

Evidence Based Decision Making



Welcome

Trevor Crowe

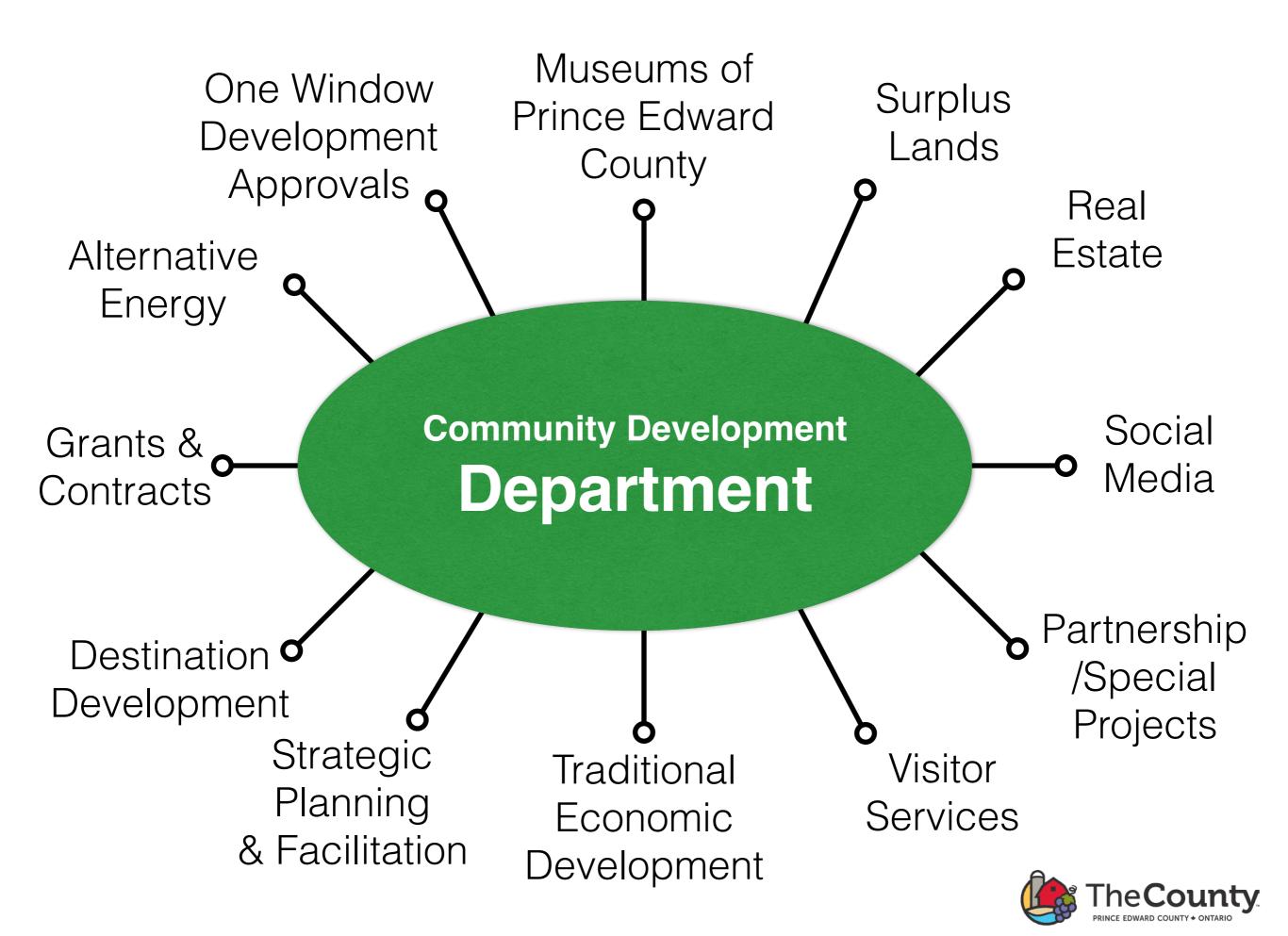
Community Development Coordinator Prince Edward County <u>tcrowe@pecounty.on.ca</u> 613.476.2148 ext. 2504



Community Development







Community Development

Community & Economic Development Commission

Community Development
Department

Governance

Management



Community & Economic Development Commission (CEDC)

What is it?

- Municipal Board NOT a Committee
- Delegated spending & decision-making (autonomy)
- Councillors, citizen members, Chamber of Commerce
- Regular Reporting to Council



Community & Economic Development Commission (CEDC)

Why?

- Remove some of the politics
- Omit other distractions
- Tap into business/sector expertise
- Fast decision-making, at pace of business







Performance Measurement Framework

- 1. Develop a Logic Model
- 2. Alignment with Council's Corporate Strategic Plan
- 3. Establish activity-based Key Performance Indicators (KPIs)
- 4. Identify Broad Economic & Community Indicators
- 5. Set baseline and goals -then ensure mechanism for measuring/tracking.
- 6. Regular Reporting/Dashboard & making it public

