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ANNUAL REPORT 2019-20



City of
Summerside

Prince Edward Island

Summerside



I am pleased to submit the 2019-2020 Annual Report of the Mayor for Year ending March 31st.

Our fiscal year now is similar to the province and federal governments from March 1st to March 31st the following year. The former fiscal year for the City of Summerside was the calendar year.

April 1, 2019 was the City's 24th Birthday and on that date, we presented the Good Neighbour Award in memory and in honour of Her Worship the late Frances O. Perry who passed away in office in 1981. The recipient was Kendra Mellish. The presentation was made by the family of Her Worship the late Frances O. Perry. A large crowd was in attendance at City Hall for the presentation.

In April, we hosted the National Ringette Championship with Charlottetown which was very successful. As well, our Prince County Horsemen and Horsewomen Annual meeting was held on April 5th. We commend them for their efforts in keeping our racetrack, which opened in 1886, going strong and being successful.

On April 17, I attended a very successful Drug Awareness Public meeting at Three Oaks Senior High School. On April 24, I attended the Atlantic Mayor's Meetings in Halifax and on April 29, I attended our PEI Federation of PEI Municipalities Annual Meeting in St. Peter's Bay.

May 2: Annual Charlottetown Airport Authority meetings. May 3: Attended the Atlantic Mayor's Panel Summit in Charlottetown. On Saturday we attended the Chamber of Commerce Trade Show at the CUP. Then later I attended the PEI Annual CWL meeting which was held in Summerside to welcome all delegates and to bring greetings. May 5: Attended the Hospice Walk in Summerside. May 8: Attended McHappy Day at McDonalds to assist their fundraiser. May 16: Attended the Hospital's Annual Harry Homan Award Presentation. May 19: Attended CNIB Atlantic meeting. In late May, I attended the National Federation of Canadian Municipalities (FCM) annual meeting in Quebec City. The FCM is a very strong organization representing approximately 2000 municipalities in Canada.

June 6: Long service awards at City Hall for city employees. June 7: HMCS Oriole visited Summerside and attended Welcome Reception. June 8: Attended the annual Charter Night for the St. Eleanors Lions Club. June 11: Attended AGM for East Prince Youth Development Centre. June 13: Attended city employee BBQ. June 13: Attended PEI Construction Association Annual Meeting. June 13: Generation XX Youth Fundraiser at the Oval. June 14: Attended official opening of the PEI Legislature and Throne speech. June 19: Attended Canada Games 2023 Board of Directors meeting in Charlottetown. June 20: Three Oaks Senior High School Graduation at the CUP. June 23: Special Olympics at the CUP. June 26: Meeting with provincial Finance Minister.

July 1: D. Alex MacDonald was chosen as the Citizen of the Year and presented the George Key Senior Award. July 7: Closing of National Table Tennis Championship at the CUP. July 10: Meeting with Hon. Ernie Hudson and Dep. Min. David Keedwell. July 11: Opening of Lobster Carnival. July 12: Sidewalk sale at 12:00 and to Shediac at 5:00 for their Lobster Festival. July 13: Lobster Carnival Parade, reception, Governor's Plate Race. July 15: Celebrity golf tournament dinner at the CUP. July 17: PEI Over 55 Games meeting. July 18: Meeting with Minister MacKay, and meeting and supper with the National Community in Bloom judges.

August 10: Function at Confederation Centre put on by CN's 100th Anniversary. Aug. 15: To Moncton for Acadian Games Mayor's Roundtable. Aug. 17: Charlottetown for Gold Cup. Aug. 18: Judge Ribfest. Aug. 22: Meeting with Minister Jamie Fox.

August 24: 30th Anniversary of Barb McNeill's English Channel Swim. Aug. 30: Police Academy Graduation. Aug. 30: Classic Car Show downtown.

September 7: Grass Roots and Cowboy Boots fundraiser. Sept. 7: Hurricane Dorian. Sept. 8-11: meetings re: Hurricane Dorian and meeting with Minister Thompson re: damage. Sept. 18: Meeting for World Alzheimer's Day at Government House. Sept. 21: Attended George Olscamp's 100th Birthday. Sept. 26: International Communities in Bloom Conference in Yarmouth, NS and put bid in for Summerside in 2023.

October 1: Senior of the Year presentation to Paul H. Schurman in Charlottetown. Oct. 2: Atlanticode announcement of coming to Summerside. Oct. 3: Atlantic Mayor's meetings in Campbellton, NB and put bid in for 2020 in Summerside. Oct. 9: Meeting in Kinkora with PEI Municipalities and Minister Fox. Oct. 10: Presentation to Jim Peters for his retirement as Fire Chief. Oct. 23: Breakfast with Premier King and Greater Summerside Chamber of Commerce. Oct. 24: Culinary Institute for Kidney Foundation fundraiser. Oct. 26: Semi-annual PEI Federation of Municipalities in Souris. Oct. 29: Canada Games meeting in Charlottetown.

November 1: Veterans Welcome in Miscouche. Nov. 6: Slemon Park for press conference re: new housing development. Nov. 8: Attend Andrews Lodge for Remembrance Day ceremony. Nov. 11: Remembrance Day Ceremonies at CUP and banquet at Legion. Nov. 22: City Christmas Parade. Nov. 28: Chamber of Commerce Excellence Awards. Nov. 29: Summerside Firefighters Annual Awards and banquet. Nov. 30: City Staff Christmas Dinner.

December 2: Kinsmen Christmas Appeal. Dec. 6: Day of Remembrance for Violence Against Women. Dec. 31: CUP New Year's Countdown.

January 1, 2020: New Year's Levee at City Hall. Jan. 31: Andrews Lodge 20th Anniversary.

