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ANNUAL REPORT 2016

December 31, 2016

City of
Summerside

Prince Edward Island



RALPH C. THOMPSON 1947-2014



A Canadian judge and lawyer, Thompson served as a member of the Provincial Court of Prince Edward Island from 1985 until 2005, including two tenures as the Provincial Court's Chief Justice, 1985–1990 and again from 1995–2000. He retired from the court in 2005. He practiced as a Crown prosecutor, departmental solicitor and director of legal services on Prince Edward Island. He also practiced within Campbell, Mitchell, Lea, Cheverie and Thompson, a private law firm. The PEI provincial government appointed Thompson as a commissioner on land use and local governance in 2008. He was also the author of a sweeping report on land use in P.E.I. that became known as the “Thompson Report.”

Dedicated to the **MEMORY**

Table of **CONTENTS**

Dedication

City of Summerside Staff

Annual Report of the Mayor

**Annual Report of the
Chief Administrative Officer**

Annual Departmental Reports

Page 6	Communications
Page 7	Community Services
Page 9	Culture
Page 10	Economic Development
Page 12	Fire Services
Page 13	Human Resources and Legal Affairs
Page 14	Municipal Services
Page 15	Information Technology
Page 16	Technical Services
Page 17	Police Services
Page 18	Financial Services



City of Summerside STAFF

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Communications

Joanne King

Economic Development

Neil Moore

Culture Summerside

Fred Horne

Marlene Campbell

Fire Services

Lawrence LaPierre

Human Resources and Legal Affairs

Michelle MacLeod

Brian Hawrylak

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Angie Blanchard

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Tyler Doyle

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Jennifer Egan

Roger Ahern

Hannah Cormier

Michelle DesRoche

Jeannie Short

Municipal Services

Sam Arsenault

Owen MacDonald

Greg Milligan

Joe Noonan

Robert Irving

Rob Steele

Ryan Ellis

Joey McCarthy

Joe Pendergast

Willie Noye

Adam Blacquiére

Bobby Dunn

Jeff MacDonald

Allan MacDougall

Ryan Blacquiére

Pauline Dicy

Sheila Arsenault

Debbie Cameron

Jeremy Cameron

Randy McCourt

Chris Edwards

Greg Walsh

Jamie Rodgerson

Andrew Peters

Stephen MacIsaac

Jeff Mahar

Mike Harris

Winston Gallant

Fred Gallant

Chad Fraser

Jordon Bigelow

Rick Morrison

Robert Nicholson

Brody Cahill

Paul LaMay

Robert McFeely

Robbie Betton

Owen Sonier

Gary Bryson

Chris Cole

Jason MacAusland

Police Services

Cathy Arsenault

Jennifer Driscoll

Craig Murphy

Brett Montgomery

Richard MacLeod

Jason Blacquiére

David Buell

Connie Perry

Dale Corish

Lorna DeWare

Gino Scichilone

Grant MacLeod

Joel Robichaud

Charlene Cipolla

Ronald MacLean

Shawn McCarthy

Patrick Daley

Mike Jones

Ashley Davis

Mike Stevenson

Milo Murray

Amy Walfield

Janelle Langin-Sonier

Wade Ryder

Dennis Sherren

Mike Rioux

Lindsay Rogers

Sinclair Walker

Tanya Yeo-Campbell

Trevor Birt

Kim Campbell

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Sheila Laughlin

Trent Williams

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James Wedge

Dale Martin

Chantal Delaney

Robert Rankin

Wayne Carruthers

Maurice Gallant

Steve Muncey

Leah Stetson

Gerard Paznokaitis

Sean Murphy

Steve Mugridge

Technical Services

Mike Straw

Tony Gallant

Gary McInnis

Jan Cameron

Sandra Corkum

Linda Stevenson

Thayne Jenkins

Information Technology

Rory Chaisson



On behalf of Summerside City Council, I am proud to share the key initiatives and accomplishments of the past year. I encourage you to read this year's annual report as it outlines all the work Council and our dedicated staff have undertaken to ensure Summerside remains a healthy, vibrant and sustainable city.

We have seen significant growth on the economic development front both from the perspective of job creation and asset growth in our city. I am confident with the plans in place and prospects for additional focused efforts by our entire team which includes all three levels of government, that 2017 will be an exciting year in many respects.

We continue to make steady progress on governance and policy issues and as always, appreciate the contribution of not only council and staff, but public input in these matters.

