



## **COMMUNITY DEVELOPMENT & TOURISM COMMITTEE**

### **AGENDA**

**Thursday, March 28, 2024 at 3:00 pm**

**W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON L9W 2X1**

The meeting will be live streamed on YouTube at the following link:

<http://www.youtube.com/@DufferinOne>

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Land Acknowledgement Statement

*We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.*

*We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.*

*These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.*

Roll Call

Declarations of Pecuniary Interest by Members

### **PUBLIC QUESTION PERIOD**

Members of the public in attendance are able to ask a question. If you unable to attend and would like to submit a question, please contact us at [info@dufferincounty.ca](mailto:info@dufferincounty.ca) or 519-941-2816 x2500 by 4:30 pm the day prior to the meeting.

### **REPORTS**

1. COMMUNITY DEVELOPMENT & TOURISM – March 28, 2024 – ITEM #1  
Building Services Division 2023 Annual Report

A report from the Chief Building Official, dated March 28, 2024, to provide the Committee with the information regarding revenues and expenses associated with administering and enforcing the Building Code Act during 2023.

**Recommendation:**

**THAT the report of the Chief Building Official, “Building Services Division 2023 Annual Report”, dated March 28, 2024, be received.**

2. COMMUNITY DEVELOPMENT & TOURISM – March 28, 2024 – ITEM #2  
Update of Tourism Strategy & Action Plan

A report from the Manager of Economic Development, dated March 28, 2024, to provide an update on the Tourism Strategy and Action Plan.

**Recommendation:**

**THAT the report of the Manager of Economic Development, “Update of Tourism Strategy & Action Plan (2021-2026)”, dated March 28, 2024, be received.**

**NOTICE OF MOTIONS**

**Next Meeting**

Thursday, April 25, 2024

W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON



A community that grows together

Report To: Chair Horner and Members of the Community Development and  
Tourism Committee

Meeting Date: March 28, 2024

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**Subject: Building Services Division 2023 Annual Report**

**From: Becky MacNaughtan, Chief Building Official**

### **Recommendation**

**THAT the report of the Chief Building Official, "Building Services Division 2023 Annual Report", dated March 28, 2024, be received.**

### **Executive Summary**

The Building Services Annual Report provides the Committee with a summary of revenues and expenses associated with administering and enforcing the Building Code Act during 2023. 2023 saw a reduction in the number of permits issued from 2022 as new applications slowed; however, the inspection activity from the 2022 permits resulted in an all-time high for the number of inspections completed in 2023.

### **Background & Discussion**

In accordance with Section 7(4) of the Building Code Act (BCA), the Building Services Division is required to report annually on the direct and indirect costs of operating the Building Division. Section 7(4) of the BCA states that every twelve months each municipality shall prepare a report that contains such information as may be prescribed, about any fees authorized under the Act and any costs that are incurred by the municipality to administer and enforce the Act in its area of jurisdiction.

The Building Services Division Annual Report consists of three components: total fees collected, costs both direct and indirect, and the balance of the building reserve fund.

There was a record number of inspections conducted this past year at 7,652. Furthermore, 2,285 permit applications and 84 planning applications were reviewed, a new legal

procedures manual was implemented, a building permit fee study was completed, and several customer help guides were created.

Division priorities for 2024 include:

- Partnering with Dufferin County High Schools in hiring a co-op student.
- Create online tutorials to support customers in their permit process.
- Close dormant permits and enforcement cases by hiring an Enforcement Inspector.
- Provide education to the community by creating more web content and guides, as well as hosting an information session at the Orangeville Home Depot.
- Launch the Inspection Portal for online bookings.
- Create incentives for customers to make it easier to obtain permits.

### **Financial, Staffing, Legal, or IT Considerations**

The Building Department must be self-sustaining and ensure there is no impact to the County's tax levy portion of the main operation budget. As such the building permit fees and building services reserve are meant to sustain the short and long-term operations of the division.

### **In Support of Strategic Plan Priorities and Objectives**

**Governance** - identify opportunities to improve governance and service delivery/  
improve the County's internal and external communication

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Respectfully Submitted By:

Becky MacNaughtan  
Chief Building Official

Attachments: Building Services Division 2023 Annual Report

Reviewed by: Sonya Pritchard, Chief Administrative Officer

# BUILDING SERVICES DIVISION

# ANNUAL

# REPORT 2023

By: Becky MacNaughtan  
Chief Building Official



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# ADMINISTRATION

## INTRODUCTION

The Ontario Building Code (OBC) is a regulation made under the Building Code Act. The focus of this provincially legislated service is to ensure the technical requirements of the OBC are met. The OBC contains minimum provisions respecting the functionality of buildings with reference to safety, health, fire protection, accessibility, energy efficiency and structural sufficiency.

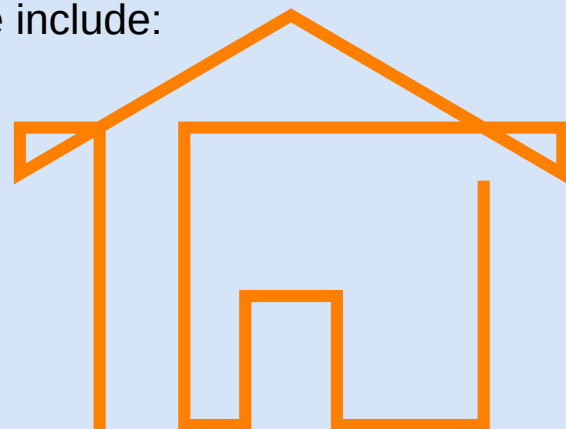
## MISSION STATEMENT

The Building Services Division provides services to 7 municipalities in Dufferin County, encompassing approximately 1,470.7 square kilometres. We ensure all buildings defined under the Ontario Building Code comply to the minimum standards set out by the Province, to protect the health, safety and general welfares as they related to the construction and occupancy of buildings and structures.