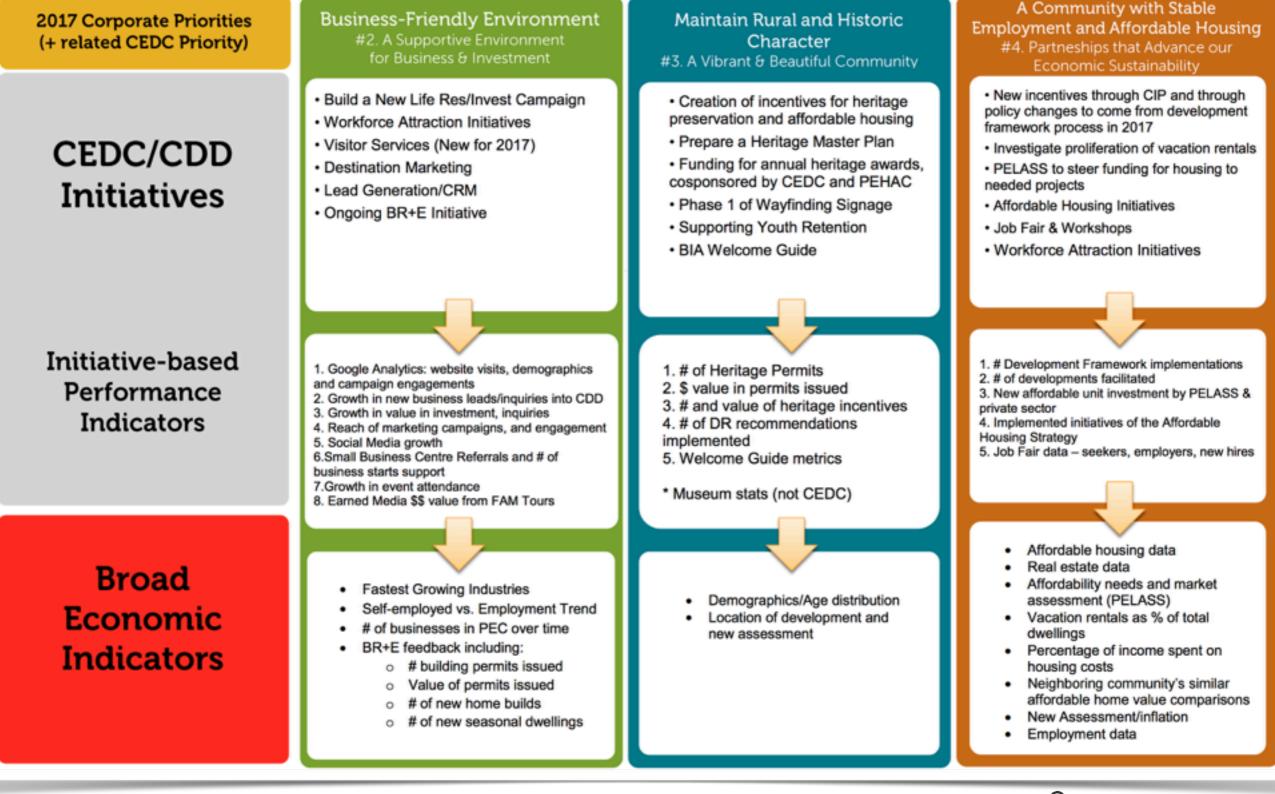


Performance Measurement Framework

Maintain Rural A Community **Sustainable Business-Financial** Friendly and Historic with Stable Community **Sustainability Environment** Character **Employment and Healthcare Council's Corporate Strategic Priorities**



Performance Measurement Framework

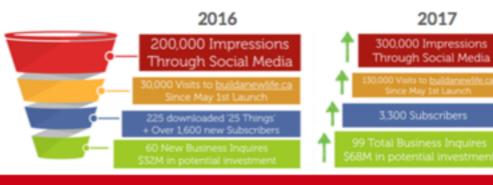




2017 Highlights

Community Development Department

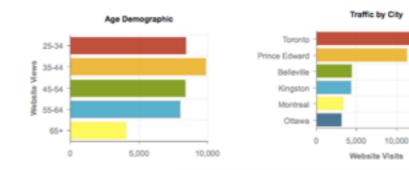




BuildaNewLife.ca Investment & Resident Attraction Impressions & Website Visits

"The "Build a new life" website was guiding us all the way through our journey. The decision to finally move and start a business came in one of those nights reading all the inspiring stories. The realization that life could be fulfilling outside the city had become too strong to be ignored." -Paula, Caju Winds

Initiative/Project Based **Key Performance Indicators**



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\$1.9M Total Grants Secured by CDD Department

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Fall 2016-17 Series: 272 Business Owners Attended 11 Workshops Completed



Projects	2013			2014				2015					2016				2017			2018				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Community Dev'pt Strategic Plan	Study Plan		lannir	ne i									Implementation											
New County Branding		St	udy	Planning			Implementation																	
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Accomodation Study																	Sta	ybe			1	pleme	entat	ion





Employers

600% 200% 200%

"The Wordpress Workshops were amazing. I thought the two sessions format worked really well and the presenters were very knowledgable. All around it was exactly what I needed for my business and I would recommend that workshop to anyone." -Heather

Survival Workshops

Grants

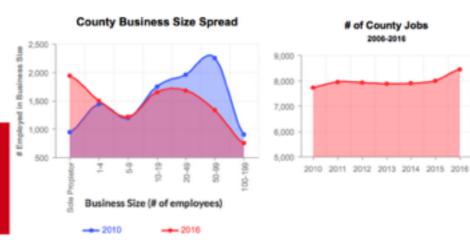
Secured

in 2017

SALES - Detached homes sold by month



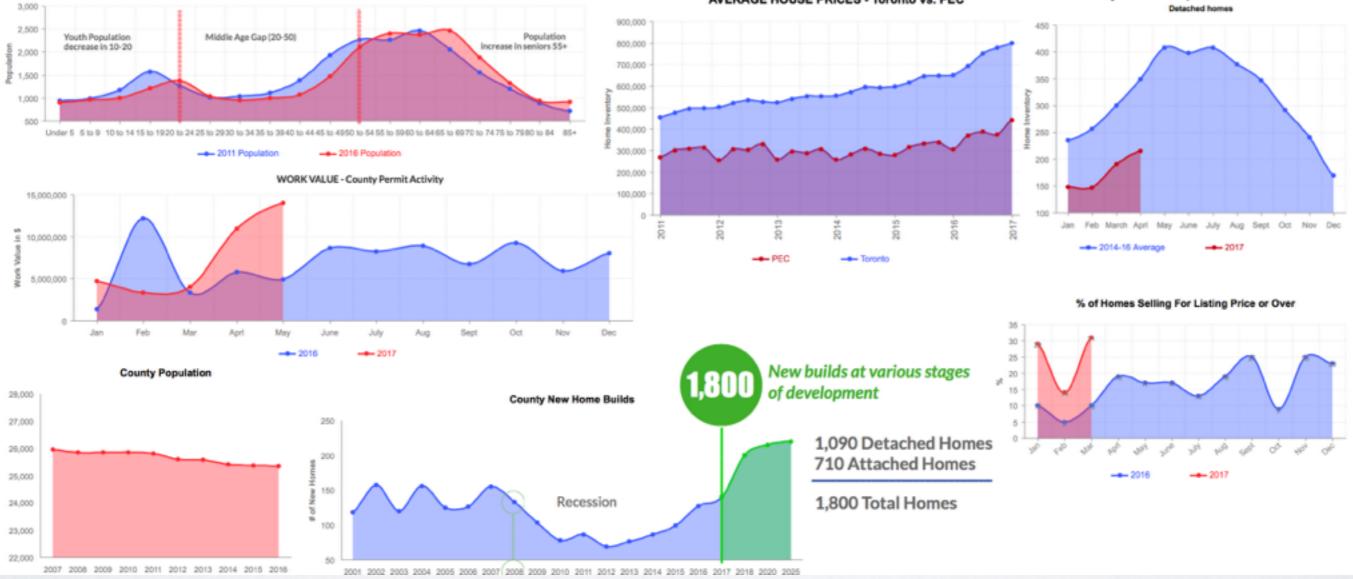
High Level Key Performance Indicators





AVERAGE HOUSE PRICES - Toronto vs. PEC

Inventory for Sale Snapshot at end of Each Month

















Career Edge

SKILLED TRADES WANTED!