I take immense pride in the work that has and is taking place around our new Official Plan and the recently released Summerside Urban Core Plan which maps out a strategy that will see us evolve over the next 25 years. To quote the late Ralph Thompson in his land use report, "The best time to plant a tree was 20 years ago and the second best time to plant a tree is today."

We have a beautiful city that benefits and has benefited from excellent stewardship by staff and City Council. 2016 was a year of growth and progress, and 2017 is set to continue that trend. Thanks to all of you who give so much back to our community. I am confident that by working together, Summerside will remain an outstanding city in which to live, work and play.

Respectfully submitted,

A handwritten signature in blue ink that reads "Bill Martin". The signature is fluid and cursive.

Bill Martin
Mayor
City of Summerside

Leadership is very much a distributed phenomenon in the City of Summerside. Our team of directors and managers, and too, our front line staff, across all departments represent a strong, stable, self-resource of human capital. And Council has powered through some strong debates leading everyone onward to many forward-looking, and yes, sometimes tough, decisions, including the annual budget.

Importantly, leadership is the hallmark of our community at large. Leaders are everywhere. Whether it's partnering with the Rotary Club on their new Inspire Learning Centre, or local schools in the newly formed Youth Council Committee, or Downtown Summerside, the College of Piping, the Boys & Girls Club, or the many other local clubs, associations, charities, institutions, businesses, the notion of leading through partnerships prevails.

This year's budget has welcomed more public input than ever before. Between our live budget consultation event and our online survey questionnaire, we've received more than 350 responses to 20 budget specific questions. Collectively, these results constitute an essential support tool in Council's budget deliberations. It's caught the notice of other municipalities; they're asking, So, how do you do it?

Financially, the City is planted squarely on the path of long-term sustainability. Efforts to build healthy capital and operating reserves, i.e. rainy day funds help underwrite a viable future. Last year, an independent review of your city's debt concluded we are managing it prudently. Confronting rising costs from inflation, something we're all familiar with, the City routinely scrutinizes operations for more effective, more efficient service and program delivery. Wherever possible, staff and council strategize to maximize senior government funding for programs and infrastructure projects, big and small.

Demands on annual budgets for more and better services typically exceed the city's limited resources. Municipal budgets thus become a delicate balancing act between competing demands. Nevertheless, Council and staff remain rooted to the fundamental principles of fairness, equity, efficiency and effectiveness. It isn't easy and there's always room to do better. Summerside residents deserve no less than our best efforts. And the high standards that they set are a necessary gateway leading towards a safer, healthier, productive, more prosperous future for our city. Our residents deliver grassroots leadership. It's relevant. It's revealing. It's vital.

Respectfully submitted,



Robert (Bob) Ashley
Chief Administrative Officer

Chief Administrative Officer



Robert (Bob) Ashley

COMMUNICATIONS

Director of Communications



Lorri Laughlin

The City of Summerside is committed to sharing information in an open and transparent manner, and ensuring that resident engagement informs strategic plans. We strive to provide timely and effective two-way communications to support the delivery of high quality services and programs, and provide easy meaningful opportunities for residents to understand, participate and access City services and information.

Communications monitors and reports on progress made towards achieving organizational goals to improve the lives of residents of the City of Summerside, while providing opportunities for on-going public input and customer feedback into those priorities.

- Citizen Engagement—leadership and implementation of engagement processes.
- Open municipal government initiatives, including public forums and budget consultations.
- Communications-graphic designs, correspondence, communications, planning and implementation to support City services and programs.
- Strategic and operational planning.

The City of Summerside's Communications department provides strategic and tactical communications services that enable the City to meet its business and service goals by:

- Supporting and encouraging an engaged community that participates in the public involvement process and recognizes its role in addressing issues and contributing to municipal policy and solutions.
- Establishing and building on mutually beneficial, trustworthy relationships with stakeholders.
- Enhancing staff's capacity to anticipate and respond to issues effectively.
- Enhancing communication within the organization.
- To build trust, meet public expectations.

2016 proved to be demanding with media requests, ongoing new City website preparations, media advisories, public service announcements, media reports, and official statements. City events included: Awards Night Gala, Public Consultations, Junior Mayor and Council Tour Day, 2016 Annual General Meeting – Budget 2016, New Year's Day Levee, Canada Day Ceremony, Flag Raising Ceremonies and City and Mayoral Proclamations.