## CORE SERVICES

It's the contiuous goal of the Building Services team to improve on the many services provided to our customers. Our service include:

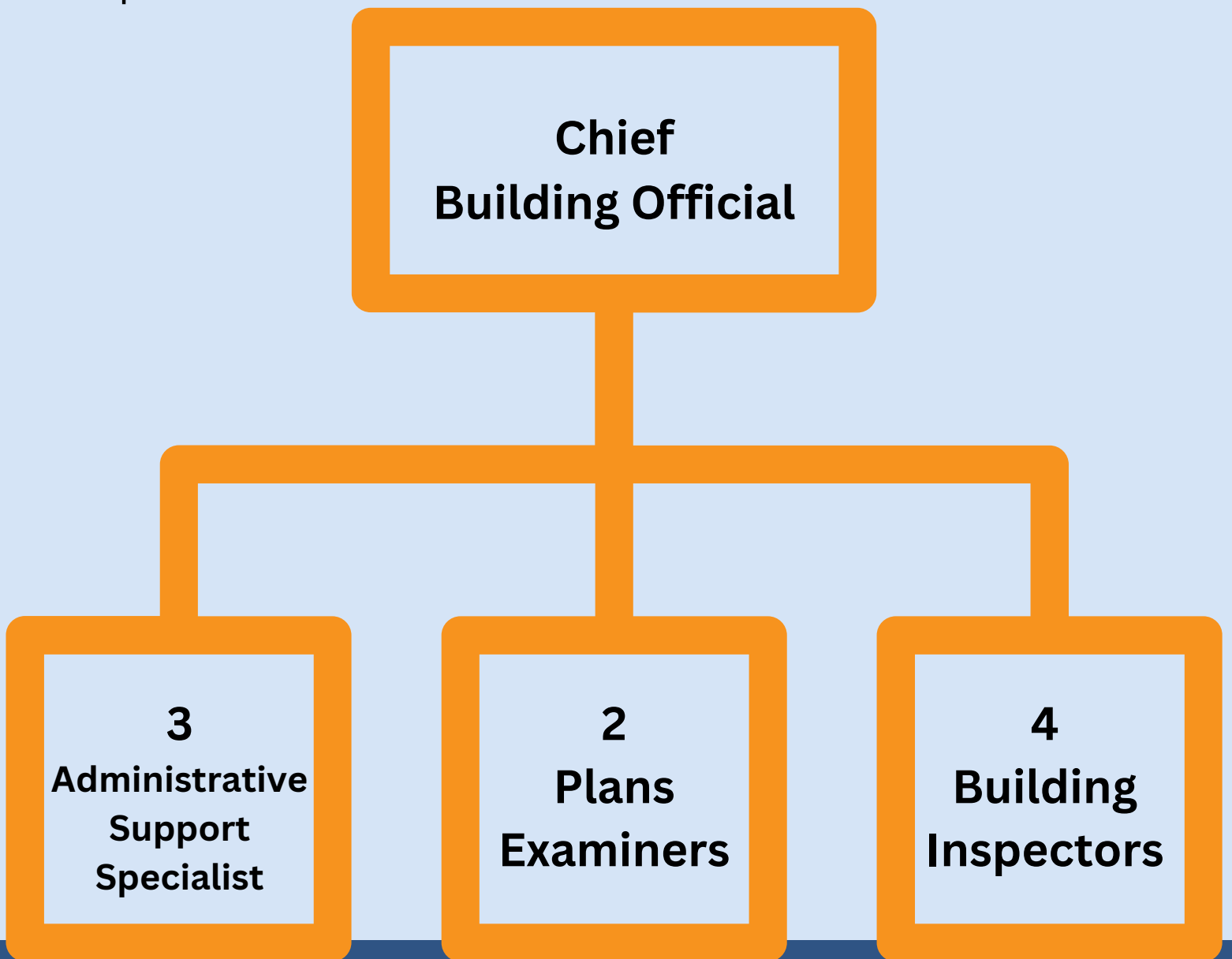
- Permit review and issuance
- Building inspections
- Code enforcement



# DEPARTMENT STRUCTURE



Building is a department within Development & Tourism Department. In 2023, the team consisted of 10 full time positions.





# ACCOMPLISHMENTS

## Record Number of Inspections

We experienced a record number of 7,652 inspections in 2023. With this volume, the inspection team was able to stay within our legislative timeframes.

## Enforcement Manual

In May 2023, we implemented an enforcement manual with a DEIA lens. This manual provides clear direction and outcomes to ensure everyone is being treated consistently and fairly. It is followed regularly by staff and is available on our Building Division webpage.

## Interactive Snow Load Map

We created an interactive map on our website to help designers determine the snow load for their project based on their area in Dufferin County.



# ACCOMPLISHMENTS



## Welcome to Dufferin County Door Hangers

These door hangers are left during the approval of the occupancy inspection, to advise new homeowners of the permitting requirements for home renovations and construction projects.

## Enforcement Door Hangers

These door hangers are left during a site investigation where no one is present.

## Building Permit Fee Study

We created a survey that customers can fill out to provide us with feedback on our services during their permit and/or inspection experiences. This survey can be accessed on our webpage or at the bottom of staff emails.

**Welcome to Dufferin county**

Thinking About Constructing a....

- Basement Apartment?
- New Pool?
- New Deck?
- Renovations?

**WE ARE HERE TO HELP!**

Visit our website to learn more about:

- **When** you need a building permit
- **How** to get a building permit

<https://www.dufferincounty.ca/services/building-services>

519 941-2816 x 2700

**Dufferin county**

**BUILDING DIVISION NOTICE**

**AVOIDING THIS NOTICE MAY RESULT IN AN ORDER**

Building Without a Permit  
 Building Violation  
 Other

Date of Notice:  
Inspector:  
Due Date:  
Additional Notes:

**HOW TO SUBMIT AN ONLINE APPLICATION:**

1. Visit our webpage to create an account.
2. Click "Apply for a Building Permit".
3. Upload your documents and drawings.
4. Completed applications will be reviewed by staff.
5. Once your application is approved, your permit will be issued.
6. Print your permit package and keep it on site at all times.
7. You're ready to start construction!

