 at the Caledonia Fairgrounds with 625 Grade 7 students from Haldimand in attendance. The event was a partnership with AgScape, the Grand Erie District School Board, the Workforce Planning Board of Grand Erie, and Haldimand County Economic Development and Tourism (supported by Agricultural Advisory Committee and Business Development and Planning Advisory Committee). During the event, students rotated between 12 stations where they met agri-food industry reps, and engaged in educational interactive activities that allowed them to learn more about careers in Agriculture.

Business Supports

Real.Haldimand. Marketplace:

- Ongoing maintenance and updating the Real.Haldimand. Marketplace – this online collection of vendors provides the public with an opportunity to discover new businesses/products and shop local from the comfort of home.

Real.Haldimand. Marketplace	2024	2023	2022	2021
Vendor Listings	43	48	47	40

Digital Service Squad:

- Additional funding of \$118,000 received in 2022 to hire a Digital Service Squad (one squad member until March 29, 2024) to meet with small businesses and assist them to improve their digital presence.
- In 2023, assisted and held meetings with 174 businesses.
- In 2023, 52 businesses received a digital transformation grant for a total of \$132,500 in grants to local businesses.
- This program was offered in partnership with the Grand Erie Business Centre.
- Program concluded in Q1 of 2024. A total of 26 businesses were visited in 2024.

My Main Street Program:

- In 2021, Haldimand County was approved for \$115,000 in My Main Street Funding which allowed for the hiring of 2 Main Street Ambassadors. The My Main Street Local Business Accelerator program is a data-driven community economic development program focused on revitalizing main streets with a healthy retail mix, while providing residents, new entrepreneurs, and existing businesses with economic opportunities in their main street community. The program was delivered through the Economic Developers Council of Ontario with funding from Fed Dev Ontario and concluded on March 31, 2023.
- This program was offered in partnership with the Grand Erie Business Centre.
- Through the course of the program, ambassadors assisted businesses with market research and business expansion grant plans, resulting in over \$200,000 in grants put into the community.

Tourism Innovation Lab SPARK Program:

- In 2023, EDT partnered with Tourism Innovation Lab to offer the Tourism Innovation SPARK program.
- 11 applications were received and 3 finalists were matched with a tourism mentor and received a “seed grant” to help take new tourism ideas to the next level of development.
- The 3 finalists included Caledonia Chamber of Commerce in partnership with Grand River Cruises, Door 25 Stays in partnership with Tasty Road Trips and Awdshire Village.
- This program was made possible through sponsorship received from Ontario’s Southwest, Libro Credit Union and Grand Erie Business Centre.

Other Business Supports (2023 – 2024):

- Ongoing support provided to Haldimand BIA’s in running their AGMs, reviewing budgets, presentations to Council and ensuring annual municipal compliance.
- Bi-Weekly e-mails/e-blasts to businesses and key stakeholders to share the latest news, updates and resources.

Program Supports

Filming:

- 2 film permits were issued for productions that took place in 2023.
- A filming strike in 2023 impacted the number of filming permits issued, which in turn affected filming inquiries in 2024.

- No film permits were issued for productions that took place in 2024.
- A filming team from Toronto came on a familiarization tour to see different sites around Haldimand County in September 2024.

Rural Water Quality Program (RWQP) Funding:

- For 2023, the Agricultural Advisory Committee approved \$7,082.56 to support 7 projects. Projects included well decommissioning, tree planting and cover crops. The funding resulted in a total project value of \$16,275.
- In 2024, the Agricultural Advisory Committee approved \$24,000 in grants allocated to 8 projects worth \$70,900. Projects included well decommissioning, tree planting, erosion control and cover crops.

Committee Meetings:

2023

- 4 - Agriculture Advisory Committee meetings;
- 5 - Business Development and Planning Advisory Committee meetings;
- 4 - Haldimand Business Network meetings; and,
- 2 - Tourism Network meetings.

2024

- 5 - Agriculture Advisory Committee meetings;
- 6 - Business Development and Planning Advisory Committee meetings;
- 3 - Haldimand Business Network meetings; and,
- 2 - Tourism Network meetings.

Emily Project:

- In 2023, sponsorship dollars were received from 3 organizations: Erie Mutual, Christian Farmers Federation of Ontario and Haldimand Federation of Agriculture to offset the costs to purchase a 911 Farm sign.
- In 2024, while additional funds were not received, funding was still available for landowners to request complimentary signage.
- Staff continue to work with local farm organizations to market and promote the program.

Emily Project 911 Signs	2024	2023	2022	2021	Total
Distributed Signs	8	10	27	14	59

Comprehensive Signage Strategy:

- In January 2023, Council approved the Comprehensive Signage Strategy, and staff moved forward with an RFP to retain a signage fabricator to produce shop drawings, prototypes and install gateway signs.
- In 2024, a fabricator/installer was selected and official drawings have been produced and approved.
- 15 Prototypes have been created, with Haldimand County staff and Sticker-It staff confirming locates around the county. Prototypes to be installed February 2025.

Patio Program:

- 6 total patio permits were issued in 2023, adding an additional 122 outdoor dining seats.

- A total of 4 patio permits were issued in 2024, adding an additional 80 outdoor dining seats.

Community Improvement Program (CIP)/Rural Business and Tourism Community Improvement Program (RBTCIP):

- Continued promotion and offering of both CIP and RBTCIP grants, resulting in \$56,697 worth of grants being issued, which aided projects with a total estimated construction value of \$1,328,694 in 2023.
- Promotion and offering of these programs in 2024, resulted in \$39,805 worth of grants being issued, which aided projects with a total estimated construction value of \$88,712

Marketing

EDT maintains and updates BusinessHaldimand.ca and TourismHaldimand.ca websites and 3 social media accounts for both business and tourism. BusinessHaldimand.ca shares information about business resources, community profiles and information about doing business in Haldimand. TourismHaldimand.ca highlights a wide range of information such as places to eat, tourism experiences, heritage and culture and a number of blogs from a variety of travel bloggers that have visited Haldimand. In addition, the division sends out a e-newsletter on a weekly to bi-weekly basis sharing key information to local businesses.

BusinessHaldimand.ca

Website	2024	2023	2022
Website Sessions	7,879	10,294	6,950
Most Popular page	Canadian Ginger Company (success story) + Transportation	Business Retention + Expansion	Canadian Ginger Company (Success Story)

ToursimHaldimand.ca

Website	2024	2023	2022
Website Sessions	49,807	78,147	44,446
Most Popular page	Solar Eclipse	Road Trip	Mudcat Festival Event Listing

Social Media

Tourism Facebook	2024	2023	2022
Followers	3,871	3,470	3,100
Likes	3,000	2,800	2,600
Tourism Instagram	2024	2023	2022
Followers	2,212	1,896	1,664
Business Haldimand	2024	2023	2022
Followers	600	462	364
Likes	445	376	290

Summer Student Marketing:

- In 2023, summer students attended key tourism events, distributed tourism collateral, created three blogs, developed radio ads and print media, created multiple “Business Spotlight” photos and videos on local businesses and owners, ran social media contests, and created and scheduled social media from May through to December.
- In 2024, summer students continued these activities, and published four new blogs, and five new Business Spotlight videos.

Social Media:

Business Promotion Highlights

2023

- Workshop promotion included: Tourism Experience and Starting a Business.
- Programs Included: Business Retention and Expansion, Patio Program, Spark 2.0 Program, Mohawk City School, Digital Mainstreet, and more.
- Events Included: Small Business Breakfast and Tourism Network Meetings.
- Farmers Markets – 5 campaigns throughout the year.

2024

- Workshops including Starting a Business and Digital Main Street Photography.
- Business Retention and Expansion (BR+E) Workforce Attraction campaign.
- Events including: Small Business Breakfast, Business Symposium, AgScape and Job Fair.
- Business Spotlight Campaigns.
- Programs including: CIP/RBTCIP, Patio Program, RWQP and Mohawk City School.
- Farmers Markets.

Tourism Promotion Highlights

2023

- Cycling and camping blog, “Wheelie Exciting Bike Routes in Haldimand County”.
- Events included: Dunnville Grand Tour, Bluewater Flower Farm Experience, Mudcat Festival, Toronto Motorsports Park, Dunnville Christmas Farmers Market, Jarvis Christmas Spectacular.
- Holiday Wish Book Intake.
- Fall Tourism Campaign (autumn colours, cycling, local food & accommodations).
- Great to Grand Experiences including: Forest Fit, Rabiya’s Grand Kitchen and Cottonwood Mansion.

2024

- Special emphasis was given to assist businesses operating events and experiences in Haldimand, through paid social media promotion including the following highlights: Grand River Rafting Steamboat Alley, Toronto Motorsports Park, Richardson’s Maple Experience, Bluewater Flower Farm events, Once Upon a Picnic, Purple Haven Lavender, Twisted Lemon Experiences, Mudcat Festival, Jarvis Light Up Night, Dunnville Grand Tour, Cayuga Summer Festival, Caledonia Food and Drink Festival and more.

- Blogs: Cycling blog, “Spring Adventures – Hit the Trails” including Cycling email marketing using the contacts collected at the Toronto Bike Show, Travel-Worthy Beverage Spots blog, Journey Through Time: Exploring Cottonwood Mansion blog, November Coffee Blog, and Embrace Winter.
- Holiday Wish Book Intake, 24 paid social media ads featuring businesses that submitted intake forms to the campaign, 3 video generic ads, and 1 printed ad in the Haldimand Press.