We predict 2017 is going to be a challenging year as we continue to strengthen communications to all-our stakeholders, the city and the residents we serve.

Respectfully submitted,

Lorri Laughlin
Director of Communications

Within The City of Summerside's Operations Portfolio, the purview of the Department of Community Services, with 9 separate Divisions, is certainly diverse. The Department of Community Services manages and operates hundreds of programs and events each year as well as maintains and enhances hundreds of acres of City Green Space, Parks, and Community Trails. Additionally, we service the City's Community Centers, Library, and Seniors Center. All this while operating one of Eastern Canada's premier Sport, Recreation and Entertainment Facilities: our 290,000 sq. ft. Flagship, Credit Union Place.

After only one year following the adoption of the cities Sport & Event Tourism Strategy, over 85 events were hosted in Summerside attracting 30,000 sport tourism visitors. The economic impact from these events based on industry gold standard "Sport Tourism Economic Assessment Model" (STEAM) reporting, was 16+ million dollars. Throughout 2016 a number of key milestones were reached in addition to the economic impact and visitations statistics; the diversity of events hosted, the volume of events sought after and attained and the many partnerships formed as a result of this renewed focus.

It was a big year at Queen Elizabeth Park which received over a half a million dollars in upgrades in 2016. The QE Park renovation project allowed for upgrades and improvements for the benefit of all users and has brought the facility back to national hosting standards. The renovations included a full lighting retrofit of the VIV field, the conversion of the VIV field to Bantam Baseball National standards, repairs to dugouts on all fields, Wi-Fi upgrades, security upgrades, concessions services upgrades and even the inclusion of a full service Ticketmaster box office onsite are just a few of the additions.

Additional departmental renovation projects in 2016 included, a modernization of the Credit Union Place bowling lanes which will continue into 2017. A new vision and branding has created a greater awareness of the facility within Credit Union Place, and increased sales by 12%. New features to the lanes include a lounge area, arcade, new decor and food service.

Our winter programming has been re-vamped and continues to grow. In 2016 we loaned community members snow shoes for them to explore Summerside green spaces during the winter. 4.5 km of trails were groomed in Heather Moyses Heritage Park and Rotary Friendship Park for cross-country skiers. 2016 also saw the operation of three outdoor skating rinks throughout the city. In 2017 the department will be adding free skate and helmet lending to our programming and continuing to encourage residents to have an active winter. Credit Union Place continues to be the heart of Summerside's Recreation and Leisure Community. Recorded activities show there were 209,329 activations in the Fit Stop, Aquatics complex, Bowling Lanes and Walking Track in 2016. (*2015 193,502).

Our Aquatics Centre adopted a new instructional programing through the Lifesaving Society. The program has had very positive feedback since implementation from instructors, students and parents. The Lifesaving Society program focus is driven by FUN and instructions relate to water safety vs competitive swimming and this new focus has already shown a 6% increase in swimming lesson registrations in the final quarter of 2016 alone.

Liaison to Community Services



**Councillor
Tyler DesRoches**

Director of Community Services



JP Desrosiers

COMMUNITY SERVICES

Along with their regular day to day beautification of Summerside, our Parks and Greenspace Division installed 7 new pieces of playground equipment throughout the city in 2016. 265 trees were planted, and \$25,000 in repairs were completed on Summerside's 7km of Baywalk. With support from our partners at ACOA, a \$50,000 renovation was completed at the Parkview Seniors Centre.

Credit Union Place continues its reputation on PEI as a well-known Maritime concert venue and in 2016 has played host to three major concerts commencing with James Taylor in May, Live Nation and the Family Channels "Big Ticket Summer Concert" and closing out the concert year with international Hip Hop Superstar Flo-Rida.

In closing, on behalf of the Department of Community Services and its staff we would like to thank the hundreds of volunteers and sponsors for making our programs and services possible and would also like to thank the thousands of members, users, enthusiasts, ticket buyers and visitors who took part in all that Community Services offered this year! We take pride in our work and look forward to serving you in 2017 and beyond!

Respectfully submitted,



Councillor Tyler DesRoches
Liaison to Community Services



JP Desrosiers
Director of Community Services



Culture Summerside is proud of its achievements in 2016. The year proved incredibly busy, and productive. Great strides were made in partnership building and the level of community awareness of Culture Summerside and its many projects substantially increased in the year. Program participation, tours and visitation numbers rose by over 20% percent.