Book an appointment at Career Edge Picton today! (613) 476-6456



It's all about... Job Creation



We need to train the LOCALS instead



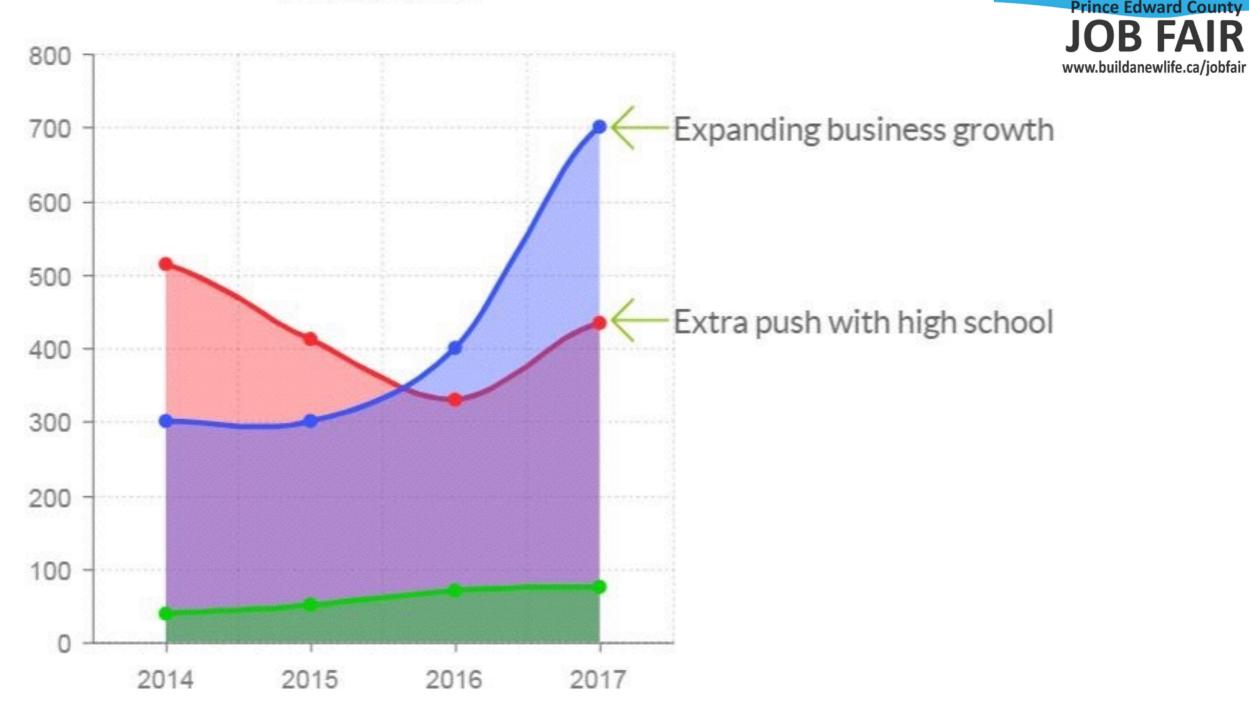


<u>2017</u>

70+ Employers 732 Jobs Available 430 attended



PEC Job Fair



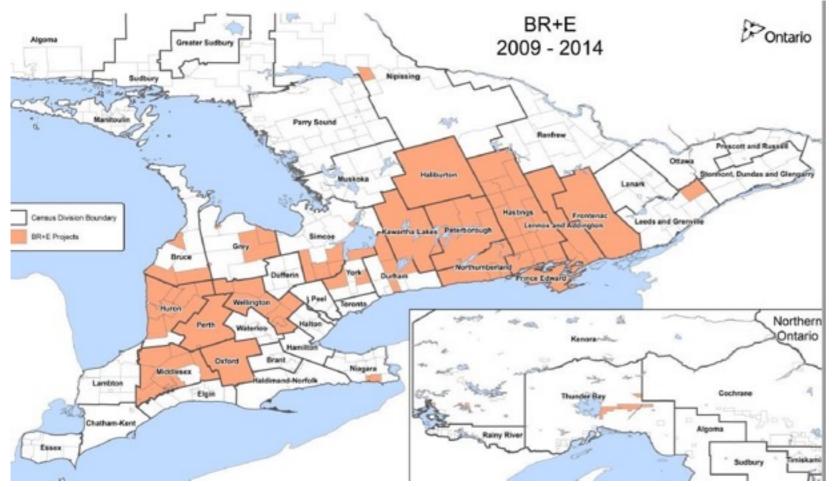




Sometimes the data says otherwise...

BR+E (Business Retention & Expansion) Study





- OMAFRA Standard
 Survey
 - Compared Against 73
 other communities in
 rural Ontario.
 - Compared with 3,123 other retention surveys.
 - No-Charge software called Executive Pulse.





Community Development Department

Business Retention & Expansion (BR+E) Initiative

Report



Our Community's Top Advantages:

- Quality of Life
- Natural beauty
- Creative energy & entrepreneurial community
- Growing economy and influx of new residents
- Tourism draw & increased awareness
- Centrally located between Toronto, Ottawa and Montreal
- Established wine region.





Community Development Department

Business Retention & Expansion (BR+E) Initiative

Report

Identified Challenges:

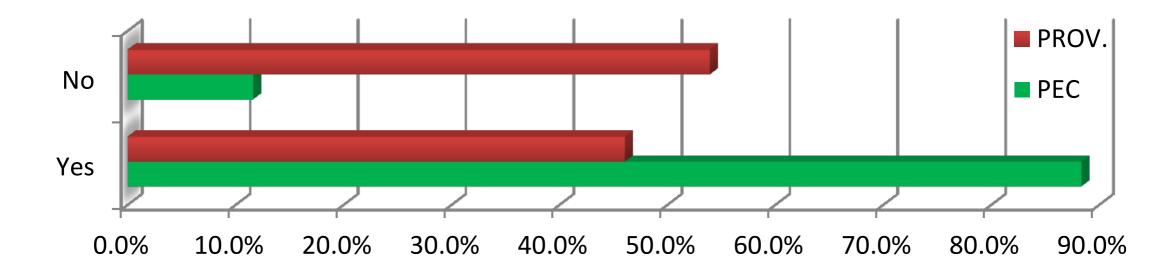
- Lack of qualified workforce.
- Development Process.
- Restrictions on land use for agriculture.
- Affordable Housing for attracting workforce.
- Seasonality.
- Availability of commercial space.

Over 88% of employers have hiring challenges.