Social Media Partnerships

- In 2023, partnerships included: Ontario Southwest Partnership, blog promotion “Kid Friendly Adventure in Haldimand”, Ontario Southwest/Canada 2SLGBTQI+ Chamber of Commerce/Destination Ontario Partnership, Twisted Lemon Live Radio Show and paid social media campaign, and OSW Partnership, Guess Where Promotion.
- In 2024, partnerships included: Agricultural Advisory Committee (AAC) Share the Road Safety Campaign, Job Fair promotions supported by BDAPAC, and Scenes From Dinner – 3 businesses featured in a blog and social media, in partnership with Ontario South West.

Print:

- In 2023, Haldimand Press included: Digital Main Street Ads, Digital Transformation Grant Ad, Farm 911 Ads, Rural Water Quality Ads, Holiday Wish Book Ad. Sachem included: Digital Main Street Ads. Two Row Times Included: Farmers Market Ad.
- Printed copies of the Holiday Wishbook and Brochure for Farm 911 were mailed to every household in Haldimand County.
- In 2024, Haldimand Press Included: Road Safety Ads, CIP/RBTCIP Ads, Holiday Wish Book Ad, Business Symposium Ad and Discover Your Happy.
- Printed copies of the Holiday Wish Book and Discover Your Happy Haldimand publications, were mailed to every household.
- Job Fair Postcards, 2,800 mailed to select sections of Haldimand.

Radio:

- In 2023, 92.9 The Grand – Digital Main Street Grants and Services.
- In 2024, 92.9 The Grand – Job Fair Employee Recruitment and Ag Road Safety Ads.

Content Creation:

2023

- Tiny Town Blogger (Elise Purdon) – social media campaign visiting 7 local businesses (Results: Total Reach of 34,031, Total Interactions of 1,202, and Total Plays of 48,711).

2024

- The World As I See It (Stephanie Mayo) – Travel blogger created social media on Facebook and Instagram, as well as a blog about things to do in Haldimand, visited 10 local businesses and a park. (Results: Total Facebook Reach of 73,152, Instagram Reach of 1,904 and Blog pageviews of 278.)
- Little Birdie Media and the Foodies Group (Steven Hellman) – Travel blogger came and visited 10 local businesses and a handful of parks, creating social media posts, a blog and newsletter. (Results: Instagram Post Reach of 3,081, Insta-stories Reach of 5,399 with Blog pageviews of 1,444 and 1,722 newsletter posts opened.)

Visual Assets:

- In 2023, EDT purchased a Skyvids aerial photo shoot of Caledonia, Hagersville, Dunnville and Jarvis as part of the My Main Street grant, and collected Business Retention and Expansion program photos.
- In 2024, EDT purchased videography assets from a local fishing operator, and held a 2-day photoshoot in partnership with SWOTC featuring 5 local businesses and one trail/park.

Feedback and Quotes 2023/2024

Business Excellence

- *“Lidy & Team, just a quick note of congratulations on an amazing event this morning. Working through the technological challenges was well worth the wait to hear Eric’s presentation. And the gift of Eric’s signed book was a bonus!! Thank you to all involved.”* – email from R.P. April 26, 2023.

Marketplace Listing

- *“Thank you for your assistance, and all your hard work. I really feel supported with all your education, knowledge, and insights to guide Forest Fit to where it is today. The page looks great, and I will take a gander at all the information you sent along with the approval.”* – email from S.B. May 9, 2023.

EDT Team Kudos

- *“Hi Lidy, 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!”* – email from L.N. May 12, 2023.

Social Media Campaign

- *“Hello Jane! Thank you for the email regarding the social media campaign for the Ruthven in Wonderland event! Ticket sales have gone very well and we greatly appreciate the support from Haldimand County.”* – email from B.V. August 10, 2023.

Local Ads for Local Camp

- *“What an amazing email reply sent today – can’t thank you enough for your time and expertise! I’m going to look into many of your ideas and suggestions below. Thanks again.”* – email from L.L., Camp Kidstown Director October 18, 2023.

Twisted Lemon Radio Broadcast

- *“Hello Everyone. Laurie and I would like to thank everyone for your support and involvement in the radio broadcast that was a smashing success. We are already seeing results and the county is being promoted very well as a destination that people need to come to. We have already had a couple of experiences booked and are in the works of arranging a few more that bring people to Haldimand and are experiences multiple business in the area. Thank you all very much.”* – email from D.M. October 31, 2023.

Holiday Wish Book

- *“My business completed another big milestone it is a feature in the Haldimand Wish Book 2023 for the first time. I couldn’t be any happier!!!!”* – Facebook post November 15, 2023.

Global Heroes Campaign

- *“Hi Jane, thank you so much, I feel really honoured to be part of this amazing community, and for you to have faith in sponsoring me. It means a lot!”* – email from S.B. April 4, 2024.

- *“Thank you to @TourismHaldimand for having us featured in the @global_heroes!! Have a read and discover just SOME of the hidden gems in our area!!”* – Facebook post D.C April 4, 2024.

Solar Eclipse

- *“I have lived with my family in Townsend for the past fifteen years, and we are as proud as ever to call Haldimand our home. We want to express our sincere gratitude to the County for the excellent article you published on your website about “The Great North American Solar Eclipse”. It thoroughly prepared and excited us for what turned out to be a once-in-a-lifetime event of awe-inspiring magnitude. Thank-you for putting our tax dollars to such good use. Keep up the good work!”* – email from A.B. April 9, 2024.

Business Symposium

- *“Big attendance at Haldimand County’s Business Symposium tonight at their Cayuga administration building, celebrating local business!”* – Facebook post W.P. April 18, 2024.

Social Media Campaign

- *“Thank you so much for your support! Although the weather was not ideal, we managed to have a great day, and we did have an increase in attendance! Thank you for supporting Ruthven Park. We truly appreciate it!”* – email from B.V. May 17, 2024.

EDT Team Kudos

- *“I am really happy that you would think to take photos of my business, and it is evident how much your team does to try to help businesses and promote them. I am very appreciative for all that the EDT Team does.”* – Chat with N.S July 22, 2024.

Dunnville Grand Tour

- *“I just wanted to share with you that the registrations are up more than 20% and I wanted to say thanks for your and the County’s help with the social media campaign.”* – email from A.E August 2024.

Holiday Wishbook

- *“Thank you Haldimand for featuring Crafty in Canborough in this year’s wish book!”* – Instagram Reel November 21, 2024.

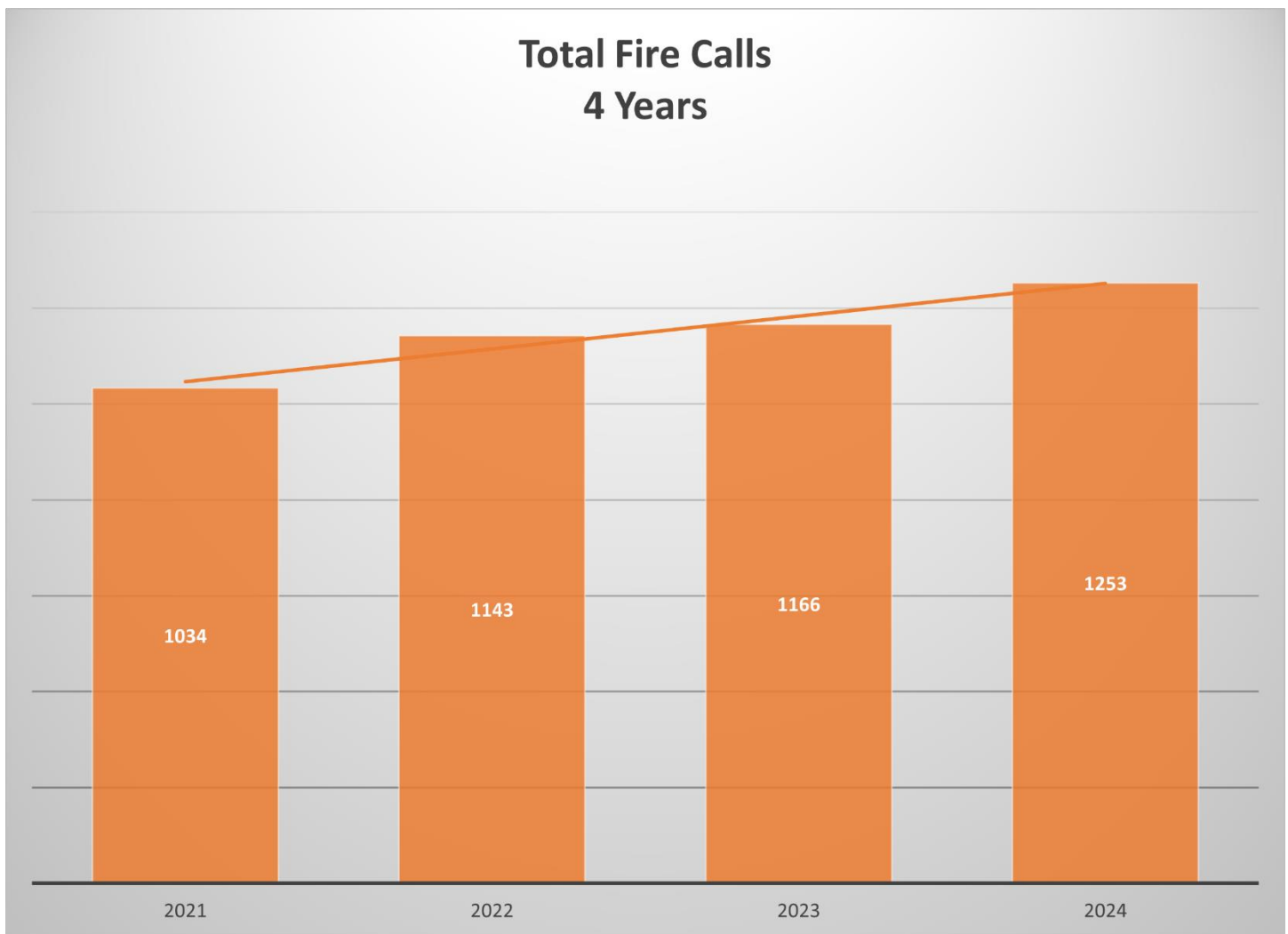
Emergency Services

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. We will serve the community through fire and accident prevention, education and the immediate response to emergencies.
- To provide high quality and caring service to those who live in, work in and visit our County – safely, efficiently and effectively. In order to fulfill this vision, we pledge to learn from our past, train for the present and plan for the future.

