

2022

Annual Report



Community Development

norfolkcounty.ca

Norfolk
COUNTY



Community Day

In 2022 Norfolk County started the first annual Norfolk Community Day on June 18. The goal of this event was to re-connect and celebrate all things Norfolk!

From free swims, fire hall tours, live music, llamas, pickleball, food and more. The event coincided to include museum and library programs in addition to the Simcoe Seniors' Centre Ribbon Cutting Ceremony and an Outdoor Music & Movie Night at the Delhi Friendship Centre.

We made sure to gather safely and it helped to remember what makes our community so amazing. Check it out! <https://www.youtube.com/watch?v=vZkt6XpFfcM>





Building Department

Quick Facts...



1230

Total number of permits issued in 2022



268

New dwelling units created.



\$165 MILLION

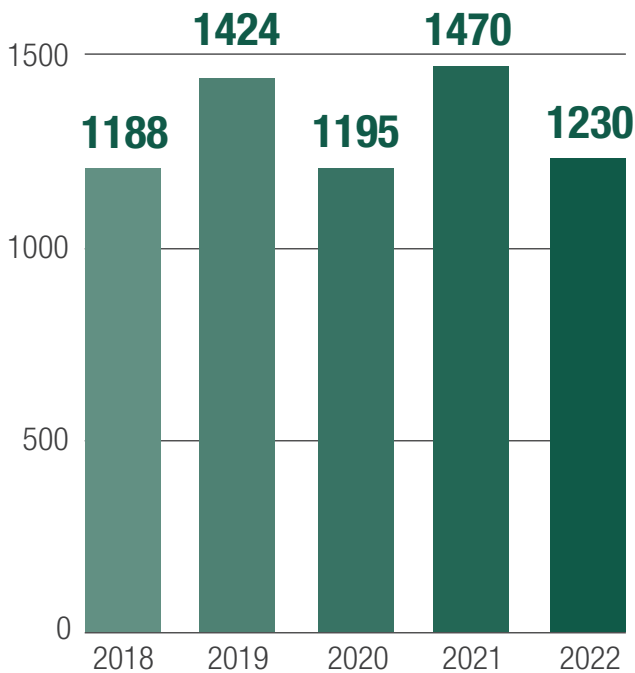
Total value of Construction in 2022



Portal Online

Implementation and launch of Cityview Portal - online and electronic application and permit software.

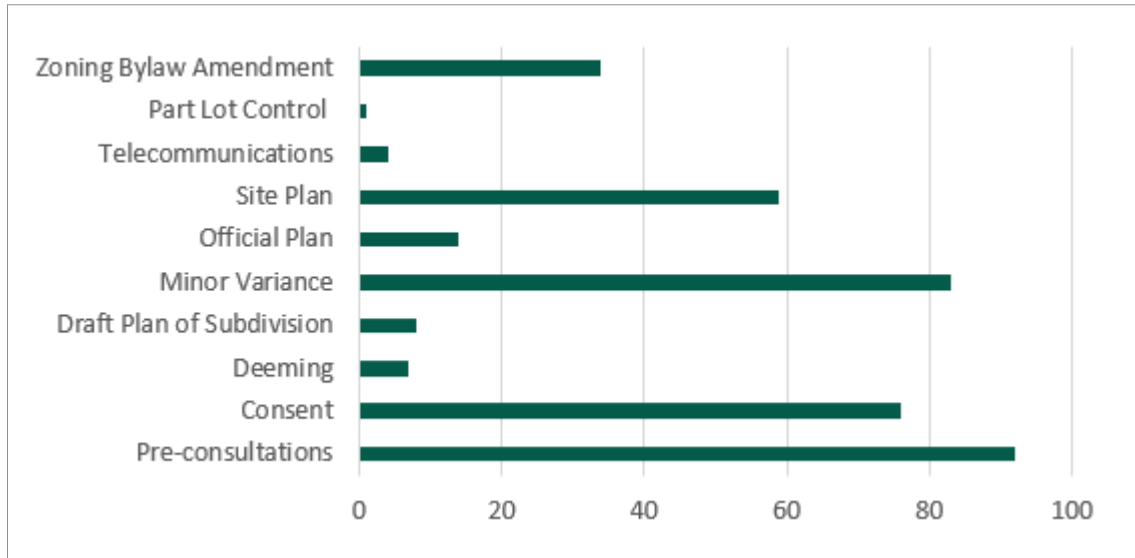
Norfolk County Building Permits Issued





Planning Department

2022 New Development Planning Applications



Quick Facts...



