

**Paul Gallant**

1957-2017



Paul Douglas Gallant was born in Summerside to Alyre and the late Mary (Barriault) Gallant. Paul worked for many years as Grocery Manager at IGA and for the last 18 years was Program and Scheduling Coordinator for the City of Summerside. He has been a fixture at Credit Union Place since it opened 10 years ago. Paul was a passionate sports enthusiast and sports statistician and was a registered Level 5 Umpire for softball and baseball, having officiated at 5 national championships across Canada. He was Games Control person for every national softball championship in Summerside and also served as Announcer and Time Keeper for the Summerside Junior Hockey Team. He was most proud of being in charge of the off-ice officials for the AHL Charlottetown Senators. Paul exemplified to all of us the true example of a loyal, dedicated, passionate employee, volunteer and friend. He is missed by all.

Dedicated to the **MEMORY**

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# City of Summerside STAFF

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## **Communications**

Joanne King

## **Community Services**

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Scott Purdy  
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## **Economic Development**

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## **Financial Services**

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Tyler Doyle  
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## **Fire Services**

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## **Human Resources and Legal Affairs**

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## **Information Technology**

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Greg Milligan  
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Robert Irving  
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Willie Noye  
Adam Blacquiere  
Bobby Dunn  
Jeff MacDonald  
Allan MacDougall  
Chris Babin  
Pauline Dicy  
Jason MacAusland  
Debbie Cameron  
Jamie Betton  
Randy McCourt  
Randy MacWilliam  
Jamie Rodgerson  
Andrew Peters  
James Wedge  
Chris Cole  
Jeff Mahar  
Mike Harris  
Winston Gallant  
Owen Sonier  
Robbie Betton  
Jordon Bigelow  
Rick Morrison  
Robert Nicholson  
Brody Cahill  
Paul LaMay  
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Chad Fraser  
Keith Sonier  
Jeremy Cameron  
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## **Police Services**

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Craig Murphy  
Brett Montgomery  
Robert Milley  
Jason Blacquiere  
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Connie Perry  
Dale Corish  
Lorna DeWare  
Gino Scichilone  
Grant MacLeod  
Joel Robichaud  
Charlene Cipolla  
Ronald MacLean  
Shawn McCarthy  
Patrick Daley  
Gina Lisi  
Ashley Davis  
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Milo Murray  
Amy Walfield  
Jonathan Kennedy  
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Dennis Sherren  
Chris Quinn  
Lindsay Rogers  
Sinclair Walker  
Tanya Yeo-Campbell  
Trevor Birt  
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Christine Gallant

## **Technical Services**

Mike Straw  
Tony Gallant  
Gary McInnis  
Jan Cameron  
Sandra Corkum  
Linda Stevenson  
Thayne Jenkins



Last year we all knew there was power in the possibility of change. The excitement, the potential, and the opportunity to write a new story is ever present. Summerside strives to create new jobs in our great city. In truth, we can make all the plans we want but we must never forget that one of our most important responsibilities is to ensure that we, your elected leaders, do EVERYTHING we can in order to foster the climate under which business and our community can thrive.

Last year, we promised a more strategic and accountable approach to investing your tax dollars. Our approach is fiscally responsible and transparent. We have a budget that takes the long, responsible view towards building prosperity in the city.

The City of Summerside provides hundreds of services that residents rely on every single day. For our business partners, we know this means delivering a positive customer experience and reducing red tape. We are going to make that happen. We will continue to be innovative in the green sector.

We will also maintain our focus on sports tourism. This is about building a better city and a more hopeful future for all residents. During the 2014 election residents of Summerside chose change. We have successfully completed a very rewarding, yet challenging year - doing exactly that. But we are not just better, we are stronger, we are more strategic. That is in large part due to three groups of people:

First, I want to acknowledge your hard-working City Council. I am extremely proud of how my colleagues have embraced change. We try new things and we work together to get it right. We are striving to do what is right, not what is easy and it is helping to revitalize the quality of public conversation and engagement in our city. Next, the talented and committed employees of the City of Summerside, I thank each and every one of them for their hard work and dedication toward building a better Summerside. We have accomplished a great deal in a short time and we will accomplish so much more in the year to come. Finally, and most importantly, You, all of you, all 15,000 residents. You engage in thoughtful dialogue with us, you share your valuable insights, and most importantly, you hold us to account.