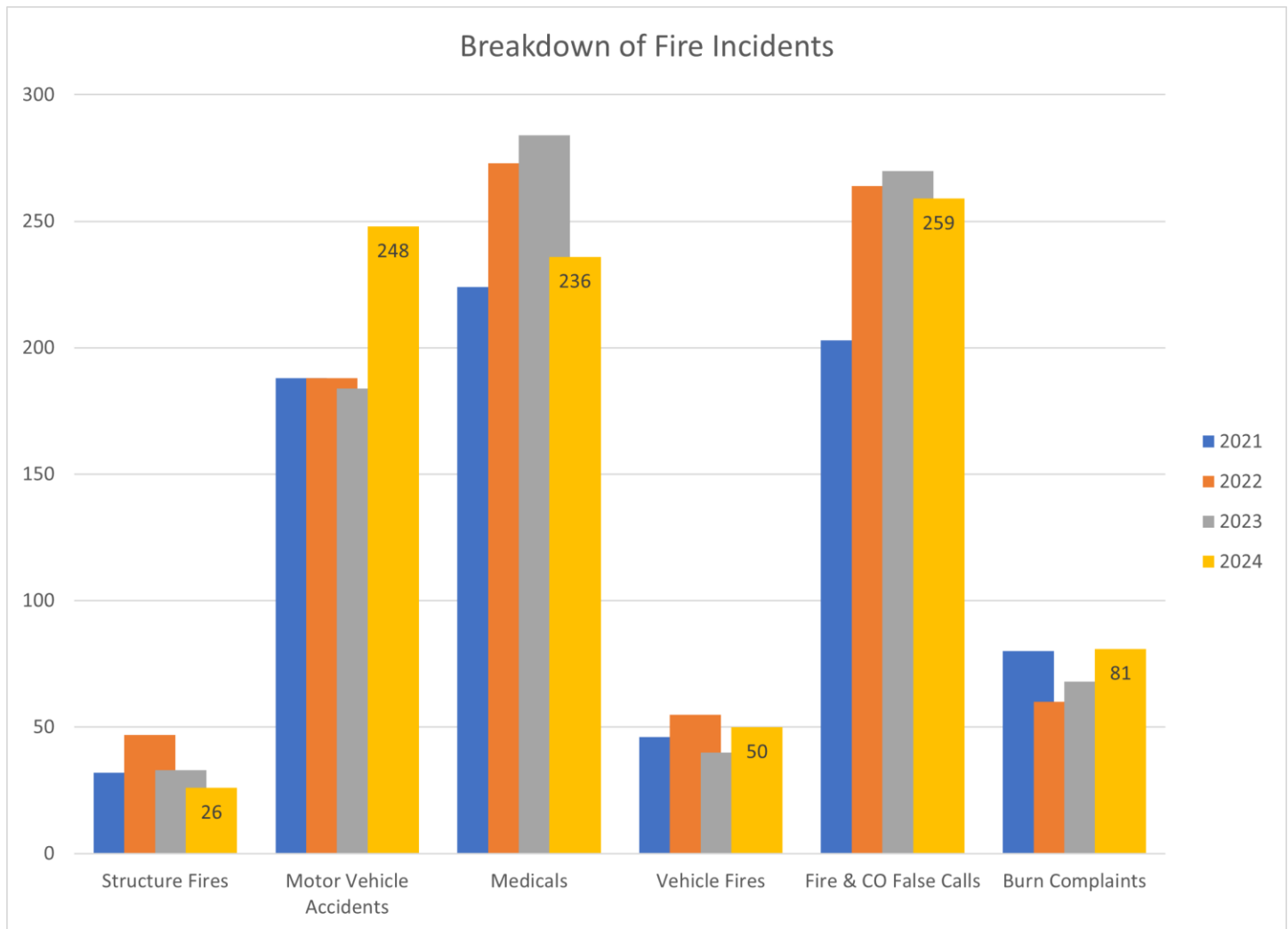
FIRE SERVICES

Annual Fire Incident Comparison



Total incidents are on an increasing trend with no real driver being the issue. Just a slight increase. More than likely due to population increases, and tiered response calls, which includes motor vehicle collisions.

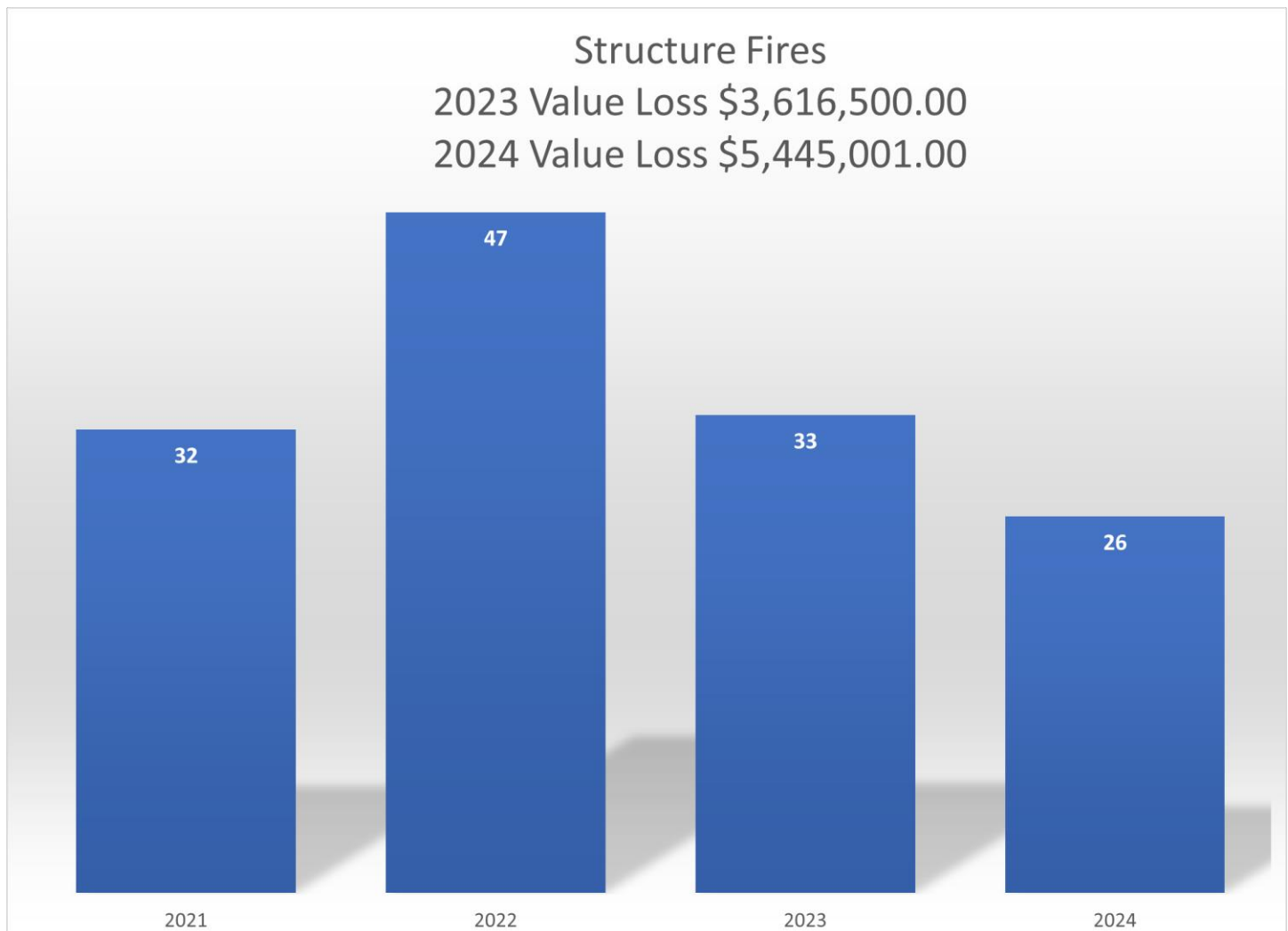
Annual Comparison Per Fire Incident Type



As identified in the above graph, the only large spike has been in Motor Vehicle Accidents. The remainders are quite consistent from year to year. These are the major incident categories reflecting approximately 75% of total incidents per year. The other 25% is made up of the following: (which are not shown on this graph as numbers are very low)

