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**Date:** May 4, 2018  
**To:** Mayor and Council  
**Author:** Peggy Van Mierlo-West, CAO  
**RE:** First Quarter Report  
**Report No.:**

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## **AIM**

To provide Council with an update on operations within the first quarter of 2018.

## **BACKGROUND**

The quarterly report provides Council with an operational update of each quarter. Due to staffing changes this report is one month late. Quarterly reports are presented the last Council meeting of April, July, October and December.

## **DISCUSSION**

### **Planning Services**

Development review applications have continued at a steady pace with a particularly higher volume of zoning amendment requests. This increase is attributed to the strong interest in medical marihuana production facilities.

The first quarter of the year has seen the ramping up of the Park St. and Division St. S. condo development. The mixed use carwash, laundromat, lube shop at Wigle and Main St. E is completed and operation has started. Additional phases of a number of greenhouses are or will be moving forward in the coming months. Residential build out in the Royal Oak, Golfside/York, Millbrook and Bernath Gardens subdivisions remains active and strong.

The Kingsville Official Plan review process is continuing on schedule. Stakeholders meetings have been held with good input. The consultant has completed the draft issues and policy direction report which will serve as a guide to begin drafting the amendment that will make the necessary changes and updates. Information on the Official Plan will

continue to be added to the Town website for public review and input. An initial open house for the public will be planned for late June or early July.

The survey from the Affordable Housing roundtable has closed and the result reviewed. The survey contained 11 questions. A total of 15 responses were received. A report to Council will be prepared to summarize that input and outline some recommendations on next steps in the process. This is an important part of the Kingsville Official Plan review with the goal of incorporating the final strategy into the Official Plan.

All Cottam residents within the CIP area have been notified about the programs availability however we have not had any qualifying applications to-date.

The planning portion of the website is being tuned-up from its initial launch to resolve an access issue and keep information on the site as up-to-date as possible. New application forms were attached in February and have received positive feedback from the public so far. Ongoing development and use of the site for the conveyance of more information on pending development will continue to be explored.

Moving forward during this year planning staff will be reviewing the current fee schedule with possible updates for the 2019 budget. A report to Council is also being formulated to review the current development review process with recommendation for changes prior to the end of the current Council term. Final as development continues to be strong in the downtown it is possible that there will be a need to revisit the cash-in-lieu topic that was raised in 2015/2016.

## **Building and By-law**

The Building Department recently was able to complete an action item that was identified in our five year strategic plan by holding an open seminar for the local Greenhouse industry. The purpose of the seminar was to provide valuable information to all the stakeholders on the site plan and building permit process. Our goal is to help facilitate and provide tools to navigate through the experience of development.

This report will provide a general review on Building and By-law activity for the first four months of 2018. Our numbers have slightly decreased from this time last year, the total number of permits issued are 110 compared to 114 from the previous year. As far as new home starts we are at 28 new dwellings compared to 37 this time last year. The total construction value has also dropped from \$19, 964,200 last year to \$15,663,207 currently. Part of the decrease may be due to the extended winter and increases to the bank rate.

By-law cases under investigation at the end of April are 38% higher from this time last year. The total cases resolved so far this year is 50 which is a 39% increase from this time last year. I am please with the work our temporary contract By-law enforcement Officer Robert Sassine has accomplished so far this year. He has been a great help in bringing non compliant properties into order and has done a excellent job in following up with complainants by communicating with them before and after.

## **Corporate Services**

In the first quarter, 11 marriage licences were sold and 1 marriage solemnization was conducted. As wedding season approaches, Corporate Services anticipates an increase marriage licence applications and has already begun fielding requests for solemnizations for the 2019 season.

The Town issued 7 lottery licences to existing eligible organizations and registered 18 new businesses.

Corporate Services took steps to encourage dog owners to purchase dog tags in advance of the March 31 fee increase deadline. Notices were sent out in January, and social media was used to remind owners of the dog tag requirements. Dog tag purchases through the first quarter were up slightly from last year with 1600 dog tags sold.

The rabies clinic was held at the Arena in mid-March with much success. In addition to the positive comments from residents, there was a slight increase in the purchase of dog tags from last year's clinic. A total of 81 dog tags were sold. Many residents appreciated being able to purchase dog tags outside of regular business hours. The veterinarian who assisted was also pleased with the turnout and has offered his services for next year.

## **Fire Department**

In the first quarter, the fire department has responded to 83 alarms (61 from the south station and 22 from the north station). This is a reduction of 11% of 2017. The 10 new firefighter recruits continue with their training and have shown great improvement on calls. A new captain (Jeremy McHardy) was promoted in the south station to replace retired captain Tim Sunderland.

Fire prevention conducted 61 inspections, 38 property searches, 5 fire safety plan reviews and 3 public education events. The department did become aware of a total of 219 migrant worker housing locations (originally thought to be approximately 91) which require inspection for the safety of the residents and compliance to the fire code.