Comments on Workforce Challenges:

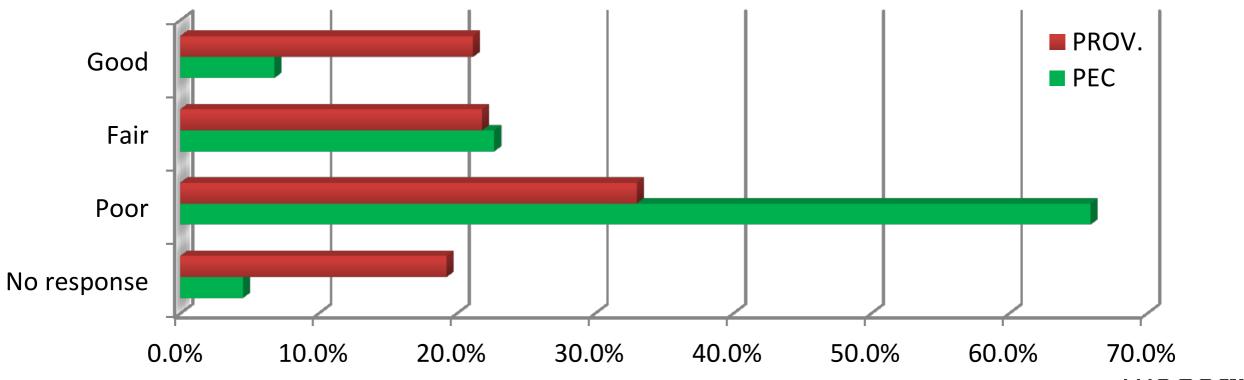
"We would grow if we could find quality candidates" "We need to do skilled workforce attraction" "The Community needs a strategy to get more skilled trades workers." "You need to continue to grow the workforce." "Work on attraction of young families and a skilled workforce from outside The County."





Does your business currently have difficulty hiring?

Availability of qualified workers



PRINCE EDWARD COUNTY + ONTARIO

Survey Comments on Occupations Businesses have difficulty in Recruiting: (Occupations have not been consolidated)

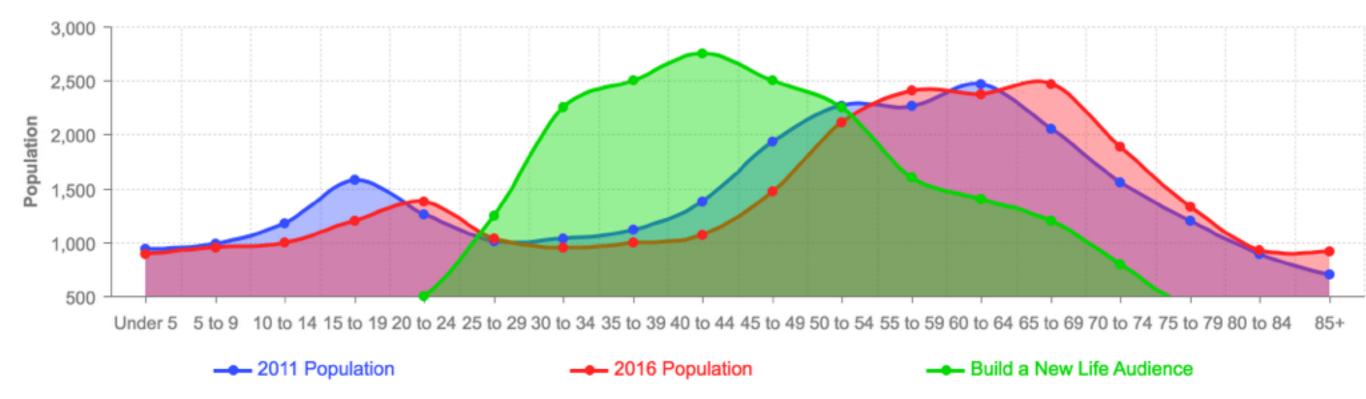
- Framers & Skilled Carpenters.
- G Licence AZ licence with experience
- People with soft skills presentation of self
- CAD Designer
- farm labourers
- Craft brewers
- Welding
- Pastry Chef
- Farm labour
- Seasonal
- Customer service bilingual,
- Delivery service
- farm labour
- Sommeliers, Kitchen
- Farm Labour
- Baking-Sous
- Chef level prep cooks
- Sales Associates
- Growing Manager; Assistant Growing Managers with knowledge of agronomy
- Farm labour, Farm labour (vineyard knowledge)
- Good General work ethic
- Sellers, Drivers, Field Workers

- Customer Service bilingual
- Farm labourers
- Sub Trades
- Heating gas and wood licencing
- All Trades
- General skilled laborer with carpentry experience
- Skilled Carpenters, HVAC
- Trades : Licenced Carpenter
- Workforce: Would grow if can find quality candidates.
- General Labourers
- Plumbers,
- Skilled Trades People
- skilled carpenters (framing to finish), HVAC - G2
- Trades, Landscape Designers
- Carpentry. Drafting
- Student labour
- Cleaning staff
- farm labourers
- Millwright & Machinist,
- Sales, Wine knowledge Staff,
- Farm labour
- Work in the shoulder season,
- Farm Labourers,

- Packing Room Manager
- Field Workers
- Store workers,
- Bar & Service Staff
- Line Cooks, Sommeliers
- Window & Door Installers.
- Engineers, Air Conditioning, lack of G2,
- More Sub contractors selection
- Skilled Trades. Concrete, electrical, plumbers, framers, drywallers, HVAC, HVAC, roofing
- Skilled Carpenters with finishing skills
- Licenced Gas Fitters
- Siding crews,
- Project Managers, Skilled Trades,
- Project Manager,
- Guest relations, Farm Labourers, Sous Chef,
- Part-time workers,
- Assistant Winemaker,
- Salespeople,
- Painters, senior carpenter.



Aging Demographic How to attract a Younger Audience?





Entrepreneurs Building a New Life



A New Approach.

- Creative Economy in Rural Ontario
- Understanding a growing market potential.



Typical Problems.

- Municipal Site that is difficult to navigate
- Brochure at front desk and events
- Trade Shows that take a large amount of time and resources
- Social Media that hasn't been updated or monitored