The Cultural staff is especially appreciative of the opportunity in 2016 to carry out the 100th anniversary project, 1916: The Year the Great War Came to Summerside. Its many components drew in a number of community volunteers and brought to life the contribution and sacrifice of the men of Prince County who fought in the 105th Battalion in World War I. The project was made possible with funding from the Department of Canadian Heritage and the City. The four historic sites, Wyatt Historic House Museum, Lefurgey Cultural Centre, International Fox Museum, and Bishop Machine Shop Museum, offered interpretative programming to visitors, community groups, and schools. An example is the 2016 Christmas school program which hosted 690 island students, along with teachers and parents. The sites are drawing excellent reviews for their quality of interpretation.

The MacNaught History Centre and Archives continued to offer historical resources to many researchers in 2016. With the help of two key volunteers, 6200 new items - principally obituaries, death notices, and references to people - were published to the 10 PEIAncstry.com website. Transcribing of the Wyatt diaries continues with the support of Career Bridges. Each week Culture Summerside also has the pleasure of having a Community Connections client, entering data from early telephone books. A grant from the Community Museums Association of PEI allowed Culture Summerside to continue to catalogue, photograph and update collections records.

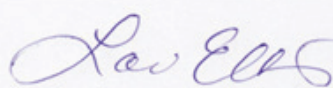
A new city tour highlighting 36 points of interest was created and awaits publication. A partnership with La Belle Alliance allows it to be presented in both official languages. Wyatt Heritage Properties Inc. received a New Horizons grant through Service Canada that permitted the promotion of the old world arts of blacksmithing and woodturning. The 2016 Cultural and Heritage awards overseen by Culture Summerside continued to bring awareness to the arts, heritage and cultural endeavours of individuals in the community. The annual year-round programs, Olde Fashioned Carnival, Ghostwalk, Arts in Motion, Concerts in the Garden, Storytelling, etc, experienced growth and received positive feedback for their quality. Thanks needs to be expressed to the many volunteers who made it possible to carry out the programs.

Culture Summerside, through its funding partners of the provincial and federal governments was able to offer creative and challenging summer employment to seven students. There is a Facebook page of Culture Summerside's alumni that reflects the career achievements of many of the students who started their work journey with WHP. Both Culture Summerside and Wyatt Heritage Properties Inc. have received funding for 150th anniversary celebrations for 2017.

Respectfully submitted,



Councillor Brian McFeely
Liaison to Culture



Lori Ellis
Manager of Culture

Liaison to Culture



Councillor
Brian McFeely

Manager of Culture



Lori Ellis

ECONOMIC DEVELOPMENT

Liaison to Economic Development



**Councillor
Brent Gallant**

For the year ending in 2016, Summerside's economic performance can be summed up by an air of optimism and transformative positive change. Summerside is a strong and resilient community that annually continues to diversify and expand and in 2016, the Summerside economy made major strides towards its growth objectives.

Summerside Economic Development continued to establish itself as a key networker and connector of business relationships and opportunities in Summerside. The department continued to advance opportunities in towards achieving economic success, embracing shared prosperity and building a strong community for Summerside, and have done it with key partners with shared goals.

In 2016, our business community continued to perform at the highest level in all dominant sectors of the economy including retail, professional services, aerospace, manufacturing, tourism and renewable innovation. 2016 saw the addition of IO Solutions Contact Centre in downtown Summerside through the refurbishment of 54 Central Street with over 100 full time positions, the establishment of HueGO Electric an innovative manufacturer of high quality LED Lighting Products and Smart Appliances, ADL Expansion, Nautican Research and Development Limited, the development of Nissan Automotive, New Retail Strip Plaza on Granville Street, two new apartments complexes with over 80 units combined and the opening of the Summerside Inspire Learning Centre to name a few of the significant projects in 2016.

Director of Economic Development



Mike Thususka

2016 was a year where collaboration and partnerships assisted in ensuring Summerside's opportunities were positioned to ensure our collective emphasis was directed towards our mission of:

1. Wealth Growth - Bringing higher paying jobs to Summerside
2. Assessment Growth - Increasing annually the industrial/commercial assessment
3. Population Growth - A focus on labour pool population to achieve our economic well-being

Looking ahead, we will continue to focus on our key sectors of prominence including Aerospace and Defense, Business and Financial Services, Information Communication Technology, Marine, Advanced Manufacturing and Renewable Innovation as well as our Industrial Validation Program. We will also work on attracting our share of start-up entrepreneurs through the Provincial Start-Up Visa Program. We will ensure our programs and approaches align to support and grow these clusters in Summerside. Further we will build on the direct success of our partnership with our prospecting partners and will be actively participating in outbound prospecting and client servicing to secure both inward and outward investments and growth.