**LANGUAGE TRANSLATION SERVICES:**  
Immigrant Services (519) 836-2222 x 226  
MCIS Language Solutions | 888-990-9014  
[www.mcislanguages.com](http://www.mcislanguages.com)

# OBJECTIVES FOR 2024



## **Highschool Co-op Student**

We are partnering with area High Schools to hire a student to job shadow building staff. This will bring more awareness of this caeer path and bring more awareness to the community.

## **Online Video Tutorials**

Create videos available on our webpage to help customers create their portal account and apply for a their building permit.

## **Enforcement Inspector**

Hire an Enforcement Inspector to clean up open permits and support compliance initiatives on enforcmenet cases.

## **Community Education**

Partner with Home Depot to provide in person support and guidance to customers with their building projects.

# OBJECTIVES FOR 2024



## **Basement Apartment Guide**

In January 2024, we created a basement apartment guide for our customers that is available on our webpage.

## **Customer Feedback Tool**

In January 2024, a survey was created for customers to fill out to provide us with feedback on our services during their permit and/or inspection experiences. This survey can be accessed on our webpage or at the bottom of staff emails.

## **Software Upgrades**

Launch Inspection Portal to allow customers the ability to book their inspections online.

## **Incentives Programs for Compliance**

Create programs for customers to make it easier to obtain all applicable approvals prior to construction. The goal is to reduce enforcement cases and attract more development to the County.

# BUILDING DIVISION TEAM



## INTRODUCTION

Our team is responsible for accepting, reviewing, issuing building permits and conducting inspections for all construction projects within Dufferin County.



# ADMINISTRATIVE SUPPORT SPECIALISTS



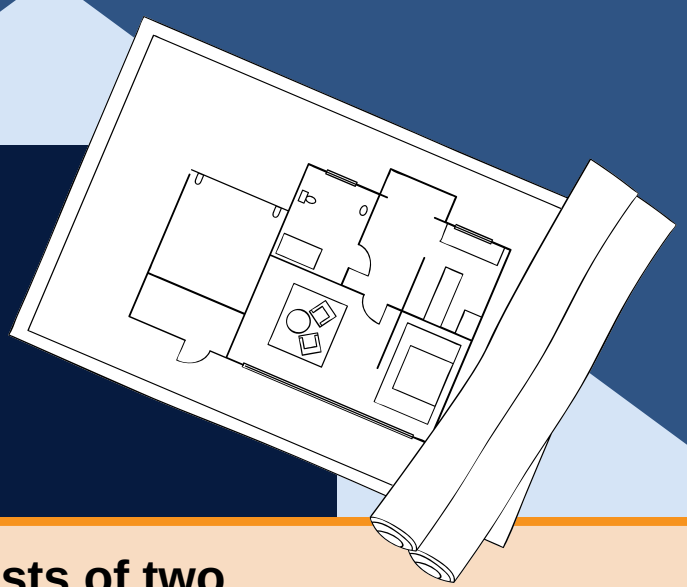
## ADMINISTRATIVE SUPPORT SPECIALISTS

**Our Admin Team consists of three full time staff members:  
Lindsay Toman, Patrick Nirula and Hope Spark**

Our Administration team provide support services to the entire department. They are responsible for customer service, permit intake and processing, collecting fees, running report, booking inspections, creating enforcement files, property searches, compliance letters, MPAC services and additional duties as required.



# PLANS EXAMINATION



Our Plans Examination Team consists of two full time staff members: Doug Kopp and Kristina Millar



Our Plans Examiners review all drawings types including, architectural, structural, mechanical, electrical, energy efficiency and septic systems. In addition to permit review, our Plans Examiners reviewed and commented on **84 planning applications** in 2023.



Our staff stayed within the regulated timeframes for permit applications and reviews under Div. C 1.3.1.3 Table, with an average of 7.2 days to complete a review. Staff reviewed **2,285 applications** and issued **436 permits** with a **total construction value of \$178,817,926.00**

# INSPECTIONS

**Our Inspection Team consists of five full time staff members:** Mike Sutton, Aaron Ryckman, Dallas Bridle, Domenic Malatesta and Building Code Enforcement Inspector Mark McConnell



The Inspection Services team is responsible for all construction and demolition inspections related activity regulated by the OBC. In addition to inspecting the construction of buildings, the inspection team is also responsible for building code enforcement, including investigations and issuing orders.

The province legislates that building inspections are carried out within two business days and we are currently meeting this service level, with most being carried out the next business day and sometimes same day. Dufferin County had a record number of inspections for 2023 with **7,652 inspections** and a total of **116 enforcement cases** were created and **38 enforcement cases closed**.