February 14: Flag Day at Athena School. Feb. 21: Mayor's Heritage Tea. Feb. 24: Opening of 55+ Games at Silver Fox.

March 2: City Budget Presentation and Speech. March 17: City Hall started to cancel all meetings and closed City Hall on March 20.

In closing, I want to say thank you to my fellow Councillors and Deputy Mayor Norma McColeman for their hard work and dedication to the City of Summerside. I also say thank you to all City staff members.

We have had a great working relationship with the Federal and Provincial governments and we thank them for their support on many projects.

We look forward to many new developments in our City in the coming year. We look forward to working with the Chamber of Commerce, Tourism Summerside, and all organizations for the next few years. In the coming year, we look forward to hosting many events and functions.

I wish all residents and businesses all the best in the coming year.

We will continue to work hard for our city and keep on trying to improve the infrastructure of our City, including our Fire Hall, which is just about at its last year or so.

Thank you to all and have a good year ahead,



Mayor Basil L. Stewart, O.C.

Annual Report of the Mayor

City of Summerside Staff

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City of Summerside **STAFF**

Administration

Lisa Langdale

Community Services

Cheryl Bell
Robin Cormier
Michael D'Agostino
Chantal Delaney
Toni Geary
Krista Lynch
Robbie Rankin
Mitchell Shea
Krista Shields
Ryan Steele
Trent Williams

Culture Summerside

Marlene Campbell
Fred Horne
Carol MacFarlane
Jean MacKay
Sara Zilke

Economic Development

Neil Moore

Financial Services

Roger Ahern
Hannah Bigelow
Angie Blanchard
Michelle DesRoche
Jennifer Egan
Mysie Merrett
Jeannie Short

Fire Services

Lawrence LaPierre

Human Resources and Legal Affairs

Brian Hawrylak
Michelle MacLeod
Ashley Schurman

Information Technology

Nicholas Doyle

Municipal Services

Sam Arsenault
Robert Betton
Jordan Bigelow
Adam Blacquiere
Robert Broderick
Brody Cahill
Debbie Cameron
Jeremy Cameron
Dale Coady
Chris Cole
Pauline Dicy
Nick Doucette
Bobby Dunn
Ryan Ellis
Chad Fraser
Winston Gallant
Gerald Giroux
Mike Harris
Dillon Hedderson
Robert Irving
Jason MacAusland
Jeff MacDonald
Owen MacDonald

Allan MacDougall

Jeff Mahar

Joey McCarthy

Randy McCourt

Robert McFeely

Randy McWilliam

Greg Milligan

Rick Morrison

Jennifer Nelson

Joe Noonan

Willie Noye

Doug Parker

Joe Pendergast

Andrew Peters

Stewart Razavet

Tammy Rushton

Owen Sonier

Rob Steele

Leah Stetson

Brett St. John

James Wedge

Police Services

Cathy Arsenault

Jason Blacquiere

Kim Campbell

Charlene Cipolla

Dale Corish

Patrick Daley

Ashley Davis

Lorna DeWare

Jennifer Driscoll

Christine Gallant

Jonathan Kennedy

Gina Lisi

Ron MacLean

Grant MacLeod

Shawn McCarthy

Rob Miller

Robert Milley

Brett Montgomery

Craig Murphy

Milo Murray

Constance Perry

Christopher Quinn

Joel Robichaud

Lindsay Rogers

Wade Ryder

Luigino Scichilone

Renee Silva

Peter Stay

Mike Stevenson

Sinclair Walker

Amy Walfield

Logan Waugh

Tanya Yeo-Campbell

Technical Services

Sandra Corkum

Tony Gallant

Thayne Jenkins

Gary McInnis

Linda Stevenson

Mike Straw



Carl Newson was born on May 1, 1938 in Inkerman, PEI to the late Arthur and Margaret (Matheson) Newson. We was married to his beloved wife Hazel (Parkman) Newson and together they welcomed two children, Carla Burgess and Stewart Newson, both of whom currently reside in Nova Scotia. Carl was a very proud "Grampie" to four grandchildren.

Carl joined the Summerside Police Department on January 23, 1960. He was promoted to Corporal in 1973 and then to Sergeant in 1980.

Carl spent the last few years of his service as the court officer for Summerside Police Service before retiring on January 28, 2000 after 40 years of service to the City of Summerside.

Actively involved in the community, Carl volunteered with the Multiple Sclerosis Society and the Canadian Cancer Society. He was also a long-standing member of the Canadian Association of Chiefs of Police. Carl received several long service medals including the Police Meritorious Service medal presented by the Duke & Duchess of York in 1989 and his 30-year service award in July 1992 by His Excellency Ramon Hnatyshyn, the Governor General of Canada.

Carl continues to be fondly remembered and greatly missed by all who knew him.

On behalf of the City of Summerside staff, I am pleased to issue my first Annual Report.

Albert Einstein once said, "In the middle of difficulty, lies opportunity." With that as a guidepost, it can be said that 2019-20 offered many opportunities for the City of Summerside to test its mettle.

Whether it was the ability to respond and recover quickly from post-tropical storm Dorian, or our ongoing efforts as a community to help "flatten the curve" of the coronavirus pandemic, Summerside demonstrated time and again its resilience, entrepreneurship, and ability to "punch above its weight" on a whole host of initiatives.

To do this requires commitment, dedication, imagination and creativity. I am truly fortunate to work with a superstar senior leadership team, backstopped by many years of experience in their commitment of service to our community.

For six years, our City team was led by Bob Ashley, who retired earlier this year. Bob helped raise the bar as to what we could accomplish as a team and as a community, and he left big shoes to fill. Many of the accomplishments cited in this year's report are due in no small part to Bob's leadership, vision and steady guidance.