We have successes from 2016 to celebrate, and targeted objectives set out to accomplish in 2017. As the lead agency in economic development for Summerside, we will continue to work on a variety of initiatives, programs and strategies throughout the coming year to ensure Summerside is at the forefront for PEI investment opportunities, and while many of our initiatives have immediate impacts and outcomes, the actual impact on a business or the community is often seen years after initial engagement or interest in Summerside. To that end, we plan to re-launch several programs from previous years in addition to some new initiatives with a renewed focus on seizing business opportunities, including a new labour-matching tool, ambassador program, and ex-pat program along with our new business-focussed social media and networking marketing channels, including our economic development web portal www.bigpossibilities.ca and twitter platform @SummersideBiz.

In 2017 we will continue to build working relationships and attract and grow investment from high growth, financially stable companies in strategic sectors by:

- Offering our key advantages of doing business in a sector based approach
- Mine local opportunities through strategic research and outreach
- Develop strategic tools for the “just in time” delivery of business intelligence
- Be the lead agency in Summerside in labour, investment and key infrastructure opportunities
- Target, grow and mature legacy programs to bring structure and expediency to realize opportunities
- Leverage and support our key partners to align and grow investment opportunities

In closing, Summerside is reaping the rewards of some strategic thinking, key partnerships, an aggressive marketing program, and city-led infrastructure programs and investments. Summerside’s Economic Development team in partnership with our vast networks will continue to lead.

Respectfully submitted,



Councillor Brent Gallant
Liaison to Economic Development



Mike Thususka
Director of Economic Development



HUMAN RESOURCES & LEGAL AFFAIRS

On behalf of the Human Resources and Legal Affairs Committee of the City of Summerside, I am pleased to submit the Annual Report for 2016.

Liaison to Human Resources and Legal Services



**Councillor
Brian McFeely**

Director of Human Resources and Legal Services



Gordon MacFarlane

This has been a busy, and rewarding year for the department. In addition to providing payroll services, benefits assistance, Council support, legal advice and guidance, representation, and health and wellness initiatives for our staff and their families, some of our Department's accomplishments have included:

Staffing

The Department was busy this past year with job competitions and staffing, including unionized, non-unionized, and management positions as well as student interns and seasonal employees.

Retirements:

Frank Murphy
Joe Peters J
Allan McNeill
Paul Cormier
Larry Blacquiere
Barry Arsenault

Internal Position Changes:

Shawn McCarthy - Corporal
Janelle Langin - Dispatcher
Ron MacLean - Sergeant

New Full-Time Employees

Chad Fraser – Waste Water Operator
Greg Walsh – Power Line Technician
James Wedge – Ice Maker
Jeremy Cameron - Electrician
Robbie Rankin – Event Manager
Neil Moore – Research Analyst

2016 saw several Health and Wellness initiatives including management and supervisor training, lunch and learns, contests and team building activities including photo contests, fitness challenges and recognition events including the ninth annual Green Commute Club encouraging City staff to walk, bike, or carpool to work from May until October. City employees taking part in this challenge saw tremendous health, environmental, and financial benefits from participation.

In June Rewards & Recognition bbq was held where employees were recognized for their long service with the former municipalities and now the City of Summerside.

The confidential Employees Assistance Program continues to be provided by Sheppel fgi. Statistics show that the program is well used by the City of Summerside Employees and their families.

Occupational Health and Safety remains paramount in our commitment to the health and safety of our most valuable asset – our people. Training, workplace inspections, active safety committees and a genuine commitment to continually working to compliance is paying dividends in terms of employee safety, engagement, and trust.

In closing I would like to thank the staff of the Human Resources and Legal Affairs Department for their support at over 100 meetings this year and their continued dedication towards maintaining the City of Summerside as a challenging, fulfilling, and rewarding place to work and provide services to the citizens of Summerside.