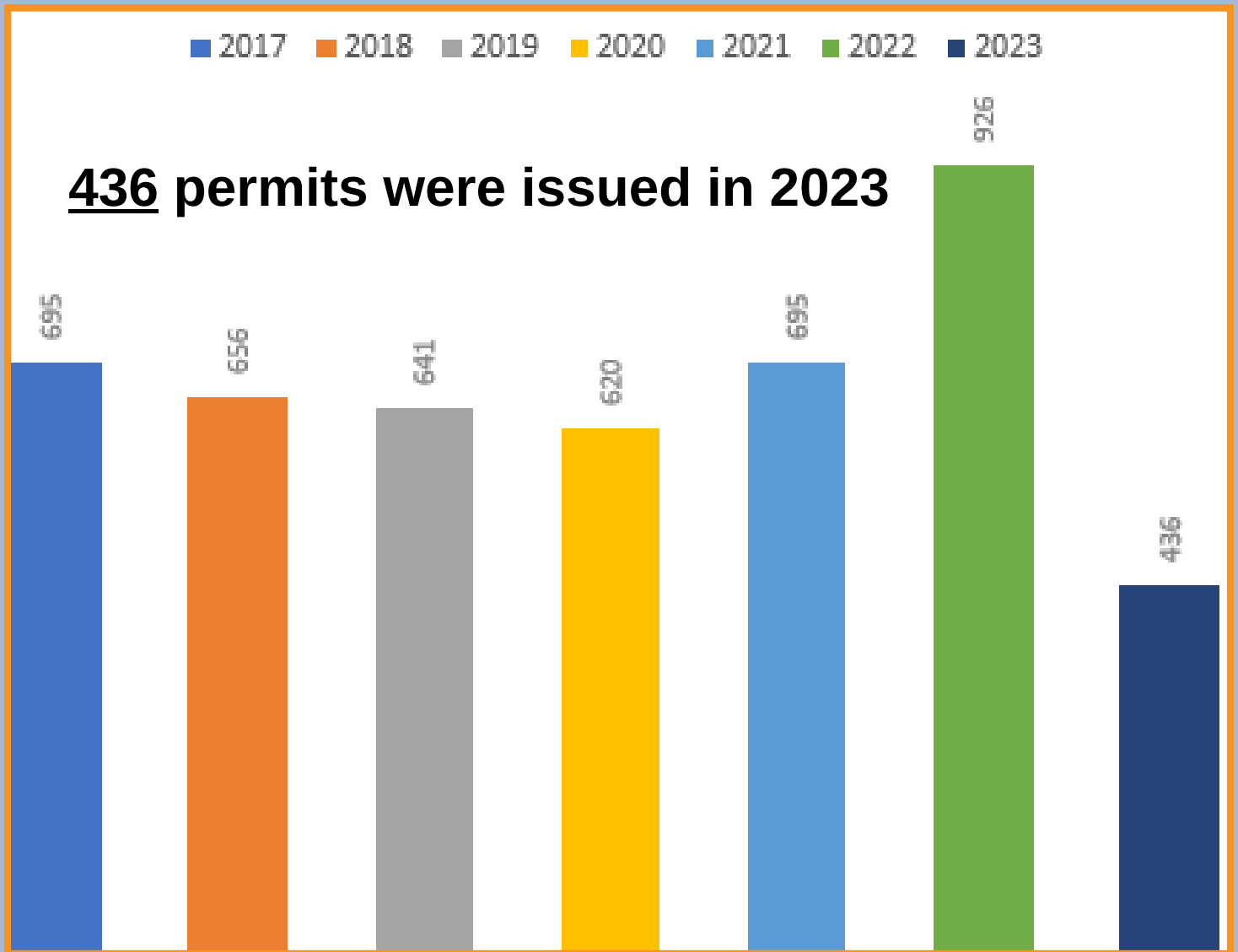




# PERFORMANCE MEASURES



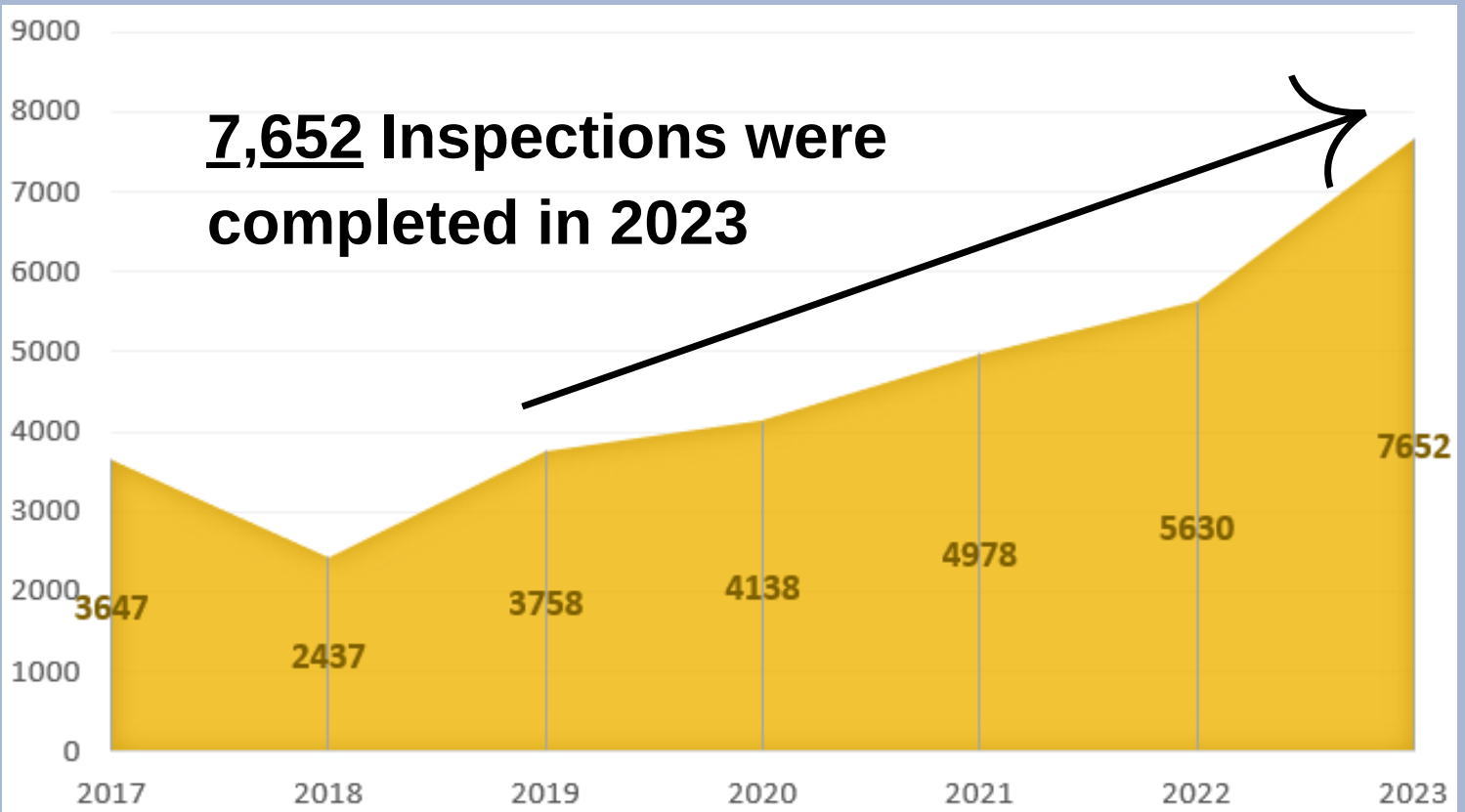
## TOTAL PERMITS ISSUED



# PERFORMANCE MEASURES



## TOTAL INSPECTIONS CONDUCTED



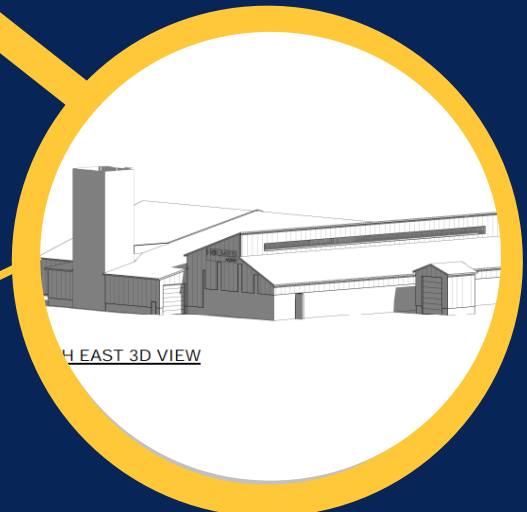
# MAJOR BUILDING PROJECTS

Addition to  
Manufacturing  
Facility  
**\$43,000,000.00**



Grain Elevator  
Expansion  
**\$5,600,000.00**

New Fertilizer  
Storage Facility  
**\$5,500,000.00**



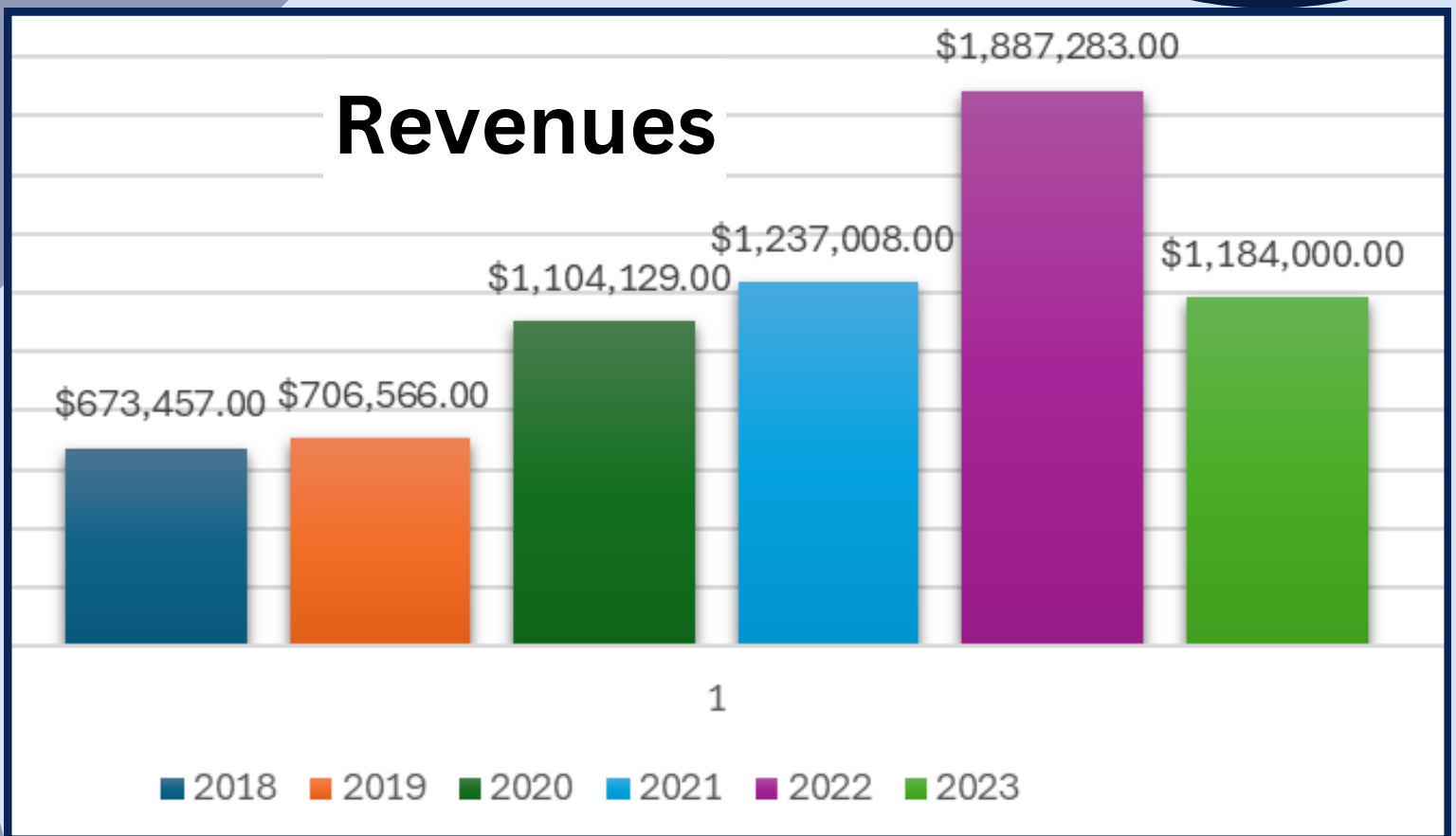


# BUILDING SERVICES CAPITAL ASSET PLAN

	2023 BUDGET	2024 PLAN	2025 PLAN	2026 PLAN
<b>Opening Balance</b>	<b>\$160</b>	<b>\$0</b>	<b>\$46</b>	<b>\$93</b>