- Pre-fire conditions (pot on stove)
- Public hazards (hydro lines down)
- Other rescue (water)
- Assisting other departments
- Calls cancelled enroute
- No loss outdoor fires

Annual Comparison Structure Fires

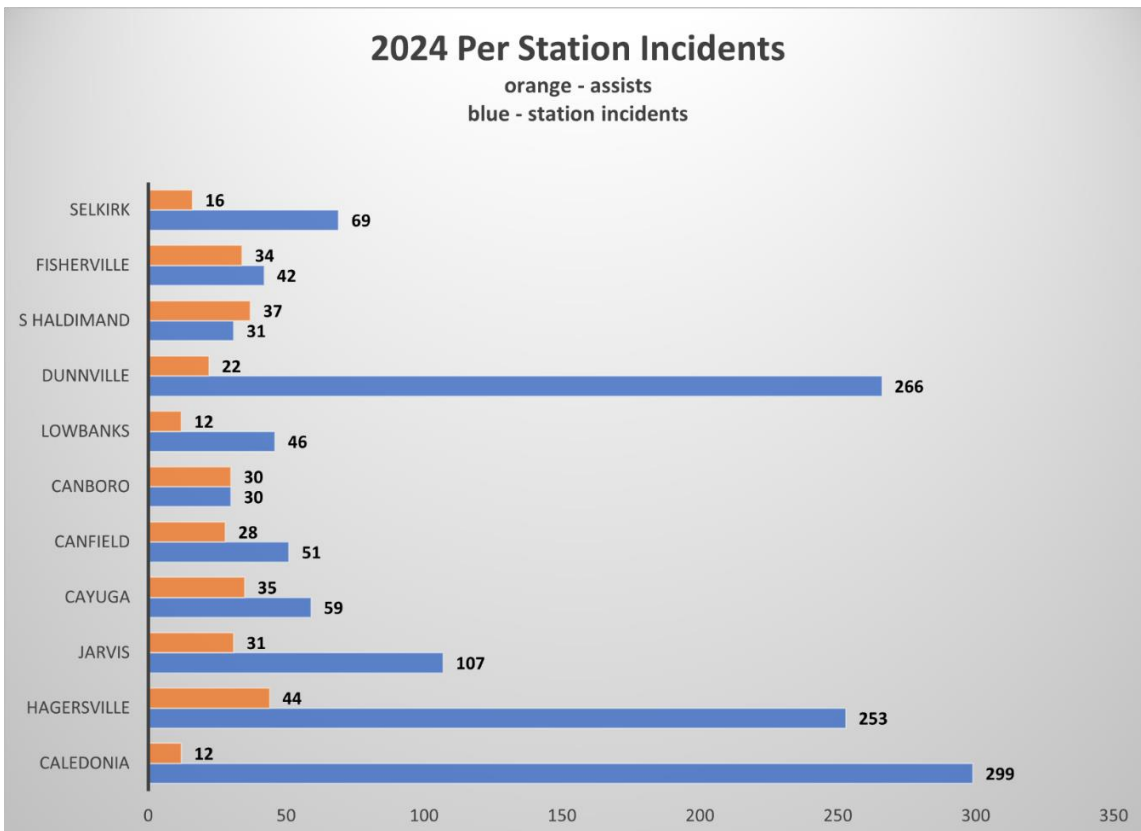
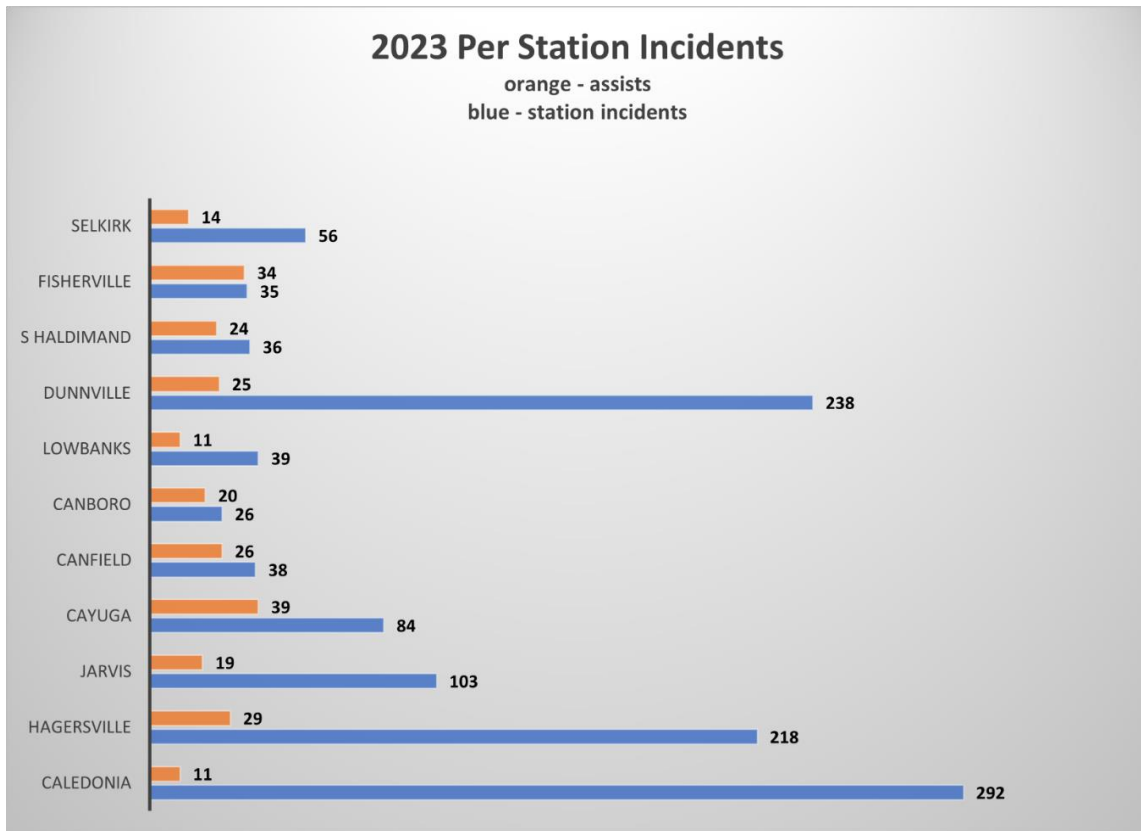


Beginning in January 2023, Haldimand County has taken a zero-tolerance approach for non-working smoke alarms found in homes. This reinforces the messaging from the Office of the Fire Marshal and stresses the importance of proper alerting of residents should a fire occur in their home, especially during the night hours when everyone is asleep.

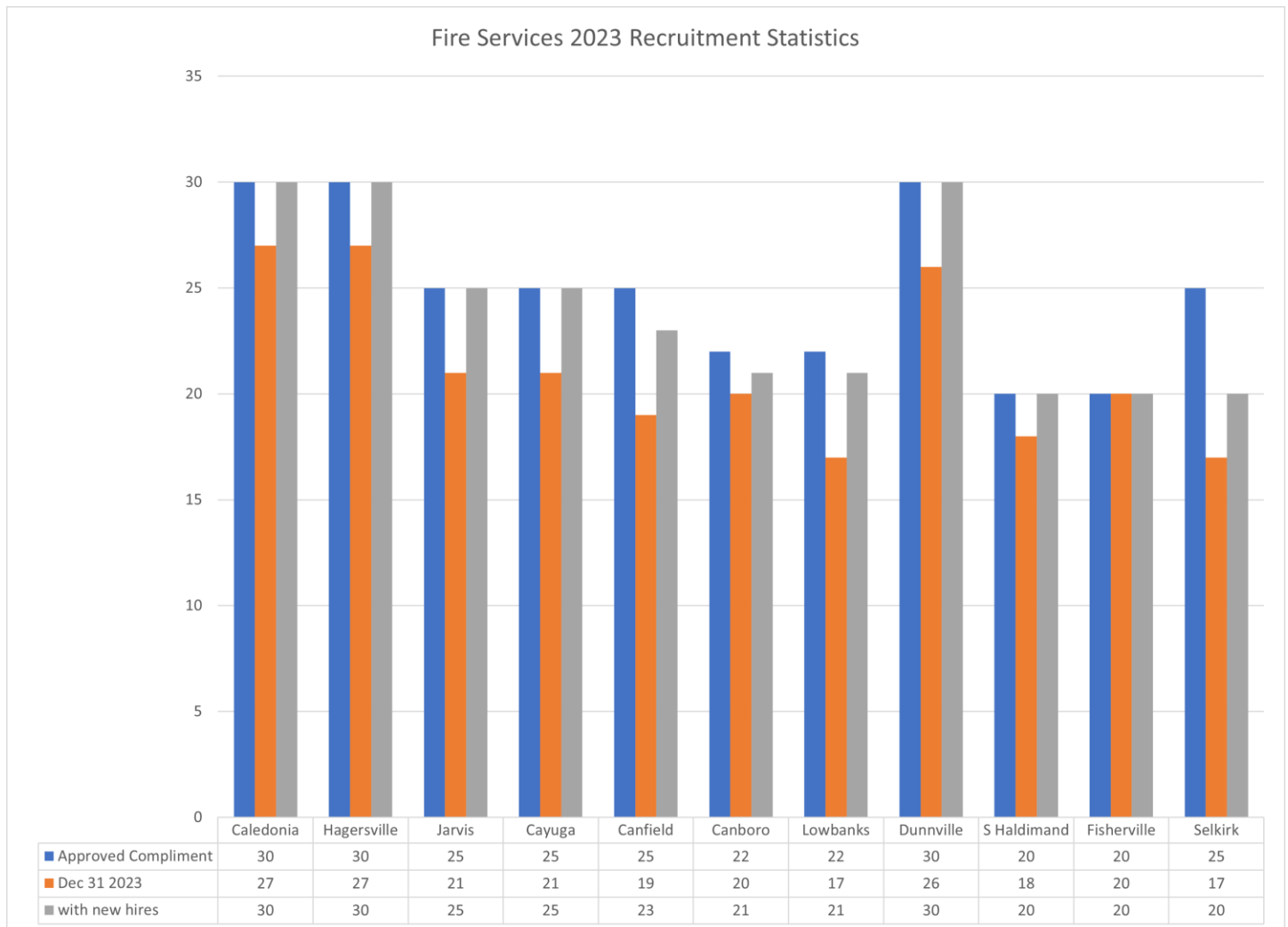
This can be attributed to the decrease in structure fires. Prevention and education being a key component.