As before, the City continues to lead the way on regional energy projects and engagement with international partners. Our electric utility team strives to ensure that residents have access to safe and reliable electricity, while our Municipal Services group serve as strong stewards of our water, wastewater and storm management systems.

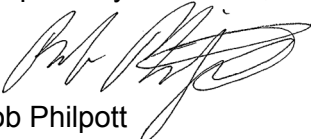
The Community Services department continues to deliver high-quality events and programs, with a keen eye cast towards an exciting 2021. And, our Technical Services team managed a broad range of infrastructure projects throughout the community, while providing strong leadership and guidance on development opportunities within the City.

But it doesn't stop there. Our Economic Development team is always exploring new directions in which to build on our City's reputation as an energy leader. And, while it is important to know where we are headed, it is also important to know where we came from, and thanks to Culture Summerside, our City's rich history and heritage will be preserved for years to come.

Finally, we look to our police and fire departments to keep us safe and secure, and we salute their commitment to our community.

Having been with the City for almost eight years, I can attest to our resilience, strength and the perseverance of our political leadership. Our community was tested many times over the past year, and each time it rose to the challenge. We look forward to what the next year will bring in terms of partnerships and other opportunities to develop our great community.

Respectfully submitted,



Rob Philpott
Chief Administrative Officer



Rob Philpott
Chief Administrative Officer

COMMUNITY SERVICES



Councillor Cory Snow
Community Services Chair

The City of Summerside's Community Services Department manages a diverse portfolio that features year-round programming and events, over 200 acres of green space, parks and community trails, the City's community centres and seniors centre, not to mention managing and operating the City's flagship sport, recreation and entertainment facility, Credit Union Place.

The Departments focus has always been, and continues to be, focused on serving as the driving force behind the City's vibrant community, health and wellness, and civic pride.

From major infrastructure announcements, such as the development of a hotel on the grounds at Credit Union Place, and the return of Atlantic Canada's premier motorcycle festival, Atlanticade, to the devastating impact of Hurricane Dorian and the Covid-19 pandemic, this year was like none other.

Spring 2019 kicked off with the National Ringette Championships, following by the Atlantic Judo Open, Eastern Canada Gymnastic Championships and the National Table Tennis Championships. These four Atlantic and National sport tourism events made for a busy start to the year. Combined with these championships was over 120 minor sport tournaments that took place at the various sporting facilities throughout the City. Sport Entertainment Tourism Summerside (SETS) continues thrive and attract world renown talent and entertainment to Summerside on an annual basis.

Summer started with some exciting news with the announcement of a hotel development on the grounds at Credit Union Place. With this being one of the biggest announcements since the development of Credit Union Place, the hotel will be a welcomed addition to an area of Summerside that continues to see immense development. Shortly following this news, the Community Services Department announced that the Atlanticade Motorcycle Festival will be returning home to stay at Green Shore on the Summerside waterfront.



JP Desrosiers, Director
Community Services

The Community Services Department annually hosts several family activities and events. These once again included Canada Day, Nature Fest, Remembrance Day and New Year's Eve. Not to mention the numerous PD Days and March Break Programming that takes place annually at Credit Union Place.

The Veterans' Convention Centre (VCC) and Credit Union Place meeting rooms saw a significant jump in bookings due to a few regular weekly user groups and an increase in the demand for meeting and conference space in the City. Up from 700 to 1,013, Credit Union Place saw its best year yet in regards to hosting meetings, conventions and tradeshow, such as the ADL Food Show, Choose Summerside, Grass Roots and Cowboy Boots PCH Fundraiser and Boys and Girls Club Celebrity Dinner and Gala to name a few.

The Parks and Greenspace division had yet another busy year maintaining and beautifying the City's outdoor spaces. A newly rejuvenated Lefurgey Park was opened with several new playground structures and a large sports pad for basketball and ball hockey. Several other parks saw upgrade and the installation of new playground structures including Centennial Park, Fairview Park and Maplewood Heights Park to name a few.

Credit Union Place continues to attract world-class talent with several upcoming concert announcements, such as Jann Arden, Clint Black and Bachman Cummings. Not to mention for the first time in its history, Credit Union Place was transformed into a theatrical setting and hosted the world-renown musical, We Will Rock You, to a sold-out crowd. Shortly following this show, the way we went about our everyday lives changed suddenly due to Covid-19 and staff worked to reschedule the long list of shows and entertainment.

Although 2019/2020 was yet another banner year for the Community Services Department, it ended abruptly in mid-March due to the Covid-19 pandemic. This also unfortunately ended the Summerside Western Capitals season in a year where they sat atop the MHL standings and ranked 2nd nationally in the Canadian Junior Hockey League (CJHL) standings.

2019 was certainly an eventful year for the Community Services Department with several new initiatives, events, program and facility upgrades. The Department looks forward to continue serving Summerside residents in 2020 and beyond, and would like to thank Mayor and Council for their continued support.