The Kingsville Alerts System has been used to provide residents in a focused area information on water outages and potential flood information. We currently have 9734 properties listed in the system. At present, we use the system solely for emergency call outs to the public and internally for our technical rescue team.

## **Financial Services**

The first quarter of the year is always a busy time for Financial Services staff. During this period we facilitated the approval of the 2018 budget, the completion of the Development Charge By-law and worked diligently to close out the 2017 year end in preparation for the year end audit.

In January, Financial Services issued over 9,600 interim tax bills. Prior to issuing these bills, a lot of effort is required to ensure our property records and assessment information is up to date and accurate. The period leading up to the 1<sup>st</sup> interim tax due date of February 28<sup>th</sup> is also a busy time for cash receipt processing.

In Q1 Financial Services staff issued over 8,200 water bills. This figure includes 94 “Final” bills which are manually processed when residents move or close their accounts. Year to date water flows are down 9% over the prior year, but given the seasonal nature of water consumption it is too early to tell what, if any, impact this will have on the 2018 budget.

From an HR perspective, interviews were conducted to replace the Manager of Financial Services. The successful candidate was Tiffany Hong, who started with the Town on April 30<sup>th</sup>.

## Information Technology

Website Statistics for the period of January 1 to March 31, 2018

|                        | Kingsville.ca | MyKingsville.ca |
|------------------------|---------------|-----------------|
| Sessions               | 26,683        | 3,192           |
| Users                  | 13,980        | 2,706           |
| Page Views             | 88,069        | 7,895           |
| US Visitors            | 49.32%        | 43.88%          |
| Canadian Visitors      | 38.15%        | 37.69%          |
| Great Britain Visitors | 11.22%        | 15.92%          |
| New Users              | 53.9%         | 86.5%           |
| Returning Users        | 46.1%         | 13.5%           |

This is the first quarter that the statistics are reflective of the new versions of both websites. The incorporation of Kingsvillefire.ca as well as some of the festival websites to Kingsville.ca is complete.

Kingsville.ca – Session statistics for Kingsville.ca website remain steady over previous quarter but there is a significant increase in the page views (over 23%) from Q4 of 2017. The increase is due to the amalgamation of kingsvillefire.ca and festival sites into the corporate site.

Kingsvillefire.ca is not a separate report any longer as the site has been incorporated into the Kingsville.ca site.

Mykingsville.ca – slight drop in visits to the site from Q4 of 2017

## Municipal Services

First quarter Capital work in progress and Cityworks service request statistics. Are as followed:

Municipal Services listed Capital projects are all in progress with the majority of the Fleet related items pending delivery at this time. Some of the larger Engineering projects are in the preliminary stages, while some of the smaller projects are in the process of tender development. Second Quarter activity within Municipal Services is anticipated to be quite active.

For the period ending March 31<sup>st</sup>, there were 512 Cityworks requests entered into the work order system which is approximately 10% below the same period in 2017.

Over 95% of first quarter requests have been completed and or closed.

## **Parks and Recreation**

The First Quarter of 2018 has been very busy with existing programs and planning for upcoming events and programs.

In February the Town of Kingsville and Knights of Columbus hosted a very successful Vegas Night fundraiser at the arena. Proceeds will be directed toward the Mettawas Park project. Monday February 19 parks and recreation hosted a family day games night and free pasta dinner. Close to 100 participants attended the event which was funded in part through the Healthy Kids Community Challenge grant.

Work has begun on the Pelee Islander II launch scheduled for August 15 at the dock. Activities that are currently be proposed include ship tours, entertainment, food and refreshments, and official ceremonies.

During March break the recreation department was busy with Music Moves Kids Camp, and Kidz on Ice at the Kingsville Curling Club. Kidz on ice featured two sold out days of activities with over 35 participants. This event was also sponsored in part by the Healthy Kids Community Challenge grant.

March 20 and 21 staff attended the SWOTC conference held in Leamington. This was an exceptional event for networking opportunities and provided an opportunity to learn about new and upcoming trends with regard to events.

April 13-15 Kingsville hosted the OHF Peewee tournament. The arena was full during the weekend's events. The new generator was put to the test on April 15 due to weather related issues and functioned without incident. Many of the visiting teams and parents had many complimentary comments with regard to the arena and its staff

All committees are now working toward their upcoming events with the older adults committee preparing for Senior's Week June 3-9. The Communities in Bloom committee is also preparing for a number of workshops to be held this spring, and the week of May 20-26 will be proclaimed Communities in Bloom Week.

## **LINK TO STRATEGIC PLAN**

Effectively manage corporate resources and maximize performance in day-to-day operations.

## **FINANCIAL CONSIDERATIONS**

None

## **CONSULTATIONS**

Management Team

## RECOMMENDATION

That Council receive the 1<sup>st</sup> quarter report.

*Peggy Van Mierlo-West* \_\_\_\_\_

Peggy Van Mierlo-West, C.E.T.  
Chief Administrative Officer