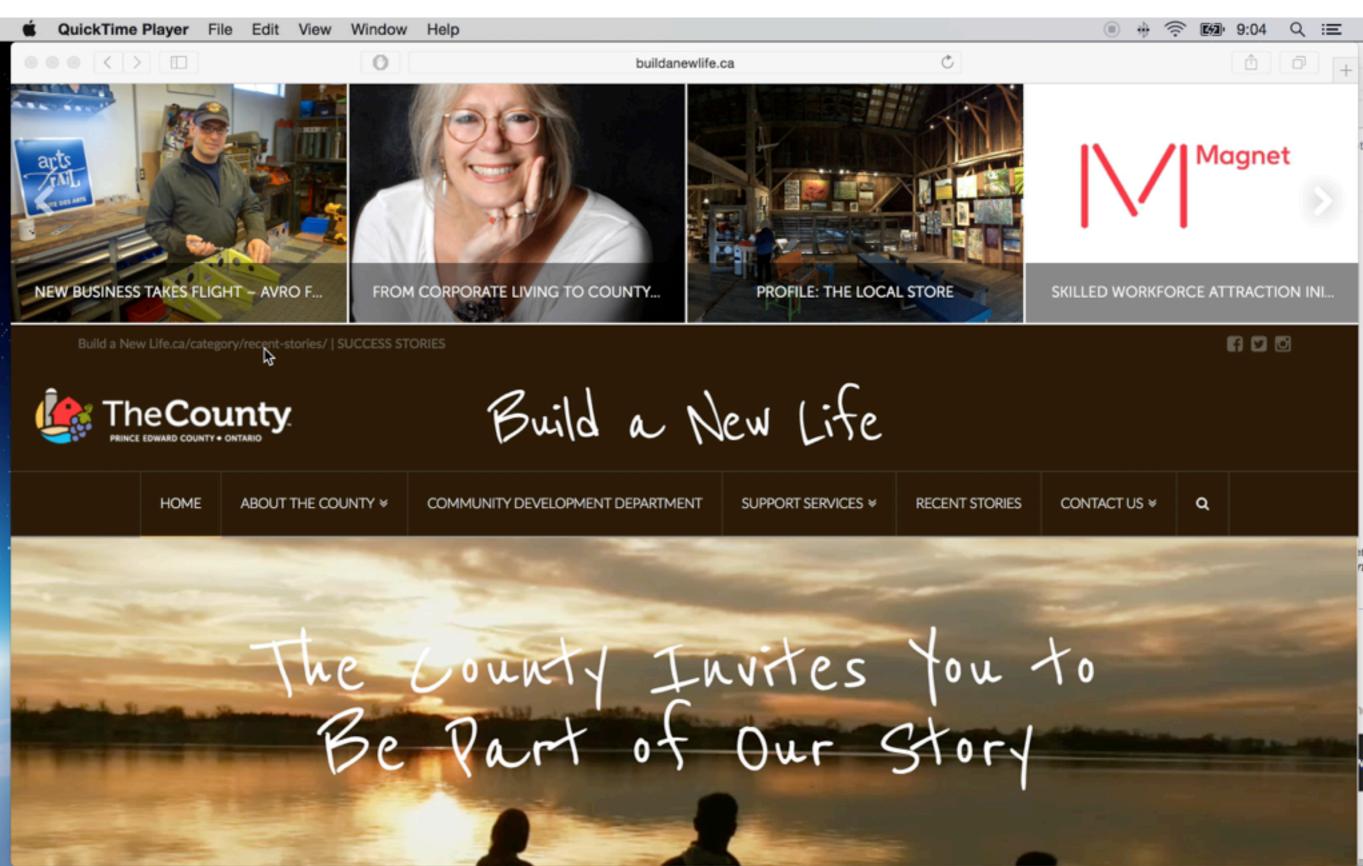
Typical Problems.

- Is it all working?
- Do you know your return on investment? (ROI?)
- Can you report on it?





BuildaNewLife.ca



Case Study - Caju Winds Spreads

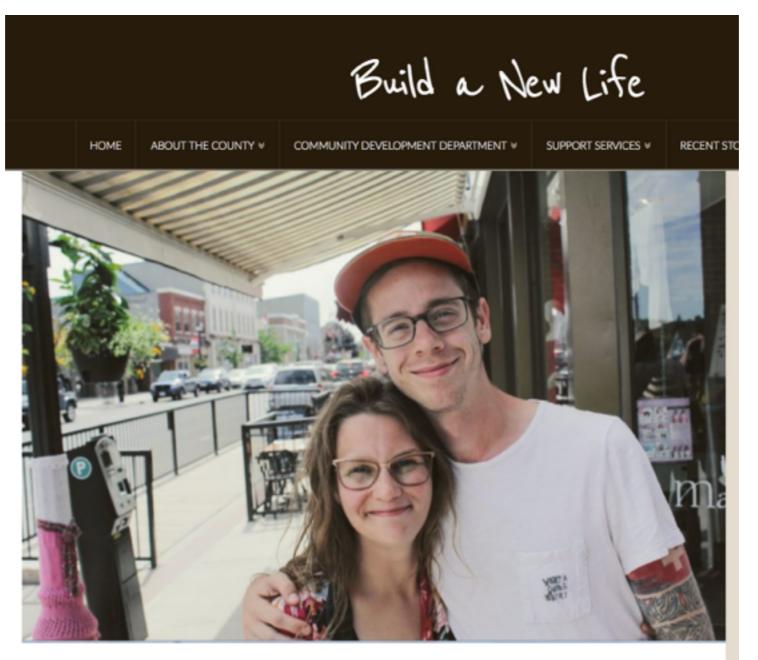


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- Paula, Caju Winds



Case Study - Megan & Chris



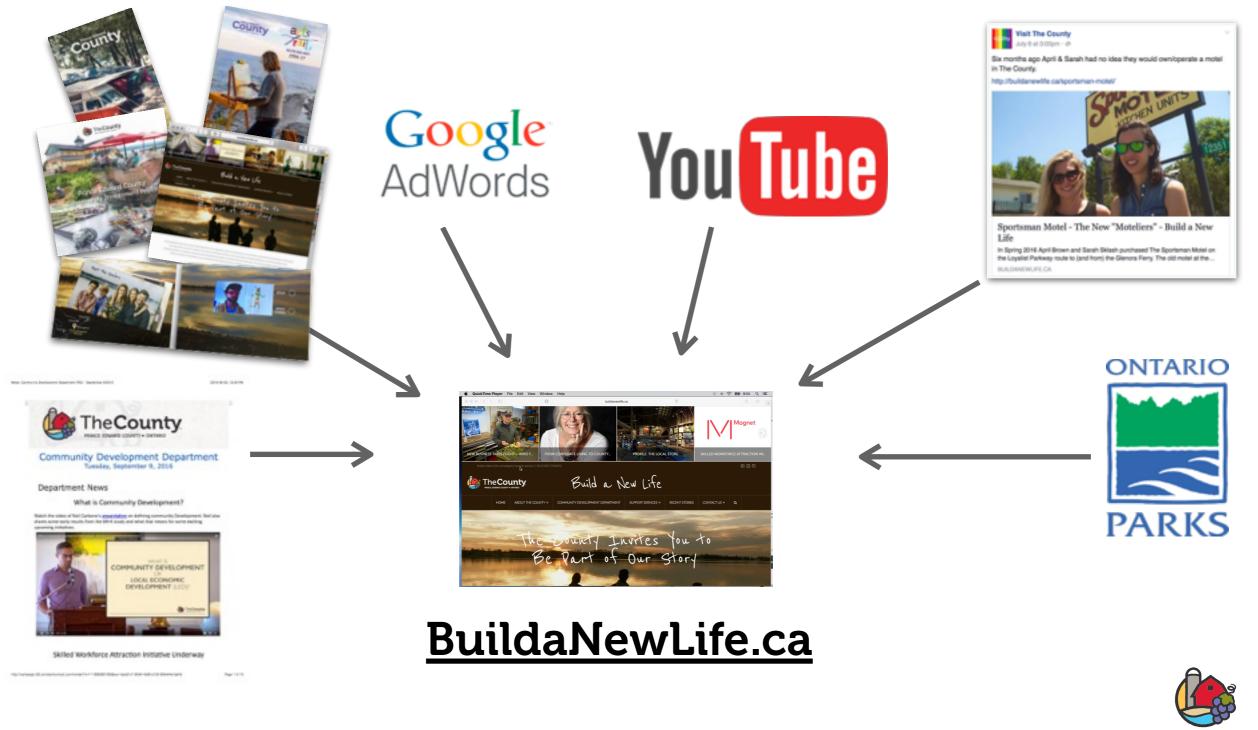
From Lake Couchiching to Lake Ontario



Chris Thompson and Megan Lumgair got lucky. They found a place to rent in Prince Edward County that's 15 minutes from Picton and two minutes to the lake. Long term rentals are scarce right now in The County, but it seems dreams really can come true – this time with the help of a friend and Kijiji.