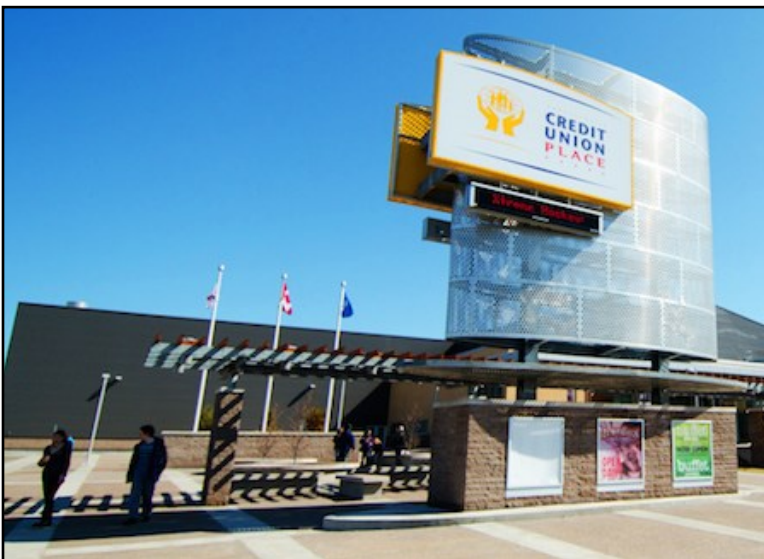
Respectfully submitted,

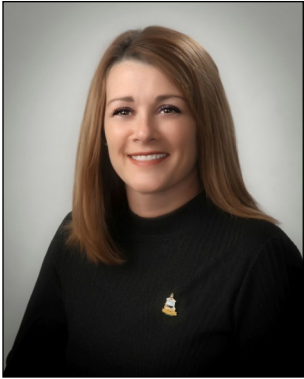


Councillor Cory Snow
Community Services Chair



JP Desrosiers
Director of Community Services





Councillor Carrie Adams
HR, Legal and Culture Chair

The 2019-2020 year has proven to be very productive for Culture Summerside. Staff headed several initiatives to broaden audiences, build profile and increase cultural awareness. In 2019 our staff remained committed to the objectives set by our Municipal Cultural Plan, and a number of advancements have been realized. Collection care and access to collections remains a priority. Collections management activities included work on the Wyatt Museum and Fox Museum collections as well as the MacNaught History Centre and Archives' archival collections.

Reaching out to new audiences continues to be important in our work and this past year was no exception. We engaged with our community in the successful delivery of the

Mayor's Heritage Tea and the presentation of the Heritage and Culture Awards. Culture Summerside was chosen by Lieutenant Governor Antoinette Perry to organize and lead the special anniversary edition of National Flag Day held at Athena Consolidated School. We developed and delivered the "1919 - PEI Soldiers Return from the Great War" Project. The project included a lecture series with guest speakers, a published commemorative booklet, "After the War" exhibit and a musical and drama performance at Trinity Church. This project was nominated for the Governor General's History Award for Excellence in Community Programming, shortlisted with only 25 other chosen projects all across Canada. The summer months saw the continuation of our Concerts in the Gardens series with eight nights of music. Our 2019 Olde Fashioned Carnival delivered in June, and the annual Ghost Walk in October, were the most successful editions to date. Community participation in these signature events is growing year after year.



Lori Ellis, Manager
Culture Summerside

Visitors to the City's museum sites were pleased with the service and quality of venues delivered and provided positive feedback. Culture Summerside accessed employment funding for seven summer employment positions in 2019. High school

and university students were hired as interpretative guides, researchers, programmers and data entry personnel. Various community groups continued to utilize the Lefurgey Cultural Centre as meeting and workshop spaces in 2019. Lefurgey also had numerous venue rentals throughout the year, including weddings, meetings and workshops. The "Sixty Days of Fame" exhibit series held in the MacNaught gallery continued to highlight local artists and attract visitors. Back for 2019 was the "Draw of Art" fundraiser in November, which saw the highest amount of participation for the event so far in both number of works donated by local artists and the number of attendees.

In December, we welcomed several different school groups to the Wyatt House Museum for our educational Christmas programming. New for 2019 was the "Christmas at the Wyatt House Museum" event. Visitors were invited to tour the Wyatt Museum that had been elegantly decorated for a Victorian Christmas while enjoying live piano music and hearing the Wyatt stories told by staff and volunteers.

The 2019 Summerside Lobster Carnival was produced and delivered at just over \$104,000 of hard costs, and additional in-kind services from the community. Over \$72,000.00 was generated in cost recovery through sponsorship, in kind and earned revenue. Approximately 91% of event expenditures went back into the local

economy. In 2019, we increased our off-island marketing and developed promotional packages for tourists with some directed at the harness racing industry along the Eastern Seaboard. This important Island event remained focused in 2019 on its original 1956 mandate of lobster and attracting tourists.

The Summerside Arts Festival, a Wyatt Heritage Properties Inc. event, is an important contributor of increased revenue for over 300 local artists and artisans each year. In 2019 this event directed in excess of \$75,000 back into our local economy. Much of this funding, generated from National and Provincial sources, also supports other business in the creative industries such as lighting and audio-visual specialists, graphic designers, and media and printing outlets among others. After years of planning and sourcing funding, one of the most exciting aspects of the year was that the restoration project finally began on the 1911 Armoury Building. A team of engineers and staff began the work of preparing for renovations that will continue through 2020.

Respectfully submitted,

Councillor Carrie Adams
HR, Legal and Culture Chair

Lori Ellis
Manager of Culture



ECONOMIC DEVELOPMENT

Summerside is well positioned for investment and our economic fundamentals are some of the strongest on the Island. The office continued its track of servicing a variety of clients taking a deep look into investment opportunities throughout the year. Investors and businesses took significant strides in 2019-2020 and the following is a snapshot of some of the key developments:

- Over twelve immigrant investors began operation in Summerside in a variety of sectors including retail, manufacturing, and export-based business. The anticipation for 2020-2021 is also showing positive signs with dozens more looking to establish in Summerside.
- Our global award-winning Living Lab Program facilitated 3 projects furthering validation and North American expansion aspirations for foreign based companies.
- Summerside hosted our second United Kingdom Foreign Direct Investment Mission, hosting 3 companies looking for a North American base to expand.
- In February 2020, the office completed its Business Retention Survey which included a 90%+ satisfaction rate among businesses regarding doing business in Summerside.
- Summerside secured funding for its new \$68M Sunbank, Solar/Battery Project set to begin in Fall 2020.
- Summerside's Business Commons Eco Park – 14 acres, 115,000 SF of future light manufacturing space nearing completion of site servicing and preparing for first tenant in Fall 2020.
- Local Companies Continue to Expand and Grow in a variety of sectors.
- Residential Building Permit value (\$22M) about double the past decade.
- Investing in Downtown Property as part of Rejuvenation Strategy.