Summerside is a different place today than it was a year ago. It is a better place. Together, we are thinking long term and together, we are thinking about quality of life. Because of you, we are taking action to boost the economy. Because of you, we are making investments in our shared future. You elected us to change the channel, to rethink leadership, and we are proud to deliver on your behalf. Summerside's time is now. We are committed to building a prosperous future for every citizen of this great community. We are better and we are stronger. We're inspired and we are hopeful. It has been my privilege and honor to serve as the Mayor of Summerside. Thank you.

Respectfully submitted,

A handwritten signature in blue ink that reads "Bill Martin". The signature is written in a cursive, flowing style.

*Bill Martin - Mayor*

On many counts, the City of Summerside found itself on the rise in 2017. A small sampling - commercial, residential and institutional construction escalated sharply in 2017. Jobs downtown jumped with prospects of more to come in 2018. New and improved sport and leisure programs took shape through Community Services and Culture Summerside. Cultural icons like the Lobster Carnival were reinvigorated and given a fresh face. It was a banner year for tourism, with tall ships flying their colours in the harbour and visitors buying goods and services from local businesses. Plans for the new Discovery Centre are advancing. The City is reaping benefits from the solar energy storage project at Credit Union Place, expanding the green agenda while reducing electricity consumption.

Other small cities have caught notice of Summerside's approach to public input on upcoming city budgets. In fact, by invitation, Summerside management have presented our participation story in other parts of Canada and the United States. We won't rest on our laurels, however, because there is so much more we want to try to improve public engagement in meaningful ways. Teams of seasoned experts keep the heart of the city beating every day, week, year in, year out. Best practice is the daily fare with our water and wastewater facilities. In 2018 we'll be shoring up our long-term water security with a brand new wellfield. Major investments to bolster our generation and distribution of electricity are on the books for 2018. The Urban Core Plan, an award-winning, visionary document will help guide future development in smart ways. Again, the team approach with this project finds the city in frequent collaboration with historical and heritage groups, business people, the Port Corporation and individual residents.

Putting it altogether into a doable budget—services, programs, infrastructure—is no small feat, especially when we aspire to high standards. High expectations from tax payers of value are on the line and rightfully so. Budget 2018 mirrors this philosophy in the ongoing quest to maximize results while minimizing costs. It isn't easy. It's not unlike a family budget, everyone doing the best they can with resources at hand, making tough choices, studying costs and benefits, striking a balance between immediate and long-term needs, distinguishing wants from needs, establishing priorities, saving for a rainy day.

Budget 2018 is about all this and more, sustaining and improving what we do now, identifying what we should do next, and planning wisely for what we must do later. No different than Summerside's residents, city council and staff care deeply about what's best for the city. My wish is that all of us together will do our best in 2018 to help make it happen.

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 community groups.
- Enhancing staff’s capacity to anticipate and respond to issues effectively.
- Enhancing communication within the organization.
- To build trust, meet public expectations.

2017 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, 2017 Annual General Meeting – Budget 2017, New Year’s Day Levee, Flag Raising Ceremonies and City and Mayoral Proclamations.

We look forward to 2018 as we continue to strengthen communications to all of our stakeholders, the city and the residents we serve.

Respectfully submitted,

A handwritten signature in blue ink that reads "Lorri Laughlin". The signature is fluid and cursive.

Lorri Laughlin  
*Director of Communications*

# COMMUNITY SERVICES

Within the City of Summerside's operations portfolio, the purview of Community Services, with 9 separate divisions, is certainly diverse. 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 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.

Sport & Event Tourism Summerside (SETS) and the Community Services events team executed a successful 2017 Home Hardware Road to the Roar Pre-Trials. 130 volunteers and staff put in tireless hours to ensure the curlers, coaches, members of the press and spectators all had a memorable experience all while leaving the community with a \$2 million dollar economic impact.