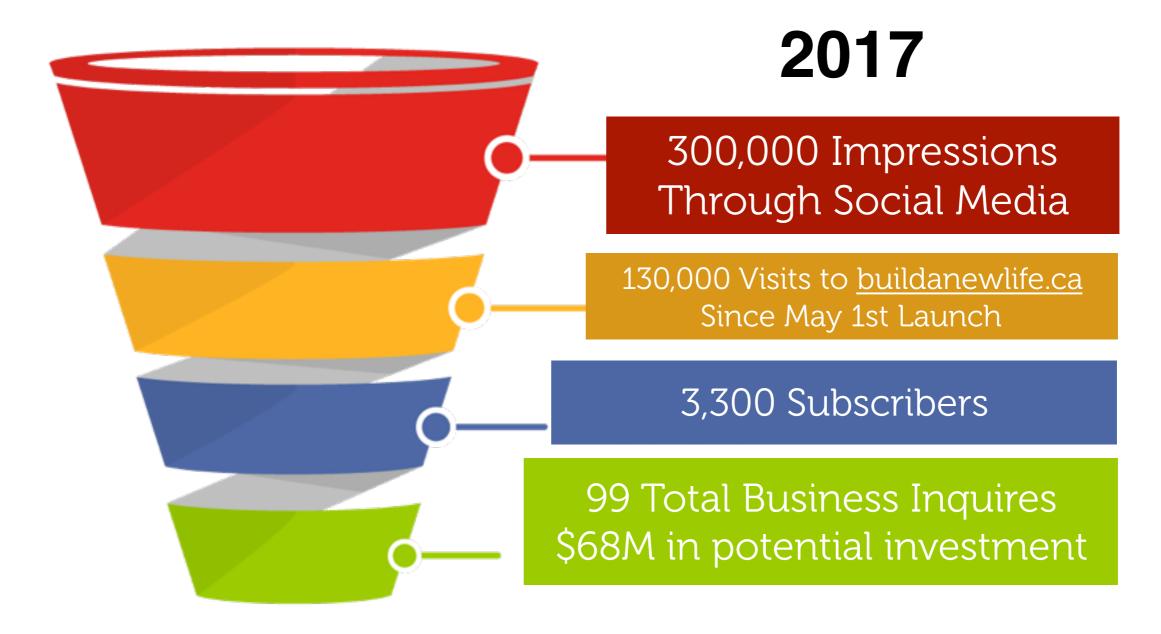


Become the Authority





Build a New Life - 'Sales Funnel'





Business Startup or Relocation Inquires

Fall 2016 to present

TOTAL DEALS		TOTAL DEAL VALUE		avc deal value \$610,875		\$4,705,000		AVG EXPECTED \$130,6	
Deals Pipeline List								P	age 1 of 2 🗭 🔸
DEAL NAME	SALES REP	STAGE	SOURCE	VALUE	PROBABILITY	EXP VALUE	CREATED DT	CLOSED DT	DAYS IN STAGE
County Pacifican	Cross	Resolved Inquiry	Digital Campaign	\$6500.00	0%	\$0.00	05/24/2017	05/24/2017	4
Nurtis for a Yurtis	Crow	Resolved Inquiry	Digital Campaign	\$250000.00	0%	\$0.00	03/30/2017	04/29/2017	0
Nerson Traffic	Crease	Referred to/from Planning	Digital Campaign	\$50000.00	50%	\$25000.00	02/21/2017	05/31/2017	78
Non-Car Detailing Business moving here	Crease	Referred for Funding	Digital Campaign	\$50000.00	50%	\$25000.00	03/20/2017	06/30/2017	78
Paul Safarikinako Narthern Leve Co.	Creek	Resolved Inquiry	Digital Campaign	\$50000.00	50%	\$25000.00	02/24/2017	03/26/2017	0
Inarting a 888	Creek	Resolved Inquiry	Digital Campaign	\$500000.00	0%	\$0.00	06/02/2017	06/02/2017	0
Mastic Preserves		Inquiry Stage	Digital Campaign	\$\$00000.00	0%	\$0.00	06/05/2017	06/05/2017	0
Mayne Coghlan Dr. Wayne Coghlan Ohingmatter	Creek .	Resolved Inquiry	Digital Campaign	\$100000.00	0%	\$0.00	04/07/2017	05/07/2017	0
MMI Tracting	Creek	Resolved Inquiry	Digital Campaign	\$250000.00	50%	\$125000.00	03/28/2017	04/27/2017	0
Balary	Rental .	Resolved Inquiry	Referral	\$100000.00	85%	\$85000.00	10/04/2016	04/30/2017	248
885; Chicker open pit Carrying Place	Creek	Booked Meeting	Referral	\$0.00	0%	\$0.00	01/12/2017	06/30/2017	148
Bod and Breakfact with extiluitidings rund reperforms	Remain	Referred to/from Planning	Called-in	\$0.00	75%	\$0.00	01/19/2017	07/31/2017	141
Calls and relevation	Rental .	Resolved Inquiry	No Leadsource Used	\$250000.00	50%	\$125000.00	11/09/2016	11/09/2016	212
Calls and arise har in desertioner Picture	No. of Concession, Name	Waiting for Feedback from Client	Referral	\$0.00	50%	\$0.00	01/23/2017	01/23/2017	130
Catte Vandermeuter Breakry	Rental I	Inquiry Stage	CDD email	\$200000.00	50%	\$100000.00	06/07/2017	06/07/2017	2
Conting School	Renaul .	Secured Property	Networking Event	\$150000.00	100%	\$150000.00	11/09/2016	03/31/2017	36
Care Econese Spa and Melliness	Cross	Inquiry Stage	Partner Organization	\$250000.00	0%	\$0.00	06/06/2017	06/06/2017	3
Eautily Productions	Creat	Booked Meeting	Subscribed from Blog o Build a New Life	on \$100000.00	100%	\$100000.00	12/02/2016	04/30/2017	189
Architectural Relayegher	Normal Victoria	Waiting for Feedback from Client	Referral	\$100000.00	75%	\$75000.00	09/16/2016	12/31/2016	266
BBB Trachage	Create	Resolved Inquiry	Digital Campaign	\$250000.00	50%	\$125000.00	03/28/2017	04/27/2017	0
Baltery	Renaul .	Resolved Inquiry	Referral	\$100000.00	85%	\$85000.00	10/04/2016	04/30/2017	248
MG Chicken ages pit Carrying Place	Creat	Booked Meeting	Referral	\$0.00	0%	\$0.00	01/12/2017	06/30/2017	148