Respectfully submitted,

Councillor Brian McFeely
Liaison to Human Resources
and Legal Affairs

Gordon MacFarlane
Director of Human Resources
and Legal Affairs

FIRE SERVICES

During 2016 the Summerside Fire Department answered 190 calls requesting assistance, a decrease of 30 from 2015. While we had a decrease in the number of responses, we recorded the largest dollar fire loss in the history of the department for one year.

The large loss was primarily due to the loss of the Green Diamond building, stock and equipment, in Sherbrooke. Losses were also incurred in the Fitzroy Street house fire, Dekker Road barn fire, and shed fires on North Market Street.

During 2016 the Department hosted the Maritime Regionals for the "Firefighters Combat Challenge" at Credit Union Place under the leadership of Lt. Danny Richard. A large response from participants and on-lookers made the challenge a financial success for the Department.

On October 31st we accepted delivery of two new engines from Fort Garry Fire Trucks of Winnipeg, to replace Engines One and Two.

While the wheels of progress have come to a halt in 2016 with the move to a new Fire Hall, it is hoped we can get the wheels turning again in 2017.

Chair of Fire Services



**Councillor
Norma McColeman**

Fire Chief



Jim Peters

Respectfully submitted,

A handwritten signature in black ink that reads "Norma D. McColeman".

Councillor Norma McColeman
Chair of Fire Services

A handwritten signature in blue ink that reads "Jim Peters".

Jim Peters
Fire Chief

MUNICIPAL SERVICES

Liaison to Municipal Works



**Councillor
Gordie Whitlock**

In the Public Works Division, the City cleared snow from streets 24 times, sidewalks 17 times, salted streets 35 times, salted sidewalks 32 times, cleared downtown core 6 times, City Parking lots 23 times and cleared out fire hydrants 2 times. Public Works division spent \$440,000 on a new snow plow and a new sidewalk clearing machine. The following infrastructure was repaired during the year: 42 Driveway culverts, 113.9 kilometres of roadway were patched, 51.4 kilometres of sidewalks, 6.3 kilometres of boardwalk, 4 catch basins, loaded bio-solids material and performed grass cutting in vacant lots that are owned by the City.

The Water and Sewer Division experienced 18 water main breaks and 2 water valves were repaired. The City Water and Sewer Division assisted Technical Services Department in its capital work on new water and sewer main replacements providing sampling for testing of the mains for potable water before bringing the new mains on line. Staff performed 126 water disconnects, repaired 12 water services, and 4 fire hydrants. The Department installed 24 new water taps and sewer services this year. The Department responded to 134 sewer calls, 19 video inspections of laterals and mains, 8 sewer manholes and 14 sewer lateral repairs this year. The annual water report detailing testing and overall operations of the water utility is published on our website.

Summerside's tertiary Waste Water Treatment Plant had no effluent quality issues for 2016. The annual wastewater treatment report detailing the testing for the year is published in our annual report on our website. The biosolids processing/handling facility (N-Viro process) produced 3,963 tonnes of class A fertilizer which was sold to Agromart. The Summerside facility continues to handle all of the hauled septage from the western half of Prince Edward Island and has received in 2016 a total of 1,016,374 gallons. The plant's usage flow was 708,694,580 (792,239,800 2015 number) imperial gallons which is a decrease of 10.5% over 2015.

Director of Municipal Services



Greg Gaudet

Electric Services

The Electric Utility's Distribution Revenue from KWH Sales increased by 0.9% over 2015 mainly due to an increase in electric rates of 2.3% in March of 2016. The Residential sector increased by 1.1%, the Commercial sector increased by 0.5%, the Industrial sector increased by 2.2% and lighting increased by 1.5%. Revenue from total sales averaged 15.70 cents per kilowatt sold which was an increase of 2.95% over 2015. Exports of wind power to NB was 2,638,000 kwh's.

The City's energy makeup for 2016 came from NB Power at 57.4%, the City of Summerside Wind Farm at 22.6% and the remainder from the supply contract of wind energy from West Cape Energy at 20.0%. The kilowatt hours consumption decreased by 1.75% over 2015 largely because consumption was down in Residential customer sectors by 1.4%, Commercial Sector by 2.0%, Industrial Sector by 2.0% and with other sectors increasing by 1.3%. Generation at our Harvard Street generating station slightly decreased to 338,746 kilowatts hours from 399,013 in 2015. The need to run generation in 2016 was directly related to overloading of the submarine cable.