92
Pre-consultations meetings



+300
planning applications



+3000
general inquiry emails & calls (not including counter and direct staff messages)

2022 Highlights:

Implementation of streamlined site plan control process to better achieve approvals, reduced timing and meeting statutory timeframes;

Completion of updated accessory residential dwelling unit Official Plan Amendment and Zoning Amendment to allow for the establishment of up to 2 accessory dwellings in many areas;

Overall reduction in development planning application timeframes in most site plan and zoning applications;

Introduction of new legislation including Bill 23 and Bill 109;

Record level inquiries with over 3000 general inquiries via email and telephone (this does not include totals for walk-in inquiries and direct to staff messages);

Overall high volumes of applications with continued reduced staff compliment for all of 2022.

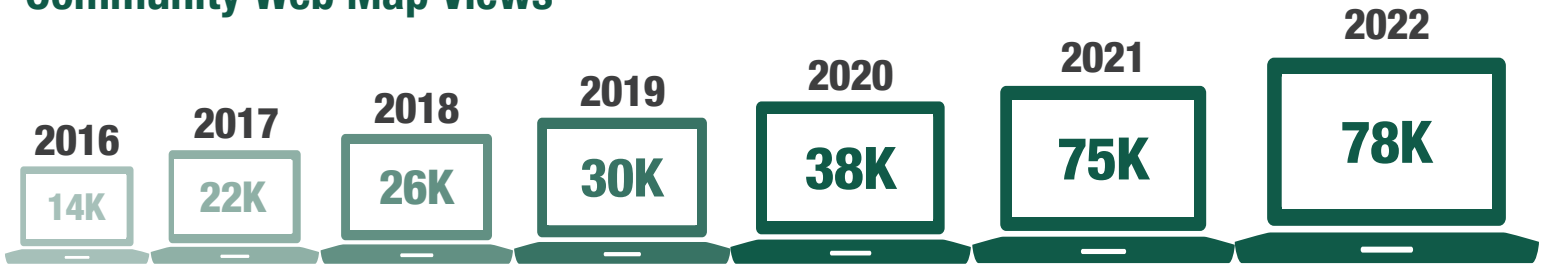


GIS

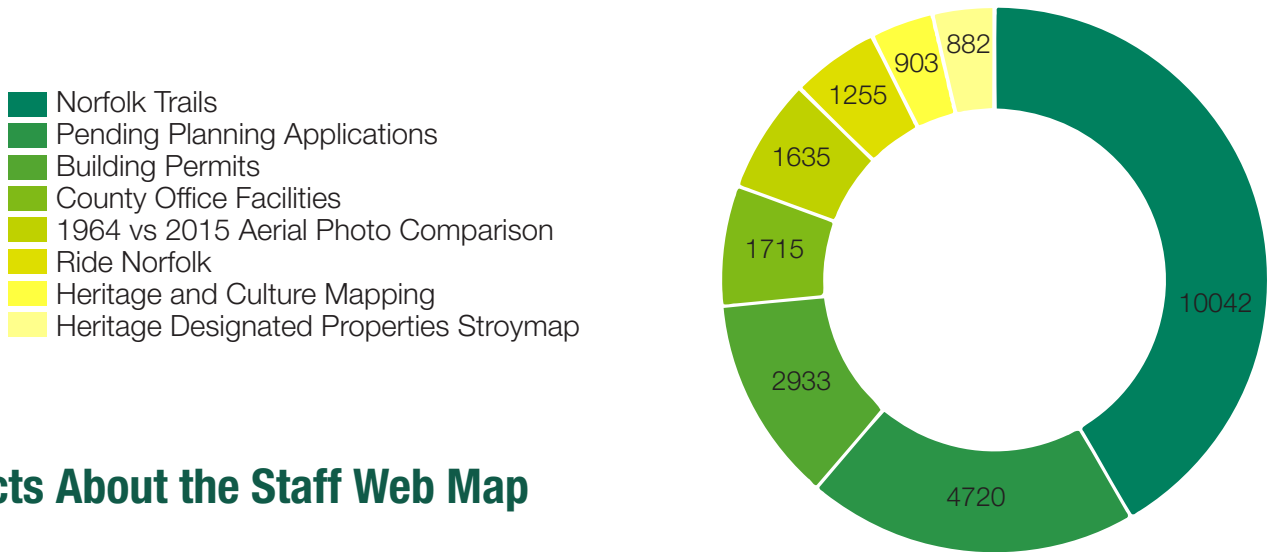
Impact of Web GIS Internally

Norfolk County’s external web maps have continued to be an important way for members of the public to gain information about their municipality. The main external web map is the “Community Web Map” which received 77 808 views in 2022, steady growth from the year before. This mapping provides a variety of information, such as Zoning, Official Plan designations, waste collection days and much more. The pending planning applications web map and the building permits map allow members of the public to gain information about development happening around them. The impact of all Norfolk County’s web maps is information is more readily accessible and less inquiries are made to staff.