Locally

We have noticed that given our quality infrastructure, sound business fundamentals, and our stewardship in renewable energy that businesses build capacity and grow their operations in Summerside. A great example is IO Solutions that is looking to hire another 150 people to service their client base, and they have identified Summerside as their centre of excellence to make that a reality.

- Other companies of note on a hiring trajectory include
- Other IT companies looking to hire – 30 positions total
- New 17,000 SF scientific manufacturing tenant for Eco Park
- New cannabis extraction company with 10 new positions
- New investments in aerospace sector planned for Q1 2021
- Based on our client hopper assessment of our current candidates, Summerside could see new demand of over 65,000 SF of office space, over 150,000 SF in new retail space, and over 100,000 SF in new industrial space

Given our investments in some major projects like the Sunbank, Downtown, and even recreation, companies are looking to forge relationships and partnerships with Summerside to play an active role. Our Summerside Business Commons Eco Park has been popular because of the top-quality infrastructure as well as the philosophy and strategic approach we are taking in our tenant attraction strategy.

We are also working with firms, negatively impacted by COVID, that are looking for advice and guidance on supports, strategies, and opportunities. We are seeing an emphasis on our first-class companies looking to maintain and grow their operations as they embrace some of the realities brought on by COVID.

Nationally and Internationally

With the new realities we are facing globally, companies are looking for locations to tap into markets as well as shore up business. The East Coast has always been thought of as a quality investment location given our strong business attributes. Further, Summerside has always punched above its weight in terms of showcasing its business opportunities, its track record of international success, and its customer service. Inquiries are now based on those looking to grow their footprint in North America and looking at different markets to do so.

Internationally, those inquiring look to benefit from our networking and marketing work, positioning Summerside as the gateway to North America. We see more and more international clients looking to establish a foothold in North America to shore up supply chains and be closer to their customer base. Summerside is a great choice for this investment and that is evident in all sectors, including manufacturing, aerospace, and renewable energy.



Councillor Brian McFeely
Economic Development Chair

Summerside Business Commons – An Eco Industrial Park

Summerside Business Commons is the newest and most advanced business location for companies seeking a balance between sustainability and efficiency. It is where some of the most talented people converge to create and innovate in a business environment that enhances success.

Construction has begun on Summerside's Eco Park bringing with it the future supply of fully serviced non-residential building lots. This park represents a strategic long-term investment to bring much-needed stock of light manufacturing/processing business space to the market, something Summerside has been severely lacking. The 14-acre park will see just over 115,000 SF of building inventory when fully complete and will feature the latest in innovation and adaptability to "green and sustainable" practices and technologies that build on what Summerside is known for.

This is a long-term investment to help set our community up for success to grow and attract critical jobs and businesses to the area. Summerside Business Commons is a belief and approach that establishes a balance between social, economic, and environmental objectives.



Mike Thususka, Director
Economic Development

It's the Right Investment Choice

Summerside has and always will continue to ensure our business environment is conducive to business, and we are seeing those efforts paying off. Summerside has vast investment and business growth potential and with our export-minded approach and business composition, Summerside is a great choice for companies looking to grow and expand.

Respectfully submitted,

A handwritten signature in black ink that reads "Brian McFeely".

Councillor Brian McFeely
Economic Development Chair

A handwritten signature in black ink that reads "Mike Thususka".

Mike Thususka
Director of Economic Development

FINANCIAL SERVICES



**Deputy Mayor
Norma McColeman
Financial Services Chair**

The mandate of the Financial Services 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. As Chair of the Finance Committee, it gives me great pleasure to present this Annual Report on behalf of the Department of Financial Services. The City of Summerside's audited consolidated financial statements for the year ended March 31, 2020 have been prepared pursuant to the Municipal Government Act of PEI and are in accordance with Canadian Public Sector Accounting Standards. These financial statements are the responsibility of City's management and are prepared by city staff and have been audited by our independent external auditors, Grant Thornton LLP. This audit has been conducted in accordance with Canadian Public Sector Auditing Standards and their opinion is expressed in their audit report which is contained in our financial statements released during our annual meeting.

The City is committed to sound fiscal management and maintains a system of internal accounting controls which are designed to safeguard the assets of the corporation and provide reliable financial information. The financial performance of the City is explained using the following indicators and highlights:

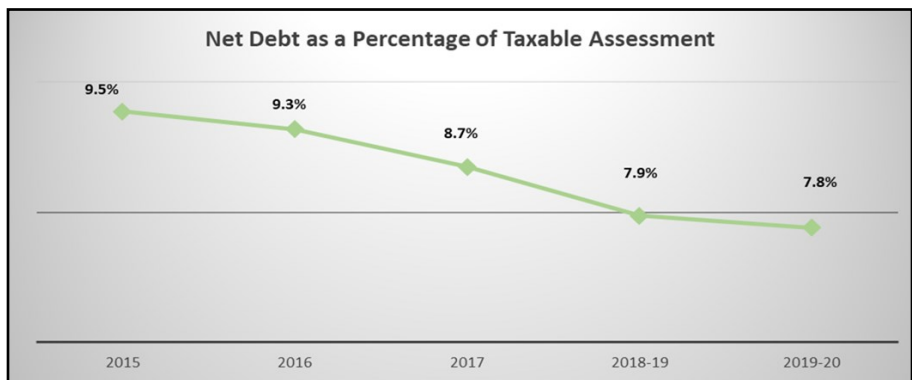
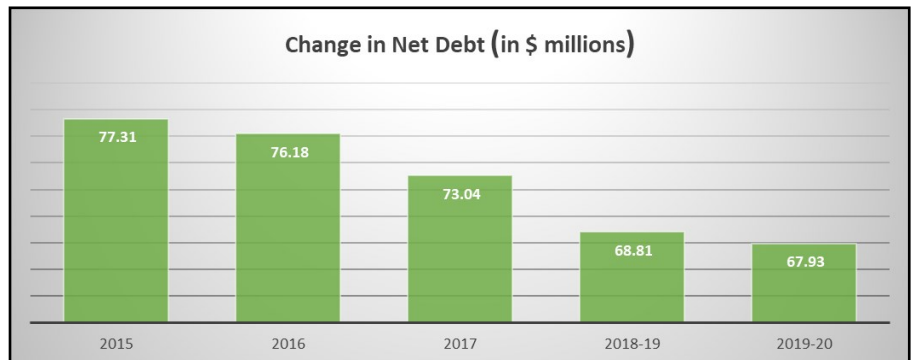