Contributions				
Transfers from Reserves	\$240	\$46	\$46	\$46
<b>Total Contributions</b>	<b>\$240</b>	<b>\$46</b>	<b>\$46</b>	<b>\$46</b>
Capital Work				
Vehicles	\$400	\$0	\$0	\$0
<b>Total Capital Work</b>	<b>\$400</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Ending Capital Asset Fund Balance</b>	<b>\$0</b>	<b>\$46</b>	<b>\$93</b>	<b>\$139</b>

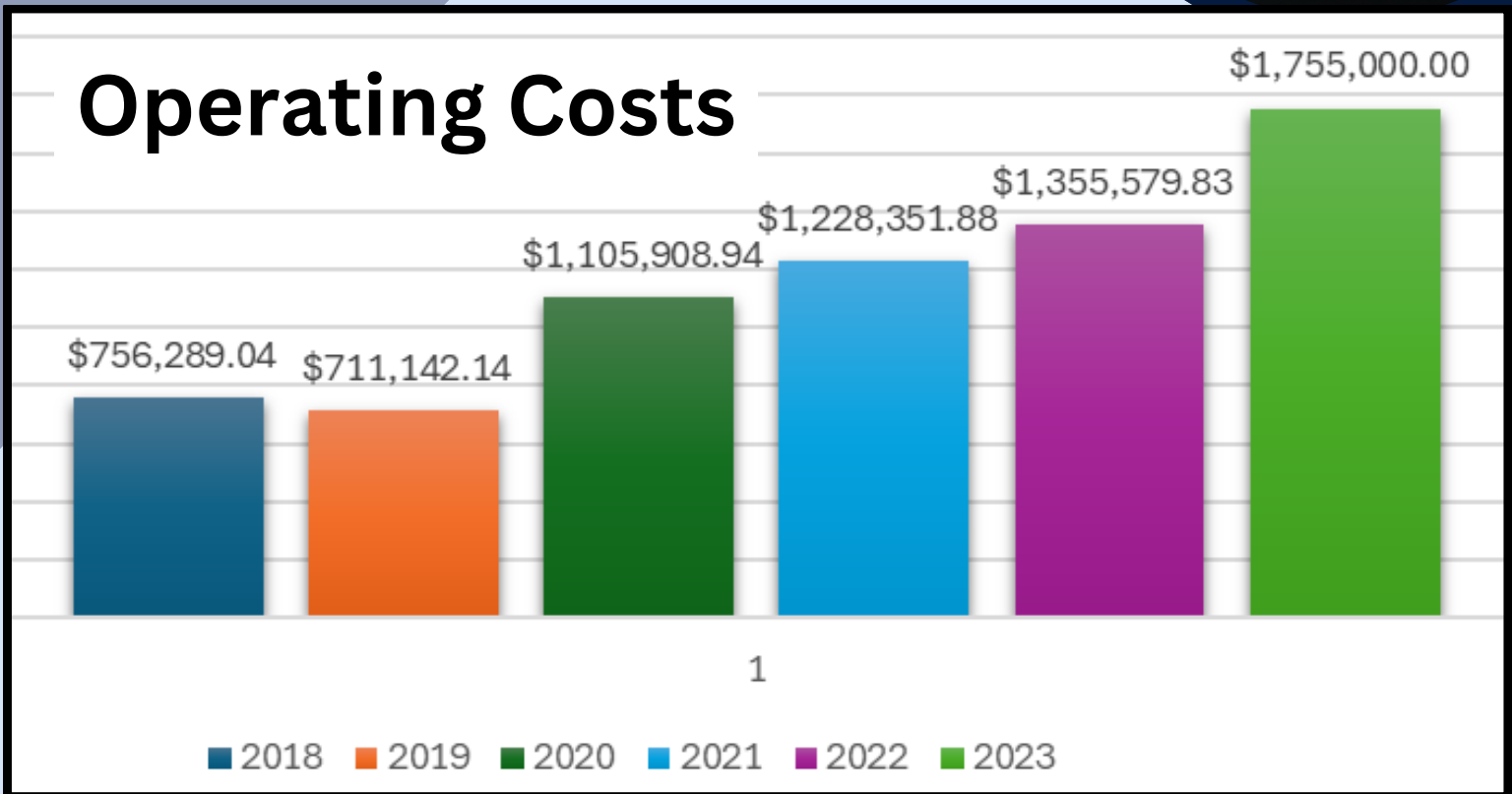
	2027 PLAN	2028 PLAN	2029 PLAN	2030 PLAN	2031 PLAN	2032 PLAN	2033 PLAN
<b>Opening Balance</b>	<b>\$139</b>	<b>\$186</b>	<b>\$232</b>	<b>\$279</b>	<b>\$0</b>	<b>\$47</b>	<b>\$93</b>
Contributions							
Transfers from Reserves	\$46	\$46	\$47	\$47	\$47	\$47	\$47
<b>Total Contributions</b>	<b>\$46</b>	<b>\$46</b>	<b>\$47</b>	<b>\$47</b>	<b>\$47</b>	<b>\$47</b>	<b>\$47</b>
Capital Work							
Vehicles	\$0	\$0	\$0	\$325	\$0	\$0	\$0
<b>Total Capital Work</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$325</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Ending Capital Asset Fund Balance</b>	<b>\$186</b>	<b>\$232</b>	<b>\$279</b>	<b>\$0</b>	<b>\$47</b>	<b>\$93</b>	<b>\$140</b>

# REVENUES



The OBC revenues generated in 2023 were approximately \$1,184,000.