The Ray Carter Cup 15U Boys National Baseball Championships was a successful national tournament held at Queen Elizabeth Park in August. 260 athletes, coaches and officials visited Summerside during the tournament, leaving an economic impact of over \$1,252,000.00 on Prince Edward Island.

Schurman Park was the benefactor of the replacement of Credit Union Place rink boards. The retired boards were installed at Schurman Park in November and will have an operational rink when the weather allows. In the non-winter months, the boarded rink will be used for ball hockey among other recreational uses.

Since its inception in 2015, SETS has grown Summerside's sport tourism sector by leaps and bounds. SETS has supported small sports organizations in obtaining tournaments and events they did not have the capacity to do so in the past. The economic impact of SETS events in 2017, excluding Road to the Roar, is estimated at \$12 million dollars.

Credit Union Place will keep its name for another decade thanks to the network of Credit Unions across the Maritimes, which have officially committed to being the naming partner of Credit Union Place for an additional 10 years. In February 2017 a press conference was held to announce the naming rights extension and during this press conference details for the Credit Union Place's official 10 year birthday celebrations were announced and touted as the "Islands Biggest Birthday Party".

Sadly, in 2017 Community Services experienced a devastating loss with the passing of Paul "Balony" Gallant. He was a team member who played multiple roles throughout the city for over 3 decades. The department will forever strive to make him proud in all we do for the community.

Respectfully submitted,



Councillor Tyler DesRoches  
*Liaison to Community Services*



JP Desrosiers  
*Director of Community Services*

## Liaison to Community Services



**Councillor**  
**Tyler DesRoches**

## Director of Community Services



**JP Desrosiers**

# CULTURE

## Liaison to Culture



**Councillor  
Brian McFeely**

A whirlwind of activity is a fitting description for Culture Summerside's 2017 work year. The arts, heritage, and culture division of the municipal government operates five historic sites with an extensive year-round public programming calendar. Two of the sites, the Wyatt and Lefurgey Houses marked milestone anniversaries of 150 years as part of Summerside's streetscape in 2017. An anniversary grant was secured through Canadian Heritage to carry out a number of special events in celebration of these historic treasures that sit in our midst.

In marking Canada's 150, Culture Summerside partnered with Wyatt Heritage Properties Inc. (WHPI) to deliver a Canada 150 project entitled My Canada, My Place – Projections in Nation Building. The project joined art and technology to tell the often overlooked stories of the important role of the Confederation era working class in the building of Canada.

Extensive hours were dedicated to planning a future refurbishment of the 1911 Armoury, one of Summerside's most recognizable historic landmarks, into an interpretative center capable of telling Summerside's many rich cultural, historic, and current stories. Planning involved working with council, senior management, engineers, and prospective funding partners to guarantee the feasibility and wisdom of the project. The hope is that onsite work will begin mid to late 2018.

## Manager of Culture



**Lori Ellis**

Culture Summerside was honored to present the 61st edition of the Summerside Lobster Carnival. After public consultation Culture Summerside moved in the direction of returning the event to its original carnival format, site, and connection to the big week of harness racing in Summerside. The three day carnival celebrated three of Prince Edward Island's passions - lobster, harness racing, and good entertainment. In addition to the special celebrations and carnival, Culture Summerside carried out its extensive regular year round programming schedule both on and off site. Culture Summerside continues to review the Municipal Cultural Plan, and in 2017 made headway in the areas of promotion and awareness building, partnership building, and performance measurement. Collections management activities saw improvements to artifact storage conditions and intellectual order, which led to increased efficiencies.

Culture Summerside has a wonderful volunteer core that greatly contribute to the work of the division in celebrating and promoting heritage and arts in our community. Without our volunteers we could not present the quantity and quality of public programming, and archival recording that we do. We give our volunteers our heartfelt thanks.

Through various summer student employment programs, Culture Summerside was able to introduce high school and university students to the world of museums and cultural programming through employment as interpretative tour guides and assistant programmers. This added to our growing list of alumni who have gone on to contribute greatly to Canada's culture. Our staff look forward to serving our community in 2018.