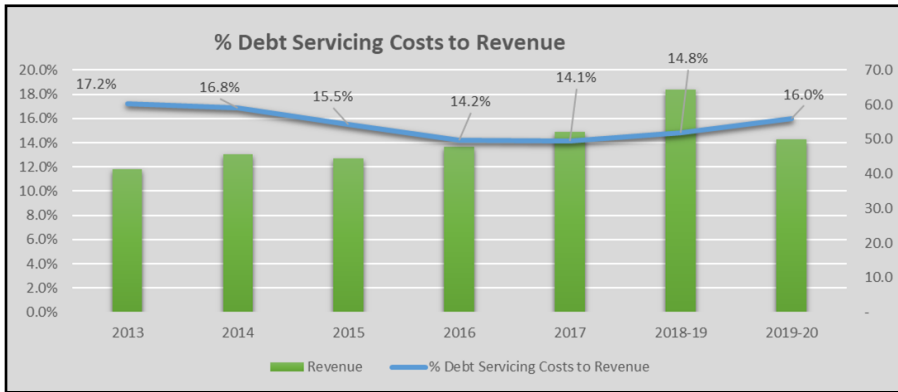
**Kristen Dunsford, Director
Financial Services**

Net Debt is an indicator of financial position and is the difference between financial assets and liabilities. It is an indication of future revenue requirements needed to pay for past transactions and events. The City's net debt continues to be reduced (at March 31, 2020 = \$67.93 million compared to \$77.31 million at March 31, 2015) and this is the result of paying down debt and/or reducing the amount of capital expenditures requiring debt financing.

Significant investments continue to be made to our capital infrastructure. The level of investment in new and replacement of assets will fluctuate

from year to year mainly due to infrastructure funding received from other levels of government through their funding programs. The City of Summerside ensures that any opportunity available for participation in these funding programs is a priority. Our capital planning allows us not only to have capital projects determined but also the ability to fund the municipality's share of these expenditures. Part of this capital planning relates to our borrowing limit which is 10% of our property taxable assessment. The chart on the following page shows our debt limit remaining and that even though our long term debt has increased the City is still well under our legislated borrowing limit.

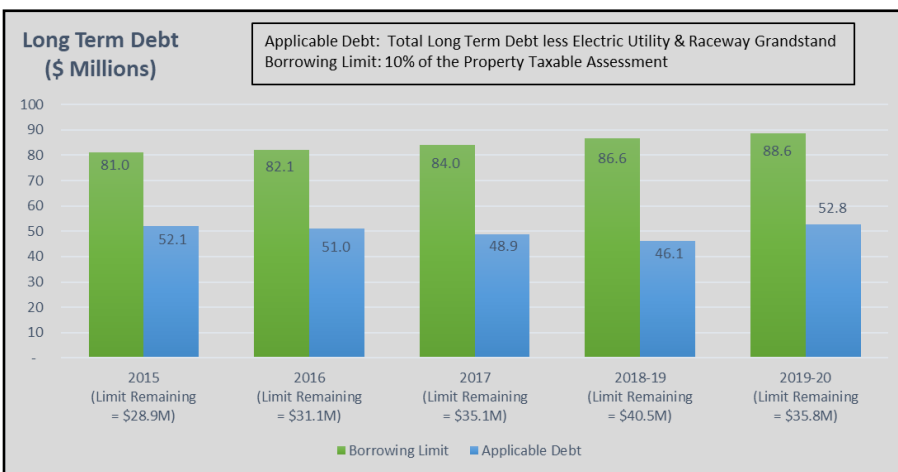




In addition to maintaining a healthy debt limit available it is prudent to ensure that the level of long term debt can be serviced through operations. Our debt service costs as a percentage of revenue have ranged from 14.1% to 17.2% of revenue over the last seven years.

As noted earlier we continue to have significant spending on our capital infrastructure and must continue to make these investments while managing our debt service costs. During 2019-20 we spent \$10.4 million on new and replacement assets. 64% of our 2019-20 capital expenditures were funded through current year operations and funding received from infrastructure programs. We must continue to source funding opportunities in order to maintain these levels of capital expenditures while continuing to reduce our net debt, long term debt and debt servicing costs.

During the 2019-20 fiscal year we were exposed to two extraordinary events. Post Tropical Storm Dorian, experienced in September 2019, resulted in significant clean up and restoration costs which have been absorbed in operations while we pursue recoveries through our insurance policy(s) and provincial disaster recovery program claims.



The second event, the COVID-19 pandemic, did not affect 2019-20 operations as it did not start impacting our municipality until mid-March 2020. As this pandemic continues to be dynamic and the duration and magnitude is unknown, we will continue to monitor our operations for revenue short falls and increased expenditures that may occur. Even though it is expected that this pandemic will have a negative financial impact on the City we are confident that our liquidity will be sufficient to allow essential services to be proved to our residents.