Community Web Map Views



Views of Special Purpose Public Web Maps in 2022



Fast Facts About the Staff Web Map

4 2 3
layers available on the internal staff web map

24,139
views of the staff web map in 2022

98411
number of searches performed in 2022

55639
layer clicks in 2022



Recreation

Revenue:



Programs and Aquatics
\$522,000.00



Facility Rentals*
\$1,162,000.00



Public Skating*
\$19,500.00



2019
47,191 | **2022**
69,094
(470 virtual)

Recreational Programming - number of participants (including Simcoe Seniors) (number of virtual programs)



2019
1,311 | **2022**
1,414

Number of facility rental contracts issued

Achievements:

- Launched the Facility Booking online / self-serve platform through ENCORE – residents can reserve and request to book all recreation facilities online, as well as register for programs and purchase memberships
- Established joint partnership with the Delhi Public School and St. Frances Cabrini Catholic School to operate the Delhi Afterschool Program
- Finalized partnership agreements for the Port Dover Lions Community Centre operations and Arena Advertising
- Acquired over \$70,000 in Grant Funding for Seniors Programming and Swim to Survive Program
- Re-established the Delhi Seniors & implemented weekly programming at the Delhi Friendship Centre
- Simcoe Seniors Centre membership increased by approx. 40% with many new programming opportunities at Simcoe Recreation Centre
- NC Aquatics hosted 2 Canadian Aquafitness Leaders Alliance workshops & placed in the top 10 for the Lifesaving Society's Burlington Cup Award



2019
70,142 | **2022**
44,018

Annalise Carr Aquatic Centre - number of users



2019
8,273 | **2022**
7,487

Delhi Kinsmen Pool - number of users



2019
13,951 | **2022**
13,858.5

Number of programming hours of recreation programs (including aquatics & seniors)

* revenue appears in the Operations budget



Heritage and Culture

Quick Facts...



9,962

Number of visitors



326

Number of volunteers (youth and adult)



2,635

Number of volunteer hours (youth and adult)

- Developed a 3-year department wide work plan (2023-2025)
- Successful merge of individual site collection databases into a single, web-based database setting the foundation for the 2023 launch of a public facing online, searchable database
- Launched the Norfolk County Web Archives, the first publicly accessible platform documenting and preserving online digital content produced by both the community and the County
- Launched the first virtual exhibit – A Crafted Heritage: The Cabinet Makers of Norfolk County
- Increased volunteer engagement with Alligator Tug – 16 new volunteers recruited
- National recognition of Norfolk County Carillonneur
- Hosted a national travelling exhibit at the Delhi Tobacco Museum & Heritage Centre resulting in robust increased engagement from area schools

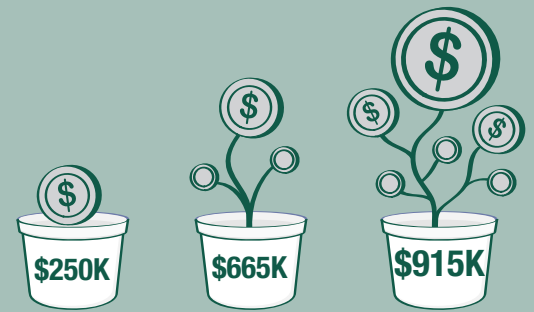




Economic Development

NORFOLK COUNTY ECONOMIC RECOVERY PLAN IMPLEMENTATION SUMMARY

Total leverage of council's strategic funds raised from external grants.



\$100,000

Amount of digital technology grant funds invested in the community. Digital Services Squad assistance available until March 2024



700+

Number of businesses directly helped / participating in recovery plan actions.



840

Number of recipients each month who receive the New Economic Development Newsletter



35%

% of immigrants from bus tour since hired by local businesses.

1148
1147...
1146...



Number of orders received on ShopNorfolk and downloads of the VisitNorfolk App.



\$90,000

Recovery grants to local groups for downtown, arts and culture and agriculture stimulus.

25 - 40%

Average time reduction for building permit, zoning and zoning amendment reviews



66%

Average time reduction for site plan approvals in 2022