Comparison of Per Station Incidents

As can be seen in the graphs below, for comparison purposes, Caledonia, Dunnville and Hagersville have the highest volume of incidents and are allotted the highest number of Volunteer Fire Fighters.



Volunteer Fire Fighter Complement

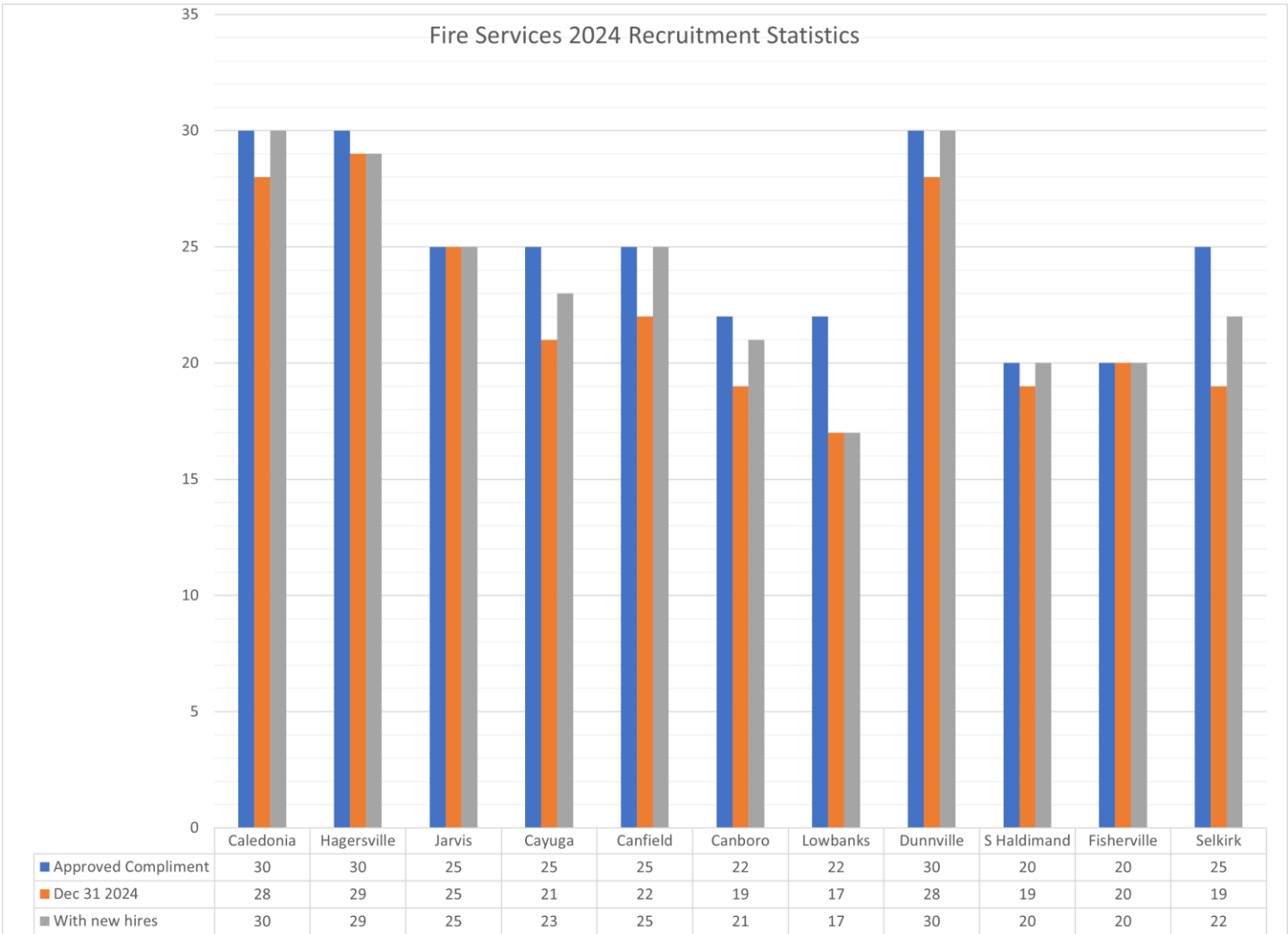


The chart above shows the only stations that are at full compliment after recruitment in 2023 are:

- Caledonia
- Hagersville
- Jarvis
- Cayuga
- Dunnville
- South Haldimand
- Fisherville

Recruitment efforts were difficult in the areas of:

- Canfield (Approved compliment – 25; December 31, 2023 – 19; with new hires – 23)
- Canboro (Approved compliment – 22; December 31, 2023 – 20; with new hires – 21)
- Lowbanks (Approved compliment – 22; December 31, 2023 – 17; with new hires – 21)
- Selkirk (Approved compliment – 25; December 31, 2023 – 17; with new hires – 20)



The chart above shows the only stations that are at full compliment after recruitment in 2024 are:

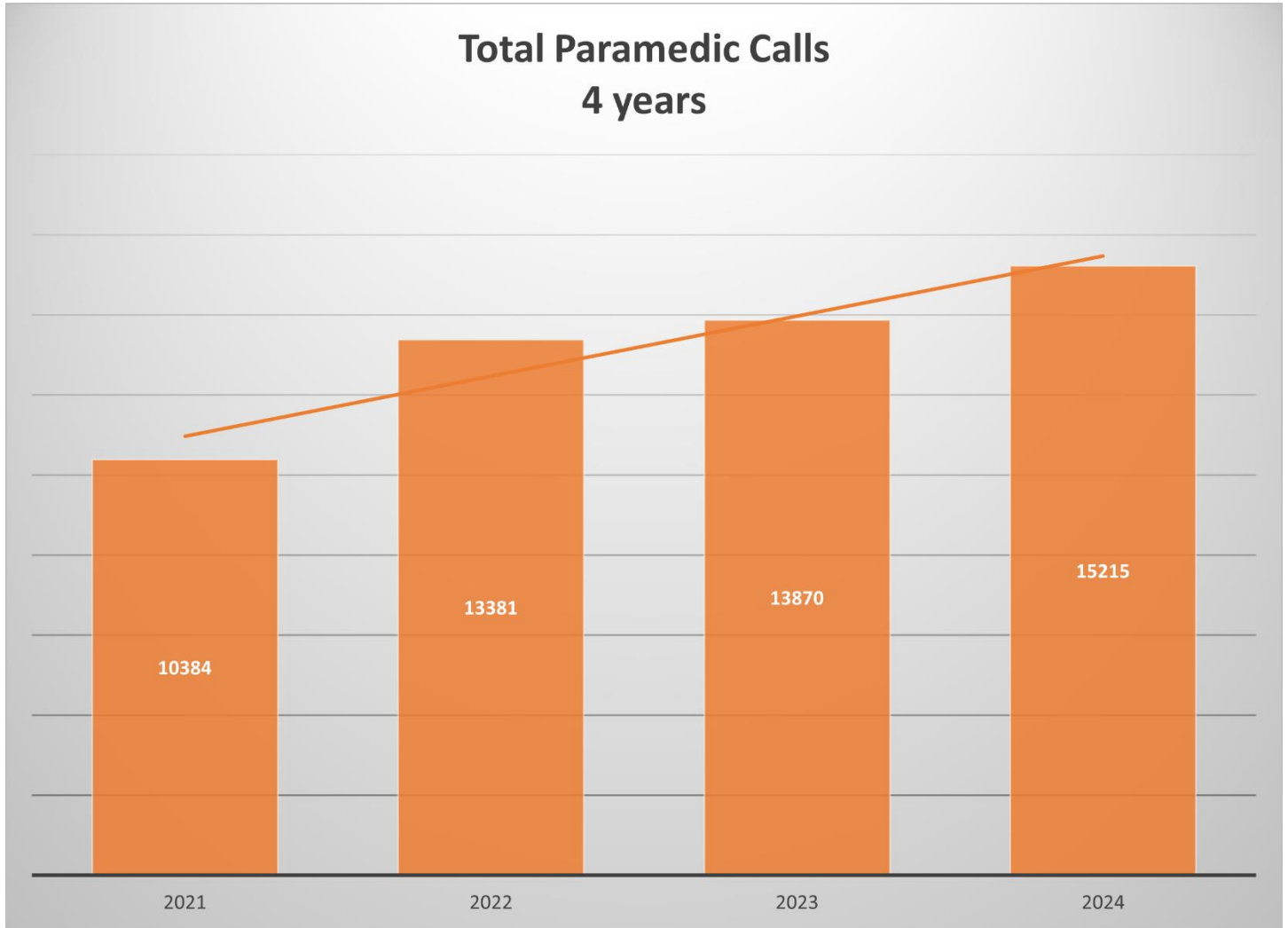
- Caledonia
- Jarvis
- Canfield
- Dunnville
- South Haldimand
- Fisherville

Recruitment efforts in the Canboro, Lowbanks and Selkirk areas have been difficult with minimal applications received.