Respectfully submitted,

Councillor Brian McFeely  
*Liaison to Culture*

Lori Ellis  
*Manager of Culture*



The City of Summerside is a place with a strong sense of community and an open-for-business mindset, where entrepreneurial and innovative ambitions are at the forefront of activity. Guided by strategic vision Economic Development's mandate is to generate wealth through job creation, increase annual commercial and industrial assessment, and grow the labour pool to achieve economic well-being. These goals sit at the very foundation of our initiatives to achieve them have established Summerside as the small city with big opportunities just as our message says. It is a story showcasing everything possible within an environment that is safe, cost effective and accessible.

2017 represented a significant turning point in cultivating relationships, furthering Summerside's innovation agenda and supporting business expansion and attraction. Concerted effort was made to build more robust tools and services under the Office's web portal [www.bigpossibilities.ca](http://www.bigpossibilities.ca) and an expanded social media following through the dedicated twitter account @SummersideBiz.

Some highlights include:

- Engaging with over 50 local enterprises seeking expansion advice regarding labour recruitment and investment briefs on the fiscal advantages of the city
- Opening over 75 new investment files with clients looking to establish a presence in PEI including Start UP Visa candidates facilitated through our partners at Innovation PEI
- Creating over 2,000 unique impressions through social media feeds on doing business in Summerside, raising the profile of opportunities that exist in our market
- Participating in 10 industry events focused on investment and trade development
- Developing new tools and collateral for the City's website [www.bigpossibilities.ca](http://www.bigpossibilities.ca) to further promote the unique advantages of doing business in Summerside
- Attracting three new clients to our Living Lab Program
- Working with internal partners, fostering a growing relationship with Samsung Renewable Energy to advance investment and innovation ambitions

### Liaison to Economic Development



**Councillor  
Brent Gallant**

### Director of Economic Development



**Mike Thususka**

As we move into 2018, we will continue to uncover immediate opportunities while maintaining the long-term view of creating a sustainable economy. We will be looking to engage even more passion from our business leaders to help us lead and advocate for Summerside. When it comes to promoting the value of economic investment in Summerside, there can never be too many people engaged in doing so and in 2018, a major thrust of our activities that will focus on ensuring we are all on the same page for messaging that stays consistent, relevant and business focused.

As liaison of Economic Development, I have set the goal of ensuring Summerside is recognized as a provincial, national and international leader in creating an environment that stimulates economic growth. Collaborating with our regional and national partners, we will continue to lead, facilitate and promote investment and growth opportunities in our city. Together, we can and will achieve our goals.

Respectfully submitted,

Councillor Brent Gallant  
*Liaison to Economic Development*

Mike Thususka  
*Director of Economic Development*

# FIRE SERVICES

## Liaison of Fire Services



**Councillor  
Norma McColeman**

During 2017 Fire Services answered 224 calls for assistance, an increase of 34 above 2016.

Two of the bigger fire losses were at the Livingston Steel Building and at a house fire on Argyle Street in Summerside.

2017 saw the retirement of two long-time firefighters, Captain Marcel Arsenault with 36 years of service and firefighter Mike Glover with 18 years of service. We thank them for their dedication and service.

As a result of these retirements Danny Richard was promoted to Captain of the Rescue Company and Kenny Blanchard was promoted to Lieutenant of the Rescue Company.

Purchases in 2017 involved new battery operated jaws-of-life and cutters. This purchase will aid the Rescue Company in a speedier response at accident scenes.