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Deals Pipeline List	 \$21,991,500 \$610,875 \$4,705,0 99 Inquiries in 2017 6 new or relocated 20 acquired or expanding 5 opening soon 			Pag.	2 1 of 2 ++ ++			
		Resolved Inquiry	Digital Campaign	\$6500.00	0%			
		• 99 In	aniries i	n 201	7 🔍			
		55 III	quinco		50%			
				\$\$00000.00				
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		Booked Meeting	Referral		0%	\$0.00		
		· 20 ac	quired of	or exp	and	ing		
			No Leadsource Used	\$250000.00		\$125000.00		
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		JUPE	anny su					
		Booked Meeting	Subscribed from Blog on Build a New Life					
								266

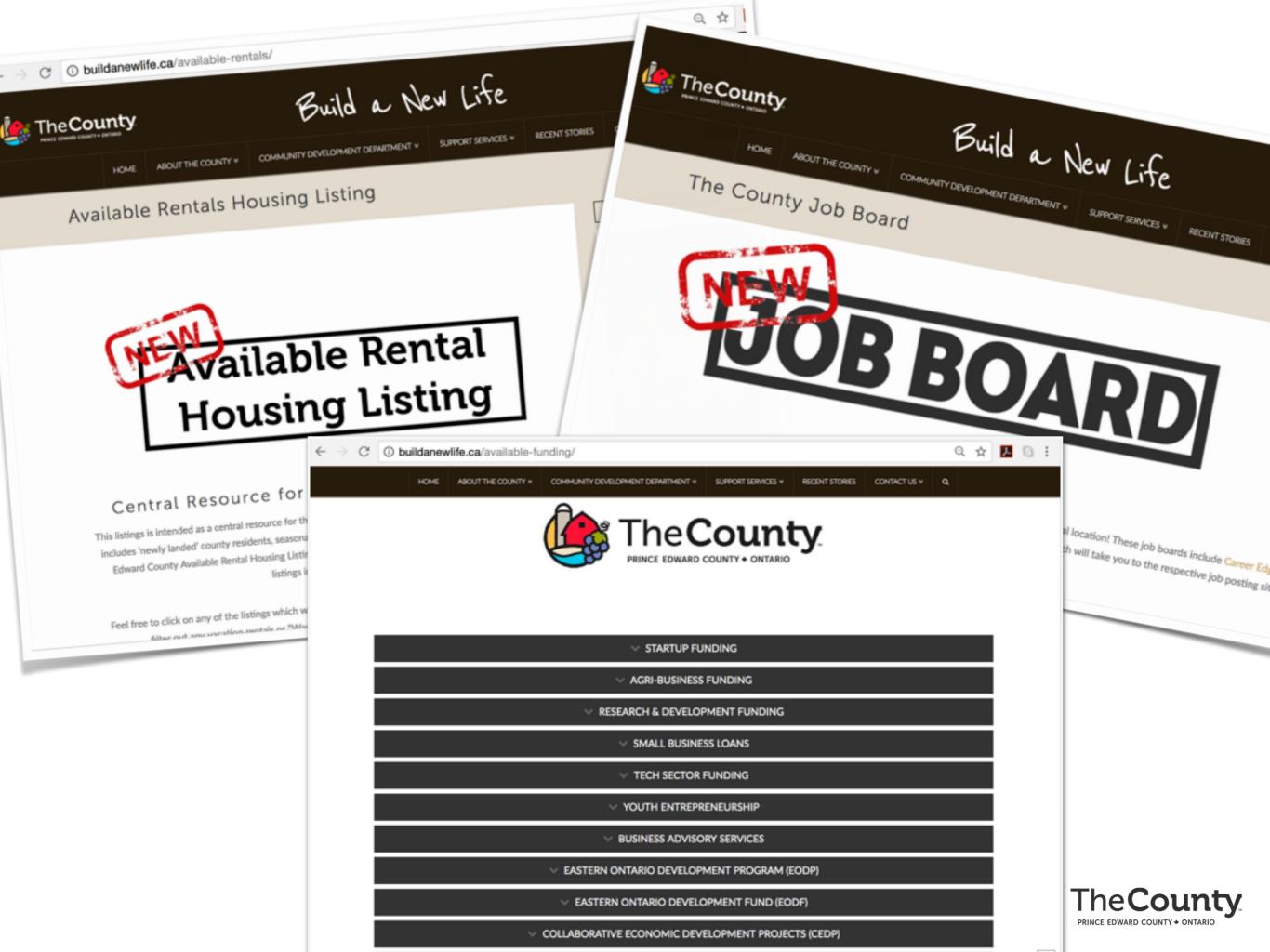


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Deals Pipeline List								e 1 of 2 ↔ →
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								78
								78
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	33 111	quine	5 111 20 1	0%				0
	Booked Meeting	Referral	\$0.00	015	50.00	01/12/2017		
	· Only	40 Inc	quiries i	n 20	18 to	date		
	Resolved Inquiry		\$250000.00					

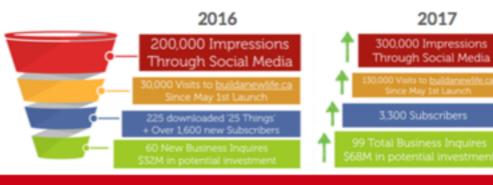




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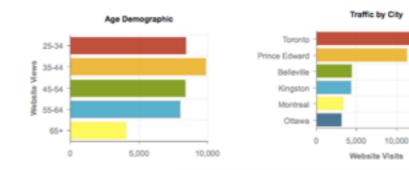