- Canboro (Approved compliment – 22; December 31, 2024 – 19; with new hires – 21)
- Lowbanks (Approved compliment – 22; December 31, 2024 – 17; with new hires – 17)
- Selkirk (Approved compliment – 25; December 31, 2024 – 19; with new hires – 22)

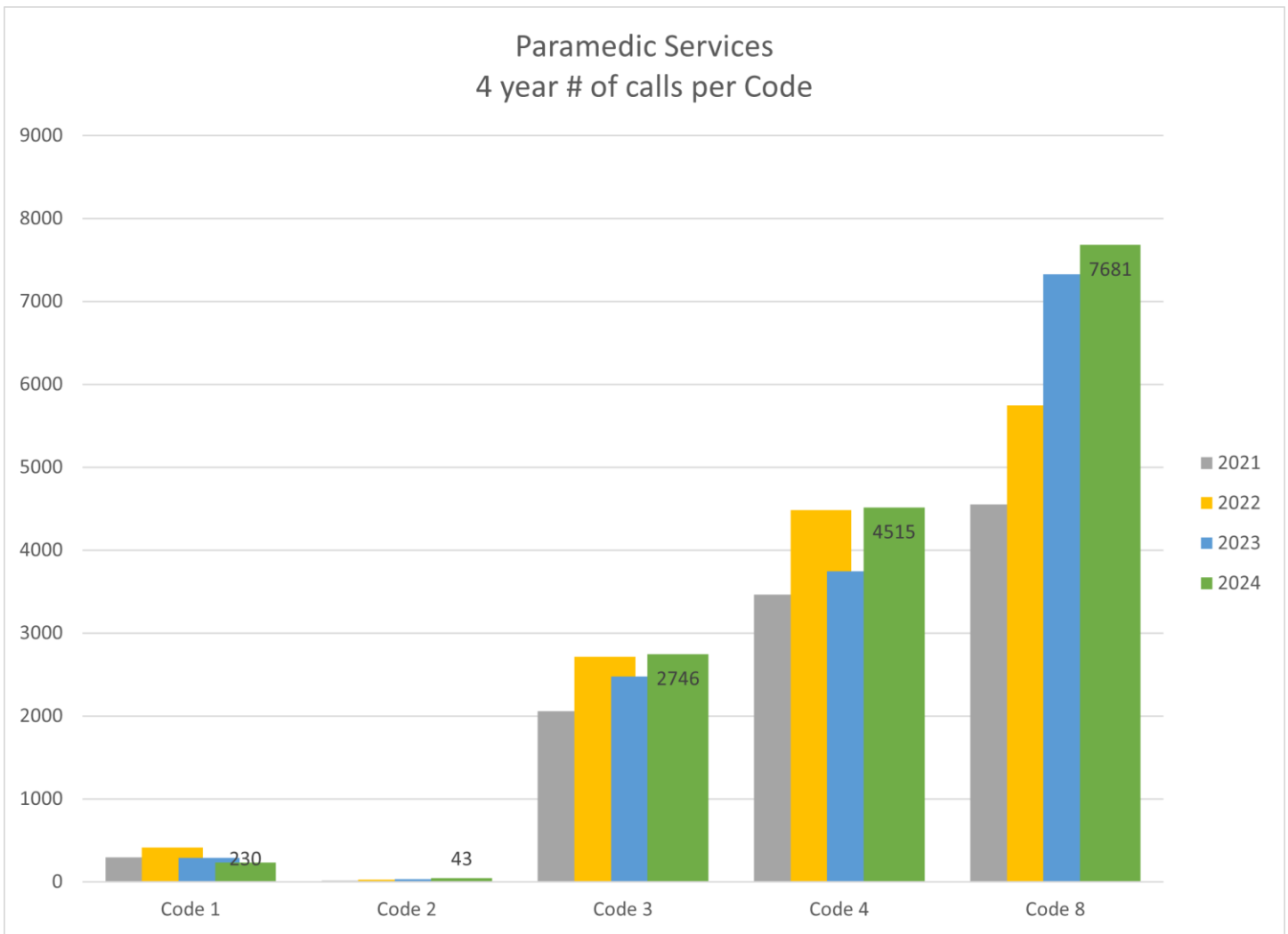
PARAMEDIC SERVICES

Annual Paramedic Service Calls



Total call volume is on a moderate upward trend due to deployment changes required to assist meeting response time standards. Code 8 or Standby calls are driving the increase in call volume. This is when ambulances cover multiple areas to provide service, when the regular ambulance assigned to that area is on a call.

Annual Paramedic Comparison By Code



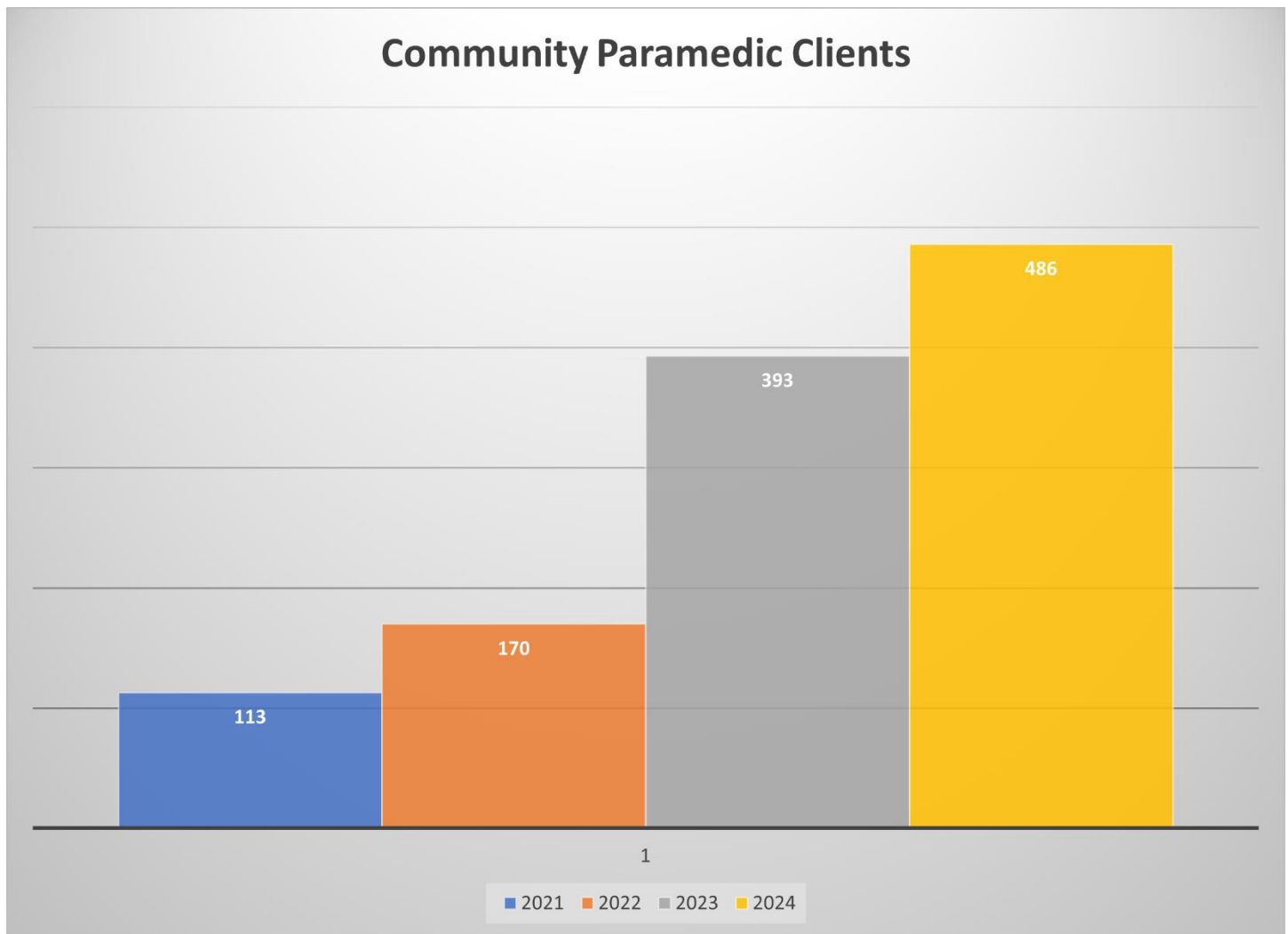
Code 4 – Potentially life threatening

Code 3 – Urgent

Code 2 – Scheduled transfers between facilities

Code 1 – Non-scheduled transfers between facilities

Code 8 – Standbys to ensure adequate coverage



The Community Paramedic program has developed significantly from our single client four years ago to the 486 current clients in the program now. Community Paramedics (CP) are now available 24 hours a day, 7 days a week with one CP working the night shift. CPs are currently doing Point of Care Testing (EPOC Blood Analysis and Urinalysis). A new reporting program allowing better reporting on clients' health conditions and securely forwarding that information to healthcare providers has been developed.