Respectfully submitted,

Councillor Norma McColeman  
*Liaison of Fire Services*

Jim Peters  
*Fire Chief*

## Fire Chief



**Jim Peters**



# HUMAN RESOURCES & LEGAL AFFAIRS

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:

David Holt  
Brian Conrad  
Mike Rioux  
Fred Gallant

### Internal Position Changes:

Greg Milligan - Power Plant Operator  
James Wedge - Power Plant Operator  
Christine Gallant - Fulltime Dispatcher  
Owen Sonier - Equipment Operator  
Robert Milley - Fulltime Police Constable  
Scott Purdy - Fulltime Ice Maker  
Paul Flannigan - Fulltime Ice Maker  
Chris Quinn - Fulltime Police Constable  
Jonathan Kennedy - Fulltime Police Constable

### New Full-Time Employees

Keith Sonier – Mechanic Foreman  
Chris Babin - Lineman  
Gina Lisi - Police Constable  
Logan Waugh - Police Constable  
Randy MacWilliam - Power Plant Operator  
Jamie Betton - Electrical Technician

2017 saw several health and wellness initiatives including management and supervisor training, lunch and learns, contests and team building activities including fitness challenges, health challenges like water-in challenge and meditation challenge, as well as the 10th Annual Green Commute Club encouraging city staff to walk, bike, or carpool to work from May until October. City employees and residents taking part in this challenge saw tremendous health, environmental, and financial benefits from their participation.

During National Public Service Week in June the Rewards & Recognition BBQ was held where employees were recognized for their long service with the former municipalities and now the City of Summerside. Retirees for that year were also recognized for their service to the City of Summerside.

The confidential Employee 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 we would like to thank the staff of Human Resources and Legal Affairs 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 residents of Summerside.

Respectfully submitted,

Councillor Brian McFeely  
*Liaison to Human Resources  
and Legal Affairs*

Gordon MacFarlane  
*Director of Human Resources  
and Legal Affairs*

### Liaison to Human Resources and Legal Services



**Councillor  
Brian McFeely**

### Director of Human Resources and Legal Services



**Gordon MacFarlane**

# INFORMATION TECHNOLOGY

## Manager of Information Technology



**Jason Muttart**

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

Below are some of our key responsibilities:

- Administration & support of the Local Area Network/Wide Area Network (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 12 servers with various software configurations.
- Provide a source of guidance for technology issues for staff and associated organizations.

Information Technology had a very busy year replacing dated equipment, inventorying IT assets, adding in the solar farm network at Credit Union Place, adding onto the existing SCADA network 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. Information Technology looks forward to continued growth for the city in 2018.

Respectfully submitted,

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

Jason Muttart  
*Manager of Information Technology*

**Public Works and Roads**

Public Works cleared snow from streets 20 times, sidewalks 18 times, the downtown core 4 times, city parking lots 20 times and fire hydrants 1 time they also salted streets 38 times and salted sidewalks 35 times. During the year, the following infrastructure was repaired - 38 Driveway culverts, 114.5 kilometres of roadway was patched, 51.8 kilometres of sidewalks fixed, 6.3 kilometres of boardwalk restored and 8 catch basins. Bio-solids material was also loaded and the grass was cut on vacant lots owned by the city. A new lighted crosswalk pathway was installed on Ryan Street by Athena Consolidated School, the traffic control lights at Notre Dame and Central were removed and replaced with light stop signs. Public Works had capital expenditures of \$300,000 for a new salt truck and salt storage facility; as well other expenditures included a new work truck, dump truck, and roof upgrades.

**Water Utility**

The Water Utility experienced 17 water main breaks and 4 water valves were repaired. The Water Utility assisted Technical Services in its capital work on new water main replacements providing sampling for testing of the mains for potable water before bringing the new mains on line. Staff performed 145 water disconnects, repaired 23 water services, and 2 fire hydrants. The utility also installed 23 new water taps this year. The annual water report detailing testing and overall operations of the water utility is published on our website. Capital expenditures were spent network upgrades, lab equipment upgrades and a safety wash shower for personnel.

**Sewer Utility**

Summerside's tertiary Waste Water Treatment Plant had no effluent quality issues in 2017. One overflow occurring at the Northumberland lift station occurred due to faulty controls and had been reported to the Government of Prince Edward Island's Department of the Environment, no Summerside Harbor closures to the shell fish industry resulted from this event. Our annual wastewater treatment report which details the testing for the year is published in our website [www.summerside.ca](http://www.summerside.ca) The bio-solids processing and handling facility (N-Viro process) produced 4,888 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 received a total of 1,155,844 gallons in 2017. The plant's usage flow was 661,812,580 (708,694,580 2016 number) imperial gallons which is a decrease of 6.6% over 2016.