Distribution lines were extended for the new 64 unit apartment building on MacKenzie Drive, the new apartment building on Pope Road, the Nissan Car dealership on Pope Road and on Duke Street to support developments for a total of 0.6 km of new primary 16 circuit kilometers, 0.4 km of lines were upgraded and 1.2 km of secondary was replaced. In 2016, the Utility had an increase in growth of customers at 57 new customers. This resulted in a 0.1% customer growth for Summerside Electric.

Capital expenditures for the utility comprised of a new utility truck to be delivered in 2017, replacement of 163 poles throughout the system, new voltage regulators for the substation, and some control upgrades in the power plant.

Respectfully submitted,

Councillor Gordie Whitlock
Liaison to Municipal Services

Greg Gaudet
Director of Municipal Services

Councillor Greg Campbell
Liaison to Electric Services

INFORMATION TECHNOLOGY

The Information Technology (IT) department is responsible for the governance and formal controls over the corporate IT systems.

Manager of Information Technology

Below are some of the key responsibilities of the department:

- Administration & support of the LAN/WAN infrastructure (over 60 switches with a mix of fiber and Ethernet in over 15 buildings through the city).
- Support approximately 60 smart phones users.
- Provide a corporate perspective on information technology initiatives.
- Maintain approximately 130 domain connected computers.
- Support several Supervisory Control and Data Acquisition (SCADA) systems used within the City for water, electric and pollution control.
- IT physical and logical security.
- Maintain over a dozen servers with various software configurations.
- Provide a source of guidance for technology issues for staff and associated organizations.



Jason Muttart

The Information & Communication Technology department had a very busy year replacing dated equipment, inventorying IT assets, and still maintaining support to the end users.

The information technology world is an ever changing one; the City of Summerside is consistently changing with it. The Information & Communication Technology department looks forward to more growth for the city in 2017.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Jason Muttart', written in a cursive style.

Jason Muttart
Manager of Information Technology

TECHNICAL SERVICES

Liaison to Technical Services



**Councillor
Bruce MacDougall**

On behalf of Technical Services this 2016 Departmental Annual Report is being presented to the residents of the City of Summerside.

A comprehensive review of the Official Plan and Zoning bylaw has been completed, which proposes a vision and development goals for the next 5 years. Staff will be bringing it forward to Council and the public in early 2017.

A number of requests for subdivisions approvals were granted for minor subdivisions, lot consolidations, appendages as well as commercial, institutional and industrial lots. A number of residential and commercial site plans were reviewed for conformance with parking and building setbacks to property lines. Several requests were processed by Council under the City Official Plan and Zoning Bylaw including official plan and zoning amendments, variance requests, discretionary use requests, and conditional use permits.

Development in the City for 2016 has resulted in 186 building permits issued with an estimated construction value of \$14.1 million. Construction for 2016 saw 100 new construction starts, 44 additions / alterations to existing commercial and residential buildings. The inspector's position completed 489 inspections this year, relating to both fire and building related inspections.

Director of Technical Services



Aaron MacDonald

Water and Sewer Capital Projects carried out in 2016 included the replacement of the water mains on 7 different sections of streets. The City replaced sewer mains on 2 different sections of streets and had one well refurbished on South Drive.

The 2016 Paving Capital Project resurfaced 8.5 km of streets. The City's Capital Sidewalk Project also replaced 1 km of deteriorated sidewalks as well, 0.9 km of Concrete Curb Replacement and 0.34 kms of new curbs.

The Storm Sewer 2016 Capital Project was performed on 4 streets, Lockwood Dr., Valley St., MacKenzie Dr. and Reihl Dr. A Building Canada Funded storm sewer replacement project was carried out to replace 1.8 kms of storm sewer on South and North Drives including 1.3 kms of sidewalk and 200 meters of concrete curbing.

Traffic surveys were conducted at 65 City street locations this year to collect annual traffic data. Individual survey summary reports were provided to Police Services for their information and a summary report of Average Annual Daily Traffic was provided to the Economic Development department.

Respectfully submitted,

Councillor Bruce MacDougall
Liaison to Technical Services

Aaron MacDonald
Director of Technical Services

On behalf of Summerside Police Services this 2016 Departmental Annual Report is being presented to the residents of the City of Summerside.

In 2016, Summerside Police Services opened 6246 new files compared to 5527 in 2015. The actual criminal code complaints increased in 2016, to 1990 as compared to 1886 in 2015. In 2016 we had 340 accidents reported with 32 injury accidents reported. We again had a fatality free year.