ANNUAL HIGHLIGHTS

2023

- Fire Master Plan has been completed and presented to Council.
- Construction of the Caledonia Fire/Paramedic station progressing and completion slated for early 2025.
- 2 new custom built fire tankers put into service.
- Continued success of the Community Paramedic Program with over 300 clients. Community Paramedics increasing skill sets to better serve the community.
- New ambulance received and highlights a new sticker design which meets provincial standards and allows Haldimand Paramedic Services to promote a more professional appearance.
- Fire fighters continue to complete certification in NFPA FF1 and FF2 and Hazmat Operations.
- Paramedic Services completed the replacement/purchase of the newest technology in stretchers, cardiac monitors and assisted CPR devices.

2024

- Met 5 out of 6 response time standards for Paramedic Service. Missing Sudden Cardiac Arrest by 3 calls.
- Met Fire Tanker Accreditation through Fire Underwriters.
- Hired a Full-Time Coordinator of Emergency Management/Fire Education.
- Completed a thorough review and update of the Emergency Response Plan with the By-law being updated.
- Community Paramedic enhancements adding 2 FTE to the 24hr/7day service. Over 400 clients.
- Replaced 1 new custom fire pumper with the assistance of the fleet department.
- Replaced 2 new custom fire tankers with the assistance of the fleet department.
- Replaced 1 first response unit with the assistance of the fleet department.
- Progressing well with the Caledonia Fire/Paramedic Station. Completion slated for March 2025.
- Completed the purchase of the newest stretcher technology.

Planning and Development

Corporate Purpose:

- To deliver statutory planning and development review services.

ANNUAL PERFORMANCE MEASURES

Activity Measures

Activity Measures	2024	2023	2022	2021
Number of Planning applications reviewed	174	156	205	221
Number of Pre-Consultation meetings	37	55	51	51
Number of Engineering documents reviewed	1,306*	944*	577*	526
Number of development inquiries	3,047**	2,863**	1,048	879
Number of meetings attended	2,325	1,975	1,740	1,440
Number of maps prepared	1,432***	1,577***	1,542***	1,425

Efficiency Measures

Efficiency Measures	2024	2023	2022	2021
Compliance % to adopted plan review timelines	80%	82%	75%****	70%
Compliance % to adopted engineering review timelines	73%	70%	70%*****	65%

2024 – Impact of staff vacancies over a 12 month timeframe.

2023 – Impact of staff vacancies over a 12-month timeframe (Senior Planner x2, Planning Technologist x1, Development Technologist x1, GIS Technologist x1, Secretary & Treasurer x1, Administrative Assistant x2).

2022 – Impact of staff vacancies over a 12-month timeframe (Vacancies – Planner x1, Planning Technologist, Development Technologist x2).

2021 – Impact of staff vacancies over a 12 month timeframe (Vacancies – Planner x2, Planning Technologist, Development & Design Technologist x1).

*This number reflects a more thorough analysis of Engineering documents reviewed. This total looks at the average submittals per application type, as well as the number of resubmittals per application. Pre-consultation meeting documents were included in this total, and had not been included in 2020. This total also includes plot plans and lot grading plans.

**In addition to (all) Planning staff tracking inquiries, this value includes a new form of inquiry tracking via a GIS inquiry layer. Planning staff populate this layer by pinning development inquiries to specific properties. As such, other staff can view whether there has been a previous inquiry on a specific property, who the staff member was that they spoke to, the date of the inquiry, and staff's response to the inquiry. This minimizes time spent researching policy, as responses are noted and similar inquiries

are directed to the same planner, and avoids the inquirers speaking to multiple staff or seeking varying responses. Further, this data can be extracted from GIS and reviewed.

***This value includes a map from Esri (177), demonstrating how one static map produced may not be as one web map. The web map count illustrated the number of web maps that exist rather than work produced. A web map could be modified eight times for different purposes such as the addition of tools or data, but map count stays the same.

****The Supervisor, Planning & Development, has assisted staff with adhering to timelines from 2022 through one-on-one meetings and more thorough review of planning workloads.

*****Increase in overall number of applications requiring review and complexity attributed to site plan and subdivision applications. Additionally, staff vacancies contribute to a longer review period.

2023 – 2024 Residential

Development	Location	Description	# Units by Type
Avalon Phases 5B and 9	Caledonia – McClung Road 5B (west side)	Registered in 2023 and under construction through 2024.	Phase 5B – 20 single detached dwellings. Phase 9 – 132 single detached dwellings and 19 townhouse units.
Avalon Phase 8	Caledonia – McClung Road (west side)	2023-2024 Phase 8 – Agreement registered and under construction.	Phase 8 – 225 single detached dwellings.
Avalon Phase 7	Caledonia – McClung Road (west side)	2023-2024 Phase 7 – Engineering approved and archaeological works underway.	Phase 7 – 141 single detached, 18 semi-detached and 19 townhouses.
Georgia Pacific Subdivision	Caledonia – Argyle Street North	2023-2024 Plan of subdivision draft plan approved in 2023.	444 single, semi-detached and townhouse dwellings mix.
Gateway Phase 1	Caledonia – Argyle Street and Haldimand Road 66	Registered in 2023 and under construction through 2024.	32 single/semi detached homes. 106 standard townhouse units. 104 stacked townhouse units.
Gateway Phase 2	Caledonia – Argyle Street and Haldimand Road 66	Pre-servicing Agreement completed in 2023. Subdivision Agreement completed in 2024 and final registration pending.	119 single/semi detached homes. 31 standard townhouse units. 32 stacked townhouse units.
Gateway Phase 3	Caledonia – Argyle Street and Haldimand Road 66	2023-2024 Engineering Plans approved.	104 single/semi detached homes. 55 standard townhouse units. 82 stacked townhouse units.
Gateway Phase 4	Caledonia – Argyle Street and Haldimand Road 66	2023-2024 Draft Plan Approved.	59 single/semi detached homes.
Gateway Phase 5	Caledonia – Argyle Street and Haldimand Road 66	2023-2024 Draft Plan Approval – Condominium Block.	56 townhouse units.

Development	Location	Description	# Units by Type
Gateway Commercial	Caledonia – Argyle Street and Haldimand Road 66	In 2023, Mixed Use Block – Site Plan approval required. In 2024, Planning Part-Lot Application Received.	Mix of commercial and residential development.
Caledonia – McClung South (Elite)	Caledonia – McClung Road and Park Street	2023-2024 Received Draft Plan Approval – proponent working on engineering submission for pre-servicing.	84 townhouse units.
Caledonia – McClung South (Empire)	Caledonia – McClung Road and Park Street	2023-2024 Draft Plan Approval.	75 single detached dwelling units. 8 townhouse units.
154 & 168 & 170 Caithness St. W. Stacked Townhouses	Caledonia	In 2024, Site Plan Application Received and waiting for Revisions.	Proposing to construct 16 townhouse units.
Grand York Estates	York	2023-2024 Draft Plan Approval.	66 single detached lots.
Thorburn Village	Cayuga	In 2023, Draft Plan Approval. In 2024, discussions on agreement preparation.	32 single detached dwelling units. 67 townhouse units. Commercial block (0.74 acres).
15 Talbot St. W.	Cayuga	In 2024, (Condo) Received Condominium Exemption.	11 condominium units in a residential building in Cayuga.
Meritage Landing Phase 3	Dunnville	2023-2024 Site Plan Approval signed and awaiting Registration documents.	43 townhouse units. 9 semi-detached dwellings (18 units).
Tamarac Street	Dunnville	2023-2024 Draft Plan of Subdivision approved.	3 single detached dwellings. 3 semi-detached dwellings (six (6) dwelling units).
114 Cross Street	Dunnville	2023-2024 Site Plan Approved.	39 stacked townhouses residential units in two separate blocks. The site will also contain parking and outdoor amenity space.
Riverwalk Subdivision	Byng	In 2023, Draft Plan Subdivision approved. In 2024, final subdivision package received and under review.	14 lot single detached residential subdivision within the hamlet.
Smith Farms Subdivision	Hagersville	2023-2024 Draft Plan approval granted. Archaeological work underway.	Maximum of 837 residential units over 2 phases. Approximate breakdown 376 single detached dwellings (Phase 1); 126 Townhouse dwellings (Phase 1); and, 335 single detached dwellings (Phase 2).

Development	Location	Description	# Units by Type
Woodland Country Estates – Phase 1 (formerly Hunter Estates)	Hagersville	Registered in 2023.	Phase 1 = 31 single detached dwellings.
Woodland Country Estates – Phase 2 (formerly Hunter Estates)	Hagersville	In 2023, Draft Plan Approved. In 2024, working on engineering design.	Phase 2 = 75 single detached dwellings and a townhouse block.
Sandusk Subdivision	Hagersville	In 2023, Application under Review. In 2024, Zoning Amendment approved, awaiting subdivision submission.	1,130 dwelling units consisting of single detached dwellings, townhouses and back-to-back townhouses and medium density development around the existing pond.
Sunflower Lane Freehold Townhouses	Hagersville	In 2024, Applications for Zoning & Plan of Subdivision Received.	43 standard townhouse units.
Dabirian Residential	Hagersville	In 2023, Zoning approval secured for apartment condominium and townhouse project. Site plan application anticipated 2025. The development is structured in 2 sites – one adjacent to Main Street North (Site 1) and the other adjacent to Tuscarora Street (Site 2).	Site 1: A five (5) storey condo apartment with 58 residential units including commercial uses on the ground floor, plus a block of six (6) unit townhouses, for an overall total of 64 units. Site 2: 2 – six (6) storey apartment buildings, 1 - 115 unit residential apartment building and, 1 - 88 unit residential apartment building, for an overall total of 203 units.
36 Main St. W.	Selkirk	In 2024, Received Zoning Approval, Draft Plan Approval Pending.	7 single detached dwellings
Trailside Stacked Townhouses	Townsend	2023-2024 Site Plan Application received and under review. Waiting for 2 nd submission revisions.	69 stacked townhouse dwelling units with 145 parking spaces and amenity areas.