The capital work for the new ammonia scrubber system to alleviate odors around the plant and the new centrifuge system was started late in 2017 and is expected to be completed by late 2018. The Sewer Utility assisted Technical Services in its capital work on new sewer main replacements, it also installed 23 new sewer services this year, responded to 129 sewer calls as well as conducted 17 video inspections of laterals and mains and 4 sewer manholes and performed 8 sewer lateral repairs this year.

**Electric Utility**

The Electric Utility's distribution revenue from KWH sales increased by 2.58% over 2016, mainly due to an increase in electric rates of 2.3% in March of 2017. The residential sector increased by 3.36%, the commercial sector increased by 2.0%, the industrial sector increased by 2.7% and lighting increased by 3.0%. Revenue from total sales averaged 16.10 cents per kilowatt sold which was an increase of 2.55% over 2016. Exports of wind power to New Brunswick were 2,685,000 kwh's. The city's energy makeup for 2017 came from New Brunswick Power at 57.8%, the City of Summerside Wind Farm at 23.7% and West Cape Energy at 18.5%. The kilowatt hours consumption remained flat from 2016 at 0% largely because of an equal rise in use in the residential sector versus a decline in use in the commercial sector. Consumption was up in residential customer sectors by 0.5%, commercial sector down by 0.4%, industrial sector down by 0.4% and with other sectors increasing by 3%. Generation at our generation station located on Harvard Street decreased slightly to 300,248 kilowatts hours from 338,746 in 2016. The need to run generation was lessened by the energization of the new interconnection cables to New Brunswick. The expectation for the future is to see the need for generation running to decrease in 2018.

**Liaison to Municipal Works**



**Councillor  
Gordie Whitlock**

**Director of Municipal Services**



**Greg Gaudet**

**Liaison to Electric Services**

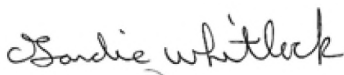


**Councillor  
Greg Campbell**

# MUNICIPAL SERVICES

Distribution lines were extended for the new Gamble Street extension subdivision, lines were upgraded along MacEwen Road to the end of Ryan Street, and on MacKenzie Drive to support developments for a total of 0.5 km of new primary circuit kilometers, 2.1 km of lines were upgraded and 1.4 km of secondary lines were replaced. In 2017, the Electric Utility gained 136 new customers which equal a 1.9% increase in customer growth. Capital expenditures for the utility comprised of 2.1 km of upgraded distribution lines, generating plant exhaust upgrades, replacement of 2 trans-closures, heating system upgrades at the generating plant, renovations to the service building at 94 Ottawa Street and finally a new battery and solar storage system at Credit Union Place.

Respectfully submitted,



Councillor Gordie Whitlock  
*Liaison to Municipal Services*



Greg Gaudet  
*Director of Municipal Services*



Councillor Greg Campbell  
*Liaison to Electric Services*



# POLICE SERVICES

In 2017, Summerside Police Services (SPS) opened 6160 new files compared to 6246 in 2016. The actual criminal code complaints decreased in 2017, to 1821 as compared to 1990 in 2016. In 2017, we had 352 accidents reported with 25 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 administrative assistant, and a data entry person. The traffic by-law officer and patrol members issued 1498 municipal by-law tickets in 2017 along with 327 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 Operation (JFO) with the Royal Canadian Mounted Police (RCMP). This police service also has three members in the Tactical Troop in partnership with our counterparts in the municipal forces, and the RCMP. In 2017 the PEI Provincial Emergency Response Team (ERT) was disbanded and is now stationed in of N.B.