The general patrol section consists of 18 uniformed positions in addition to six part-time officers who patrol the city 24 hours per day, 7 days a week. Our dispatch centre employs four full-time and one part-time dispatcher. Our police service also has a Court Liaison Officer, an Admin Assistant, and a Data Input person. The traffic by-law officer and patrol members issued 1589 municipal by-law tickets in 2016 along with 334 warning tickets. The Major Crime Unit of the Summerside Police Service is currently comprised of four full-time members with one person positioned full-time in a Joint Forces Drug Unit with the RCMP. This police service also has four members in the Tactical Troop in partnership with our counterparts in the municipal forces, and the Royal Canadian Mounted Police, along with one member on the Provincial Emergency Response Team. (ERT)

In 2016, the Prince District Joint Forces Drug Unit (RCMP & SPS) conducted 12 searches of residences, persons, and several vehicles, in the Prince County and Summerside area. These searches resulted in the seizure of Cocaine, Marijuana, Hash, Hash Oil, Marijuana Plants, a meth lab, and Synthetic Drugs such as Ecstasy, Methamphetamine and Amphetamine along with contraband cigarettes and prescription medications. As a result of search warrants executed and arrests in 2016, the drug section seized drugs with a street value in excess of \$67,000 and seized stolen property with an estimated value of \$40,000. As a result of these searches, seizures and arrests, there were 8 CDSA charges laid, 2 Tobacco & Excise Act charges along with 18 Criminal Code charges.

Youth Worker Dave Ellis is employed by the provincial government through Community and Correctional Services and Dave received 18 referrals from Summerside Police officers in 2016. The outreach program offers police officers the opportunity to divert youth away from the formal justice system while still holding youth accountable for their actions.

We wish to take this opportunity to express sincere thanks to the police services staff, for their commitment and dedication throughout the past year.

Respectfully submitted,



Councillor Norma McColeman
Chair of Police Services



Dave Poirier
Chief of Police

Chair of Police Services



**Councillor
Norma McColeman**

Chief of Police



Dave Poirier

FINANCIAL SERVICES

Liaison to Financial Services



**Councillor
Frank Costa**

As Chair of the Finance Committee, it gives me great pleasure to present to you this Annual Report on behalf of the Department of Financial Services.

The mandate of the Department is to provide leadership and support to senior management, Mayor and Council in making decisions regarding the assets and resources under the City's stewardship. In doing so, the Department strives to ensure that both groups have sufficient, timely and appropriate information, on which to inform current and future policy direction for the growth and betterment of the community.

In reflecting on the year just past, the Department continued several initiatives aimed at enhancing openness and accountability for results. For example, the Department led the development of a new utility collection policy which will help guide our efforts in ensuring residents keep their accounts up to date. As well, the City adopted proposed enhancements to our procurement policies and practices which will help streamline our acquisition of goods and services, while still ensuring that principles of good governance and accountability are respected.

In the interest of public engagement, a municipality needs to hear from its citizens on how it manages public resources. As a City we need to continue to reach out and address the growing needs of our community. To that end, and in the spirit of enhancing openness and transparency, the Department once again led and facilitated community outreach for input on budgetary priorities.

Looking ahead to 2017, the Department will be looking at effecting performance improvements in a number of areas, all with the intent of providing additional information to senior management, Finance Committee, and Council to make decisions. We look forward to the results of these projects and ultimately to enhanced transparency and accountability for financial results.

On a final note, I want to take this opportunity to express my sincere appreciation to all staff of the Department for the great work they do in support of transparency, accountability and public engagement. I look forward to continuing to work with the Department as it builds upon its accomplishments of this past year and setting a foundation for continued success.

Respectfully submitted,

Councillor Frank Costa
Liaison to Financial Services

Rob Philpott
Director of Financial Services





Deputy Mayor Bruce MacDougall
St. Eleanor - Bayview

Councillor Frank Costa
St. Eleanor - St. Leon Park

Councillor Greg Campbell
Filtwood - Paddy River

Councillor Norma McCollum
Central East - Downman

Councillor Gordon Whitlock
Summerside - North

Councillor Brent Gallant
Clifton - Market

His Worship Bill Martin
Mayor of the City of Summerside

Councillor Brian McFeely
Greenstone - Three Oaks

Councillor Tyler DesRoches
Hewitt





City of
Summerside

Prince Edward Island