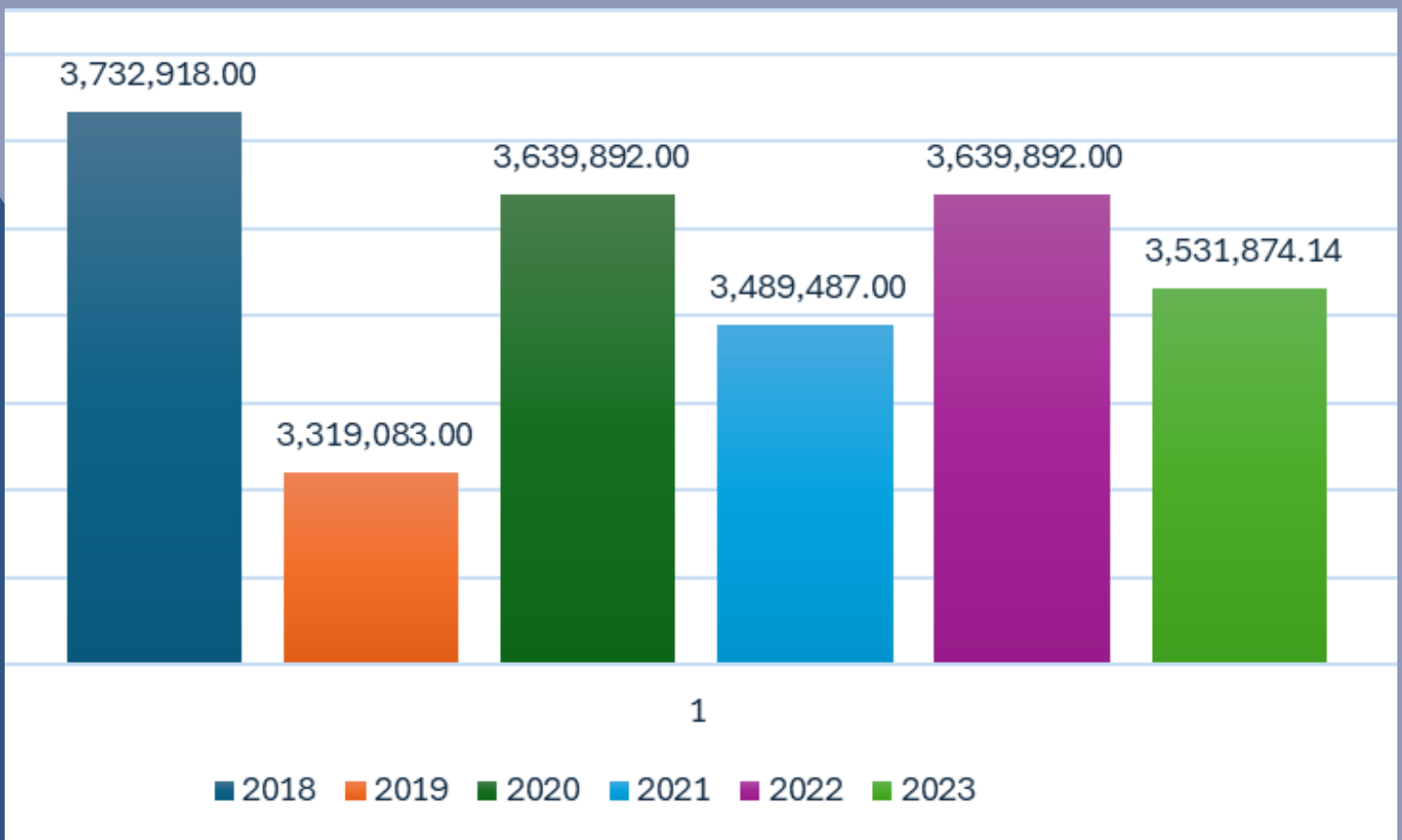
# OPERATING COSTS



The total costs of delivery services related to the administration and enforcement of the Building Code Act was \$1,755,000.

# RESERVE FUNDS

The Building Code Act allows permit fees to be set to recover the costs associated with the administration and enforcement of the Act, as well as reasonable contributions to a reserve fund. The OBC reserve fund can be used to offset lean years, implement service enhancements and cover unexpected expenses related to the administration and enforcement of the Act.







**Thank you!**

**Dufferin County  
Building Services**

**519 941-2816 ext 2700**  
**[building@dufferincounty.ca](mailto:building@dufferincounty.ca)**



A community that grows together

Report To: Chair Horner and Members of the Community Development and  
Tourism Committee

Meeting Date: March 28, 2024

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**Subject: Update of Tourism Strategy & Action Plan**

**From: Yaw Ennin, Manager of Economic Development**

### **Recommendation**

**THAT the report of the Manager of Economic Development, "Update of Tourism Strategy & Action Plan (2021-2026)", dated March 28, 2024, be received.**

### **Executive Summary**

The first County of Dufferin Tourism Strategy & Action Plan was approved in 2021 and reflected many of the opportunities and challenges that emerged during the pandemic. Since that time circumstances have changed and an update is required. This project will take approximately eight months and will be supported by Central Counties Tourism (CCT) our Regional Tourism Organization (RTO6). The 5 stages of this project are as follows:

1. Background Research & Review
2. Engagement
3. Analysis
4. Draft Plan & Action Plan
5. Implementation, Reporting & Updates

### **Background**

Tourism plays a pivotal role in fostering economic development in rural communities, constituting a robust multi-billion-dollar industry that annually generates more than \$36.7 billion dollars in revenue. In the province of Ontario, this dynamic sector contributes significantly, offering approximately 393,000 jobs and attracting over 144 million visitors each year. However, the impact of tourism extends beyond economic metrics. A well-

rounded and diverse visitor economy can also serve as the foundation of sustainable communities, preserving local culture and heritage.