In 2017, the JFO (RCMP & SPS) executed 7 Controlled Drugs and Substances Act (CDSA) warrants, 4 cell phone warrants, resulting in 12 persons being charged with offences contrary to the CDSA, Excise Act, Tobacco Tax Act, and Criminal Code. As a result of these searches JFO seized cocaine, cannabis marijuana, oil & plants. hash, cannabis resin infused products (chocolates and jelly candies), prescription pills (Dilaudid, Hydromorphone, Percocets, and Oxycodone), and synthetic drugs such as Methamphetamine pills and Crystal Meth. Further, JFO seized contraband cigarettes, knives, cash, and guns. As a result of the warrants executed and arrests made in 2017, JFO seized drugs with a street value in excess of \$107 000. Further, 20 CDSA charges were laid along with charges under the Criminal Code, Tobacco Tax Act, and Excise Act.

Youth Worker Dave Ellis is employed by Government of Prince Edward Island's Correctional Service and has received 22 referrals from SPS in 2017. This 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.

## Liaison of Police Services



**Councillor  
Norma McColeman**

## Chief of Police



**Dave Poirier**

Respectfully submitted,

Councillor Norma McColeman  
Liaison of Police Services

Dave Poirier  
Chief of Police

# TECHNICAL SERVICES

## Liaison to Technical Services



**Councillor  
Bruce MacDougall**

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 2018.

A number of requests for subdivision 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 2017 has resulted in 198 building permits issued with an estimated construction value of \$43.1 million. Construction for 2017 saw 110 new construction starts and 47 additions/ alterations to existing commercial and residential buildings. The inspector's position completed 317 inspections this year, relating to both fire and building related inspections.

Water and sewer capital projects carried out in 2017 included the replacement and upgrade of the water mains on 11 different sections of streets and the City replaced a section of sewer main on one street. The construction of our second well field has commenced and plans to be operational by the end of summer 2018. Upgrades to the City's Waste Water Treatment Plant have started and will be completed in the spring of 2018. Supervisory Control and Data Acquisition (SCADA) system for the City's sewer collection, pumping and treatment inventory was started in 2017 and will be operational by summer of 2018.

## Director of Technical Services



**Aaron MacDonald**

The 2017 paving capital project resurfaced 4.5 km of streets. The city's capital sidewalk project also replaced 1.5 km of deteriorated sidewalks and installed .5 km of new sidewalks; as well, 0.91 km of concrete curb replacement and 1.1 kms of new curbs.

Storm sewer capital project were performed on 2 streets, Westchester Street and MacWilliams Drive. A Clean Waste Water Fund (CWWF) assisted in a storm sewer replacement project carried out to replace 0.4 kms of storm sewer on King Street as well as three large box culverts and 0.7 km of new stormsewer on MacKenzie Drive.

Traffic surveys were conducted at 62 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 Economic Development. We have replaced an aging set of traffic signals at the intersection of Central and Notre Dame with four way stop signage and lane markings.

The Geographic Information System (GIS) software ArcMap and the associated data continue to be heavily utilized by staff as an aid in day to day decision making and discussion, as well as long term projecting and analysis. As new information is obtained it is stored with our GIS system and becomes available for viewing by all city departments. The ability to create precise visual representations of data can often highlight trends or patterns that may have not been obvious without visual or spatial context. Therefore, it is important to not only continue to add to the system but also to verify pre-existing data. Verification of existing information has become a priority as it is critical to operations staff but also as it is extremely vital for the development of any future GIS applications. Our Land Development Office also continues to be used by staff, for all its planning and Development applications.

In closing, we would like to express our thanks to the Technical Services staff for the excellent cooperation and assistance they have provided over the past year.

Respectfully submitted,

Councillor Bruce MacDougall  
Liaison to Technical Services

Aaron MacDonald  
Director of Technical Services



# FINANCIAL SERVICES

As liaison of the Financial Services, it gives me great pleasure to present this annual report on behalf of the department. The mandate of the department is to provide leadership and support to senior management and 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's new utility collection policy has led to improvements in revenue recovery, and fairness and equity for all rate payers. As well, the city undertook a comprehensive review of its operational spending and revenue generation, with the goal of identifying opportunities for improvement. I look forward to the results of this project.

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 2018, 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, the 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*

## Liaison to Financial Services



**Councillor  
Frank Costa**

## Director of Financial Services



**Rob Philpott**