2023 – 2024 Commercial/Employment

Development	Location	Status	Description, Jobs and/or Gross Floor Area
Caledonia Fire and EMS Station	Caledonia	2023-2024 Site Plan Approval Completed and Construction Underway.	Construct a New Fire and EMS Station in Caledonia.

Development	Location	Status	Description, Jobs and/or Gross Floor Area
Caledonia Elementary School	Caledonia	2023-2024 Site Plan Approval Completed and Construction Underway.	Proposing to construct a two-storey joint elementary school and child care centre for the BHNCDSD and GEDSB.
Hagersville Active Living Centre	Hagersville	2023-2024 Site Plan Approval Completed and Construction Underway.	Proposed New Library and Active Living Centre and Field House with washrooms and concessions.
Jarvis Dental Office	Jarvis	In 2023, Site Plan Approved. In 2024, waiting for final Site Plan Agreement submission.	Demolish existing 2 storey brick residence construct new two storey dental & medical clinic.
2110 Main Street North	Jarvis	2023-2024 Site Plan Under Conditional Approval.	9-unit light industrial building (1,182.8 sq. metres/12,731 sq. feet); 5-self-storage buildings (total area of 2,090 sq. metres/22,500 sq. feet); and, administration office.
1350 Haldimand Road 55 (Jarvis Cold Storage)	Jarvis	2023-2024 Site Plan Approval and Agreement pending.	Construction of a 3,288 sq. metres (35,391 sq. feet) agriculture-related Cold Storage Facility.
937 Broad Street	Dunnville	In 2023, Site Plan Approved. In 2024, Construction underway.	2-drive through restaurants (241 sq. metres/2,602 sq. feet and 170 sq. metres/1,832 sq. feet) and a retail operation 1,587 sq. metres/17,091 sq. feet).
Honey Packing Facility	Dunnville	In 2024, Site Plan Application Received and Approved.	Proposed construction of a 1 storey 5,000 square foot honey packaging facility.
109 Siddal Warehouse Addition Innophos	Dunnville	In 2024, Site Plan Application Received and waiting for Submittals.	Construction of new warehouse addition, new MRO (unoccupied storage building), new salt storage building and new truck scale.
Armstrong Milling	Hagersville	In 2024, Site Plan Application Received and under Review.	Proposed stand-alone agricultural operation consisting of 6,705.34 square metres of food processing and warehouse building, 100 square metres of office space, two (20 loading bays, thirty-seven (37) truck parking spaces, seventy-three (73) parking spaces and associated silos and overhead bins.
2990 Highway 6	Jarvis	In 2024, Site Plan Application Received and under Review.	WJ Moving & Storage submitted a site plan amendment application to construct a moving and self-storage facility which include three additional buildings.
Caledonia Smiles	Caledonia	In 2024, Site Plan Application Received & Approved.	Proposing to construct a 1-storey addition including basement to the

Development	Location	Status	Description, Jobs and/or Gross Floor Area
			existing dental office (Caledonia Smiles).
Bartside Farms	York	In 2024, Site Plan Application Received & under Review.	Proposing on farm diversified use to existing machinery repair shop as a secondary use.
Battery Storage Facility	Hagersville	In 2024, Site Plan Application Received & Approved.	Proposing a Battery Energy Storage System (BESS) facility development consists of 334 battery modules (412 batteries after augmentation), 84 medium voltage transformers (103 MVTs after augmentation), 3 substation transformers, 1 control structure, 1 office trailer, 6 parking spaces, sound barriers.
IOL Nanticoke Oil Refinery	Nanticoke	In 2024, Site Plan Application Received.	Proposed 1 storey office administration building.
Calvin Christian School	Caledonia	In 2024, Site Plan Application Received and waiting for Revisions.	Proposing to construct a new elementary school including a library and new gym and to demolish the existing school in 2 phases.
Avalon Commercial	Caledonia	In 2024, Site Plan Application Received.	Proposal to amend approval PLSP-2022-106 to change proposed use for building C from "Bank to Restaurant".

ANNUAL HIGHLIGHTS

Major Projects

2023

Haldimand County Comprehensive Zoning By-law:

- Ongoing housekeeping revisions to ensure complete and accurate provisions included in the by-law document and mapping.

Haldimand County Official Plan Update:

- Multi-year project:
 - Phase 2 policy framework drafted and adopted by Haldimand County Council August 2022.
 - Provincial Approval pending approval in 2023.

CityView Workspace Software:

- Ongoing CityView program updates, workflow review and testing, and general maintenance for Planning.
- Maintenance budget approved through 2023 operating budget for CityView updates and change orders.

Archaeological Master Plan (AMP):

- The purpose of an AMP is to create a GIS-based planning tool that enables Planning staff and other departments to screen development proposals and identify areas for where archaeological assessments would be required.
- The goal of the AMP is to inventory, clarify and map resources and provide direction for their appropriate assessment and protection.

- RFP Contract awarded to Archaeological Research Associates Ltd, kick off meeting in Spring of 2023 took place, summer and fall of 2024 background research and data collection. Works on-going.

Population, Employment Forecast Update and Development Charges Background Study & Update Bill 23, 109 and 185 Introduced through Provincial Legislation:

- The purpose of this study is to review the Population, Household and Employment Forecast Update and Haldimand County’s Revised Growth Analysis and evaluate economic, demographic and local conditions as well as to evaluate the growth in the forecasts and the proportion of growth in both urban and rural areas based on development activity trends.
- Watson & Associates Economists LTD. completing the study and update.
- Population, Employment Forecast Update Project anticipated to be completed Q3 2024, which will feed into the Development Charges update.

ESRI Server Update and Migration:

- Migration of GIS system and data availability.
- Will allow every staff member to have an individual login, allowing higher security to layers while enabling more data experts to have editing capabilities to their own data.
- Overall, the data will be more responsive and will have further capabilities for staff needs.

Master Servicing Plan – Hagersville:

- Working in conjunction with Engineering & Capital Works, Engineering Services and JL Richards (external consultant) to evaluate the current and future infrastructure needs for Hagersville, and identify preferred servicing solutions and implementation strategies to accommodate anticipated growth over the next 20 years, with consideration for longer term growth when planning for core infrastructure assets.
- Contact was awarded in 2023, with works and public consultation being completed through the year.
- The study has reached completion and is pending final approvals.

2024

Official Plan Update:

- Phase 2 Provincial approval received May 2024; consolidated document creation completed Q4 2024.
- Interactive mapping updates completed Q4 2024.

Population, Employment Forecast Update and Development Charges Background Study & Update Bill 23, 109 and 185 Introduced through Provincial Legislation:

- The purpose of this study is to review the Population, Household and Employment Forecast Update and Haldimand County’s Revised Growth Analysis and evaluate economic, demographic and local conditions as well as to evaluate the growth in the forecasts and the proportion of growth in both urban and rural areas based on development activity trends.
- Watson & Associates Economists LTD. completed the study and presented report & findings August 2024 to Council-in-Committee
- Project complete.

Archaeological Master Plan (AMP):

- The purpose of an AMP is to create a GIS-based planning tool that enables Planning staff and other departments to screen development proposals and identify areas for where archaeological assessments would be required.
- The goal of the AMP is to inventory, clarify and map resources and provide direction for their appropriate assessment and protection.
- Completion of project expected Q3 of 2025

ESRI Server Update and Migration:

- Migration of GIS system and data availability.
- Will allow every staff member to have an individual login, allowing higher security to layers while enabling more data experts to have editing capabilities to their own data.
- Overall, the data will be more responsive and will have further capabilities for staff needs.
- Ongoing updates and migration throughout 2024.

CityView Workspace Software:

- Ongoing CityView program updates, workflow review and testing, and general maintenance for Planning.

Master Servicing Plan – Hagersville:

- Working in conjunction with Engineering & Capital Works, Engineering Services and JL Richards (external consultant) to evaluate the current and future infrastructure needs for Hagersville, and identify preferred servicing solutions and implementation strategies to accommodate anticipated growth over the next 20 years, with consideration for longer term growth when planning for core infrastructure assets.
- A final report was presented to Council and Committee August of 2024, and was accepted.

Master Servicing Plan – Cayuga/Dunnville:

- This Master Plan update is being completed for the community of Cayuga and Dunnville by the Engineering Services division and J.L. Richards (external consultant) to evaluate infrastructure needs for both these areas and identify servicing solutions and implementation strategies to accommodate future growth over the next 20 years, with consideration for longer growth when planning for core for infrastructure assets.
- Phase 1 of the study started late 2024 with an open house presenting a background review and existing conditions update and the review of growth forecast projections and future needs assessment.

Other Accomplishments

2023

- New staffing initiative, creation of an entry level Planner position to allow for additional growth and development opportunities with the department.

2024

- Successfully navigated eight staffing changes throughout 2024, ensuring consistent customer service levels while effectively managing staff onboarding and offboarding processes throughout the year.