In rural landscapes like Dufferin County, tourism emerges as a transformative force, relying on the advantages of the visitor economy to cultivate community growth. The year 2022 witnessed a surge in travel demand, reflecting an increased comfort level among people to venture out. Notably, over 90% of Ontario's visitor economy is comprised of Ontarians exploring their own province. With more than 7.1 million residents residing within a 75-kilometer radius of any point in Dufferin County, ample opportunities exist to meet their desire for exploration and to showcase the unique offerings of the region.

This new outlook on tourism demands an update to the County's current Tourism Strategy and Action Plan, which was developed through the prism of the COVID-19 pandemic. This update will be crucial in guiding the County's efforts to foster a vibrant visitor economy in the region, while also fostering safe and sustainable visitation. By adapting to changing circumstances and emphasizing safety and sustainability, Dufferin County aims to ensure a thriving and resilient tourism landscape, contributing to the overall prosperity of the community.

### ***Discussion***

An update of the current Tourism Strategy & Action Plan is a necessary practice that will allow the County to effectively leverage updated and real time data. The current strategy is highly focused on data collected during the peak of the COVID-19 pandemic and requires new information to be gathered based off current tourism trends in Dufferin County and across the province. This update will be heavily reliant on input and engagement from our municipal partners, stakeholders and the public, to ensure it is both in alignment with the new tourism brand, but also addresses concerns, and opportunities regarding tourism development in Dufferin County at a local municipal level. With the assistance and collaboration of Central Counties Tourism and our Regional Tourism Organization, this process will ensure that the updated strategy is resilient, relevant, sustainable and most importantly in line with the vision and goals of the County and our municipalities.

### ***Phase 1 – Background Research***

The initial step in this undertaking involves a thorough examination of the existing strategy to distinguish between current and outdated information. As the Regional Tourism Organization of Dufferin County, Central Counties Tourism has access to comprehensive visitor data and necessary information which is instrumental in ensuring that all aspects of tourism in Dufferin County are adequately addressed within the

strategy. This collaborative and data-driven approach will facilitate the identification of key areas for improvement and the formulation of actionable items to guide subsequent phases of the process.

### ***Phase 2 – Engagement***

The second phase of this process involves municipal, public and stakeholder engagement. An engagement plan will be developed using the Community Engagement Framework and will include several forms of engagement throughout this process.

#### Dufferin Tourism Roundtables:

On Wednesday, January 17, 2024, the County hosted its first Dufferin Tourism Roundtable session marking the commencement of a monthly series. These in-person roundtables will bring together tourism representatives from the local municipalities, organizations involved in tourism, and key businesses, attractions, and festivals in the tourism sector. This ongoing series plays a pivotal role in the strategy update, serving not only as the initiation of our public engagement process, but also providing valuable insights into the tourism objectives of our local municipalities.

#### Tourism Working Group:

The strategy update will be heavily reliant on the participation of a working group comprised of business owners/operators in the hospitality, recreation and sports sectors, municipal staff, County staff and local residents. This group of 12-16 individuals will form the foundation of the community tourism strategy, including asset mapping, gaps analysis, SWOT, priorities, setting the yearly action items, and most importantly, determining what tourism success looks like for Dufferin County. There will be a total of four monthly in-person sessions facilitated by Central Counties Tourism, with the final session held in June 2024.

#### Surveys:

Surveys will be disseminated to tourism stakeholders in Dufferin County and the general public. The stakeholder survey aims to shed light on how local businesses are adapting and embracing new opportunities following the COVID-19 pandemic. Concurrently, the public-facing survey, which will be accessible to both Dufferin County residents and visitors, will provide insights on local sentiments around tourism in the County, and data on visitor origins and preferences. The survey will be available on County websites, social media platforms, and will also be featured in the upcoming 2024-2025 Explore Dufferin Guide. Results from these surveys will inform the working group discussions and the overall direction of the strategy update.

### ***Phase 3 – Analysis***

The third phase of this initiative will involve a review of the data analysis contained within the existing strategy and incorporating newly acquired information gathered through the diverse engagement methods outlined earlier. This comprehensive approach ensures that the report has up-to-date data, allowing for the formulation of an action plan that reflects the current tourism landscape in Dufferin County. The objective is to develop a plan that not only addresses the current state of tourism but also supports its growth in the immediate future. Central Counties Tourism will play a crucial role in conducting the analysis for the strategy, contributing to its thorough and well-informed development. This phase is expected to be concluded by August 2024.

### ***Phase 4 – Draft Plan & Action Plan***

The fourth stage will entail the formulation and presentation of the preliminary update for the Draft Strategy & Action Plan, beginning with the Tourism Working Group. Following approval, the draft plan will go to the Community Development and Tourism Committee and the respective municipal councils. Each local municipality will be allotted sufficient time to review, offer feedback, and officially endorse the updated Tourism Strategy and Action Plan. This phase is expected to be concluded by October 2024.

### ***Phase 5 – Implementation, Reporting & Updates***

The fifth phase will focus on executing the updated Tourism Strategy and Action Plan and providing annual reports to committee and council. These yearly reports are expected to detail advancements in the identified actions, challenges encountered, key statistics and trends, and any modifications made to the action plan.

### **Financial, Staffing, Legal, or IT Considerations**

The total cost for updating the Tourism Strategy and Action Plan, including the partnership with Central Counties Tourism, data gathering and analysis, and hosting in-person roundtables and meetings, has been accounted for in the approved 2024 County budget.

### **In Support of Strategic Plan Priorities and Objectives**

***Community*** - support community well-being and safety through collaboration and partnerships

***Economy*** – advance County-wide economic development and workforce development.

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Respectfully Submitted By:

Yaw Ennin  
Manager of Economic Development

Reviewed by: Sonya Pritchard, Chief Administrative Officer