We look forward to the many opportunities ahead of us and the Financial Services department will continue to effect performance improvements in a number of areas so that we are able to provide additional information to senior management, Mayor and Council for decisions that need to be made.

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.

Respectfully submitted,

Norma McColeman
Financial Services Chair

Kristen Dunsford
Director of Finance

FIRE SERVICES



Councillor Barb Ramsay
Fire Services Chair

Summerside Fire Services had a very interesting year in 2019. I was appointed Chief in July and have seen excitement, lots of policy and guideline changes, restructuring, retirements and new members joining our ranks.

The fire service is ever changing, meaning that strict training guidelines must be in place to keep current with the demands on the service that we provide. I am so proud of the way our members have embraced these requirements and have taken leadership roles in the ever-changing demands in the service that we provide.

In 2019 Summerside Fire Services answered 322 calls for assistance. This will go down as the single busiest year our department has ever seen. The real culprit being Hurricane Dorian, where firefighters answered 75 calls over a 24-hour period.

Several factors seem to be increasing our calls each year, including:

- Responding to an increasing number of medical calls; this seems to be an overall trend on PEI.
- Outdoor fire violations. Summerside has fire guidelines in place to protect our residents and property, but they do have to be regularly kept in check.
- Extreme weather patterns in all seasons of the year keep our firefighters battling through high winds, heat, and lots of snow.

Summerside Fire Services has updated their equipment this year with the following purchases:

- 2020 Ford F150 Fire Chief Command Vehicle.
- Engine 3 will be replaced by a new pumper from Fort Garry. The expected due date is November 17, 2020.
- 25 new sets of bunker gear. This gear includes firefighter coat, pants, helmet, boots, and gloves. This year sees all of our firefighters wearing up-to-date certified gear.



Chief
Ron Enman

In 2019 our firefighting men and ladies accumulated a total of 2957 training hours. A few of these sessions included: Medical Training, Practical Firefighting Skills, The Theory of Firefighting, Situational Scenes, and touring local businesses in order to draw up preplans.

The Summerside Fire Department is happy to announce to our residents that we will again be organizing the Santa Claus Christmas parade. This is a huge community event that sees 100% of the proceeds going to three of our local Christmas appeals.

The following firefighters retired in 2019. Thank you, gentlemen, for your 238 years of dedicated service:

Chief Jim Peters - 47 years of service

Deputy Chief Tom Peters - 44 years of service

Station Chief Jimmy Blacquiere - 40 years of service

Ray McCourt - 40 years of service

Brent Gallant - 36 years of service

Tony Perry - 31 years of service

Five new recruits joined our team this year: Shawn Allen, Robyn Caissie, Alex Forrest, Kevin MacArthur and Jade Preuss.

A huge thank you to Mayor and Councillors for their continuing support. This allows us to concentrate on doing what firefighters do...protect life and property.

Respectfully submitted,



Councillor Barb Ramsay
Fire Services Chair



Ron Enman
Fire Chief

On behalf of the Human Resources and Legal Affairs Department of the City of Summerside, I am pleased to submit the Annual Report for 2019.

This has been another 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 positions and seasonal employees.



Councillor Carrie Adams
HR, Legal and Culture Chair

Retirements:

Steven Leard

New Employees:

Dale Coady

Dillon Hedderson

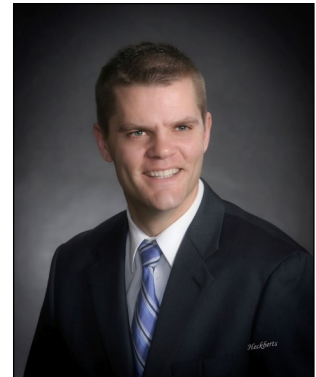
David Dunn

Mitch Shea

Branden Gaudet

Brett St. John

2019 saw a number of Health and Wellness initiatives including lunch and learns like our 5 month "Finance Fridays" where staff learned valuable financial tips and information, as well as contests and team building activities like our "Fitness February" and "Wall Sit Challenge in October," month long fitness challenges amongst staff. There were also longer Heart Health Screenings offered to interested staff to get information like their blood pressure and find out their blood types. We offered our Green Commute Club for the 12th year in a row, encouraging City staff to walk, bike, or carpool to work for 20 weeks from May until October. City employees, residents, and companies took part in this challenge which offers tremendous health, environmental, and financial benefits from participation.



Gordon MacFarlane, Director
Human Resources
and Legal Affairs

In June the Staff Appreciation BBQ was held at our beautiful Culture Summerside greenspaces where employees were offered a free BBQ, as it was National Public Service Week, as a "Thank You" for their continued hard work and dedication to the City of Summerside. Staff Long Service Awards were handed out during a council meeting, with presentations made by the Mayor and Council members.

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 and is a great asset to our benefits package.

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 well over 100 meetings this year and their continued dedication towards maintaining the City of Summerside as a challenging, fulfilling, safe, and rewarding place to work and provide services to the citizens of Summerside.

Respectfully submitted,

A handwritten signature in blue ink that reads "Carrie Adams".

Councillor Carrie Adams
HR, Legal & Culture Chair

A handwritten signature in blue ink that reads "Gordon MacFarlane".

Gordon MacFarlane
Director of Human Resources and Legal Affairs

MUNICIPAL SERVICES



Councillor Greg Campbell
Electric Services Chair

The Electric Utility's Distribution Revenue increased marginally by 0.6% over 2018-2019, mainly due to increased customer growth of 1.6%. The Residential sector increased by 2.6%, the Commercial sector decreased by 1.6%, the Industrial sector increased by 4.6% and lighting decreased by 0.9%. Revenue from total sales averaged 16.81 cents per kilowatt sold which was an increase of 3.2% over 2018-2019.