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Community Dev'pt Strategic Plan	Study Plann		lannir	ing								Implementation													
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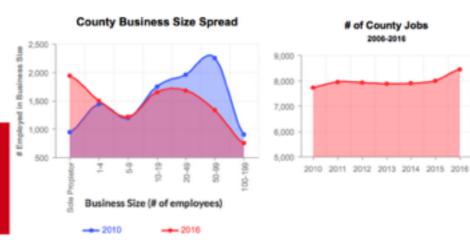
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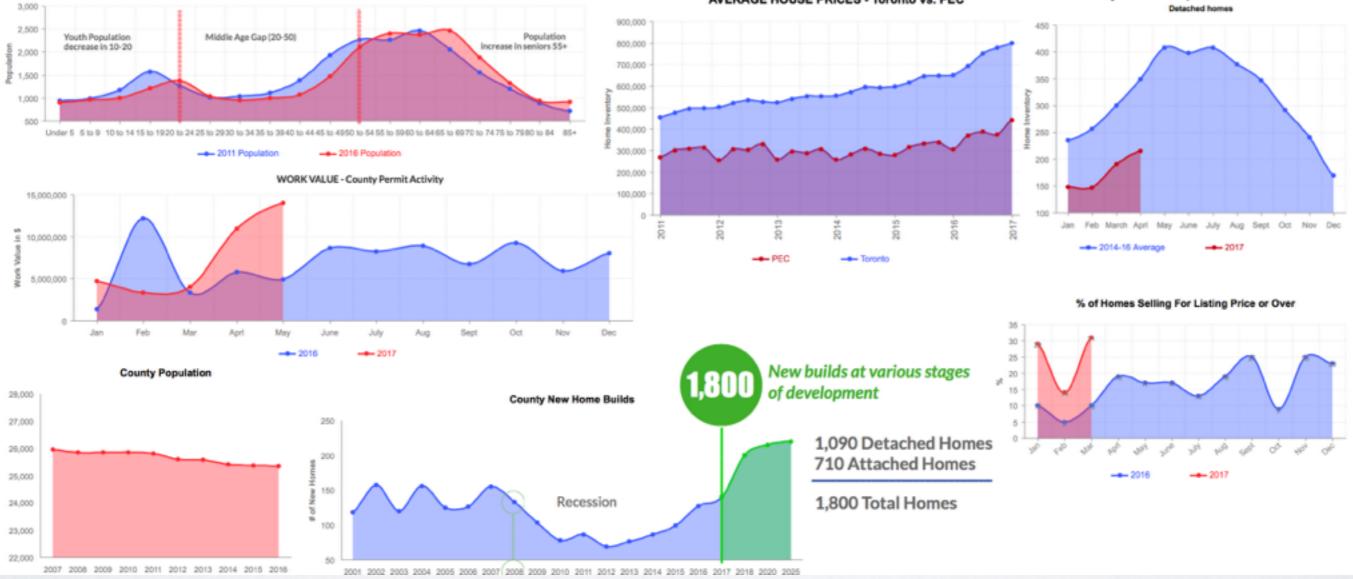
High Level Key Performance Indicators





AVERAGE HOUSE PRICES - Toronto vs. PEC

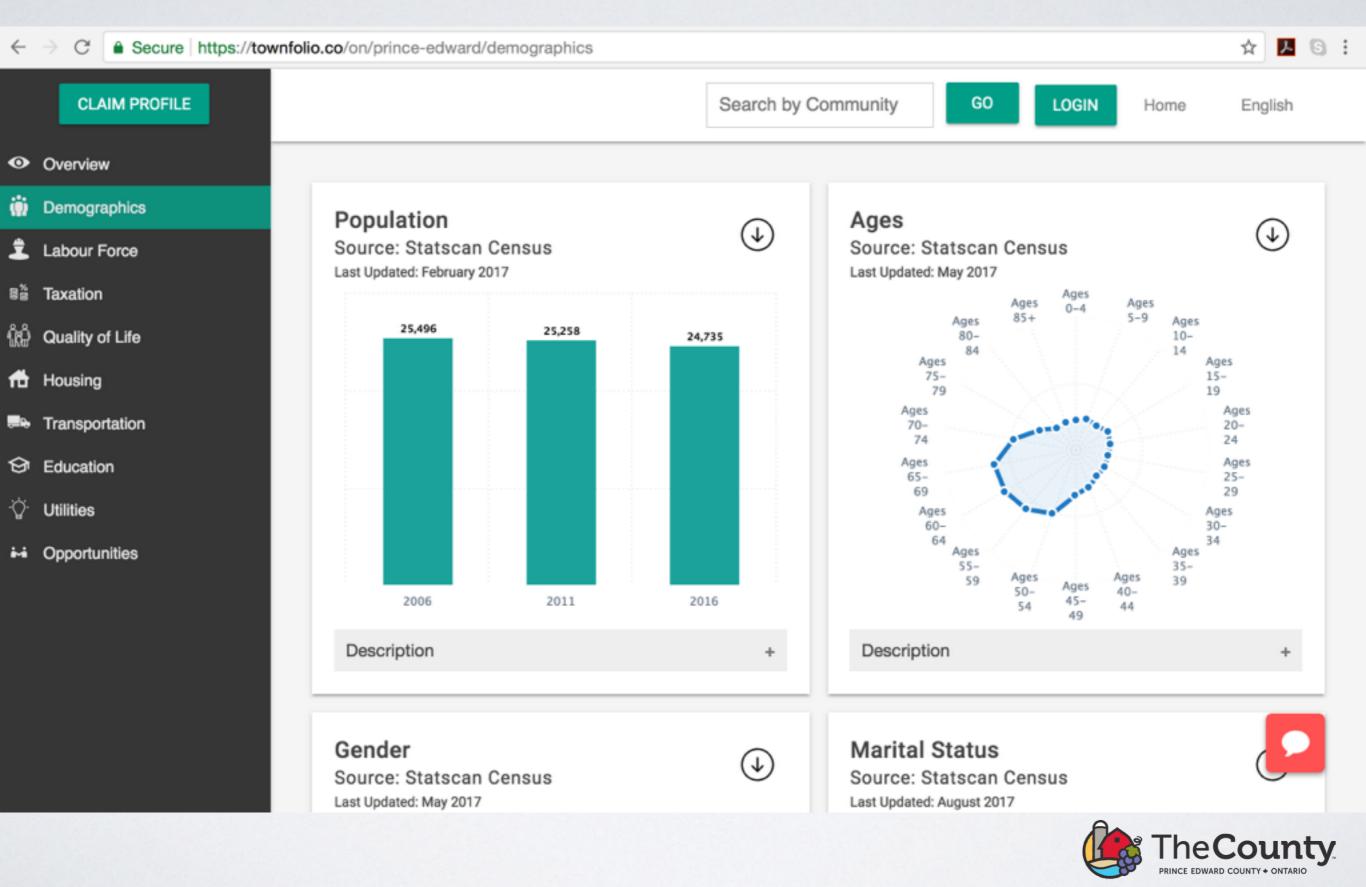
Inventory for Sale Snapshot at end of Each Month







TownFolio.co



KPI Tips

- Careful what you track.
- Attribution
- Adequate sample size. Difficult for small communities.
- Try to make a change, but don't promise it.
- Don't go crazy with over tracking and reporting
- Don't NOT do something because you can't track it.



Thank You

Questions?

Trevor Crowe

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