The City's energy makeup for 2019-2020 came from NB Power at 59.3%, the City of Summerside Wind Farm at 20.2% and the remainder from the supply contract of wind energy from West Cape Energy at 20.5%. The kilowatt hours consumption decreased dramatically from 2018 at -2.9% largely because of energy efficiency retrofits in both the

Residential and Commercial Customer Classes. Consumption was down in Residential customer sectors by 2.5%, Commercial and Industrial Sectors down by 3.2%. Generation at our Harvard Street generating station reduced to 111,125 kilowatts hours from 301,314 in 2018-2019. The need to run generation continues to be minimal by the energization of the new interconnection cables to New Brunswick.

Distribution lines were upgraded along Highway 2 for the construction of the Granville Street roundabout and realigned Central Street entrance into the City, the expansion of Andrew's Lodge on Pope Road, the new Business Park, JMK Fishmart expansion, the new Doryview Subdivision and the expansion to the Inspire Center for a total of 0.75 km of new primary circuit kilometers, 0.75 km of lines were upgraded and 0.5 km of secondary was replaced. This year has seen the start of an active transformer replacement program along with a pole replacement program throughout the City to replace aged assets in the infrastructure fleet. In 2019-2020, the Utility had an increase in growth of 120 new customers. This resulted in a 1.6% customer growth for Summerside Electric.

The Heat For Less Now program has continued to grow and now has over 427 appliances on the system. The program continues to give the ability for Summerside Electric customers to reduce their heating and hot water costs by as much as 30+% over furnace oil.

Capital expenditures for the utility totaled \$1,969,765 consisting of a new artificial intelligent dispatch system, renovations to the utility office building at 94 Ottawa Street, 2 recloser replacements, new distribution transformers, substation transformer upgrade and primary line extensions and upgrades. The last year kept staff extremely busy dealing with the resulting damage across the electric systems from Post Tropical Storm Dorian and in adjusting operations for the Covid-19 pandemic.

In 2019, the City of Summerside started the process to construct a new 21 MW solar farm along with a battery storage system of 10MW/20MWH. It is expected to be online in 2022. The project will be a first of its kind in Atlantic Canada and is called Summerside Sunbank.



Greg Gaudet, Director
Municipal Services



Councillor Bruce MacDougall
Municipal Services Chair

In the Public Works Division, the City cleared snow from streets 32 times, sidewalks 29 times, salted streets 68 times, salted sidewalks 60 times, cleared downtown core 8 times, City parking lots 32 times, and cleared out fire hydrants 8 times. Public Works division spent \$298,690 on a demonstration street sweeper and some new flashing stops signs. The following infrastructure was repaired during the year: 30 driveway culverts, 115.0 kilometres of roadway were patched, 52.1 kilometres of sidewalks, 6.3 kilometres of boardwalk, 3 catch basins, loaded biosolids material and performed grass cutting in vacant lots that are owned by the City.

The Water and Sewer Division experienced 15 water main breaks and 1 water valve was repaired. The City Water and Sewer Division assisted the 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 online. Staff performed 163 water disconnects, repaired 14 water services, and 3 fire hydrants. The Department installed 18 new water taps and sewer services this year. The Department responded to 112 sewer calls, 19 video inspections of laterals and mains, and 5 sewer lateral repairs this year. The annual water report detailing testing and overall operations of the water utility is published on our website. The capital expenditures of \$1,307,604 were spent on a new portable generator for emergency response capability, scada controls upgrades, a new electric vehicle, biosolids processing upgrades, and general replacement of pipe mains. The annual water quality report for the City of Summerside is available on the City's website.

Summerside's tertiary Wastewater Treatment Plant had no effluent quality issues for 2019-2020. 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 4,663 tonnes of class A fertilizer which was sold to Walker Environmental. The Summerside facility continues to handle all the hauled septage from the western half of Prince Edward Island and has received in 2019-2020 a total of 1,563,849 gallons, a 17% increase over the previous year. The plant's usage flow was 823,275,860 imperial gallons.

Respectfully submitted,



Councillor Greg Campbell
Electric Services Chair



Greg Gaudet
Director of Municipal Services



Councillor Bruce MacDougall
Municipal Services Chair

INFORMATION TECHNOLOGY



Jason Muttart, Manager
Information Technology

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

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 75 smart phones users.
- Provide a corporate perspective on information technology initiatives.
- Maintain approximately 130 domain connected computers.
- Support several 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.

The Information Technology department had another busy year replacing dated equipment, inventorying IT assets, expanding Wifi coverage, updating the existing SCADA networks, 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 Technology department looks forward to continued growth for the City.

Respectfully submitted,

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

Jason Muttart
Manager of Information Technology

On behalf of Summerside Police Services this 2019-2020 Departmental Annual Report is being presented to the residents of the City of Summerside.

From April 1, 2019 to March 31, 2020, Summerside Police Services opened 6552 new files compared to 6807 in 2018-2019. The actual criminal code complaints decreased to 1952 as compared to 2311 in 2018-2019. During this period SPS investigated 315 motor vehicle accidents with 21 of these being injury accidents and we are happy to report that there were no fatal accidents during the above time period.

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 over 1500 municipal by-law tickets in 2019-2020 along with over 200 warning tickets. The Major Crime Unit of the Summerside Police Service is currently comprised of four full time members with one person being positioned full time in a Joint Forces Drug Unit with the RCMP during 2019-2020. This police service also has three members in the Tactical Troop unit in partnership with our counterparts in the municipal forces, and the Royal Canadian Mounted Police.

In 2019-2020, the Joint Forces Drug Unit (RCMP & SPS) executed 43 warrants and conducted 9 projects, resulting in 28 persons being charged with offences contrary to the Controlled Drugs and Substances Act (CDSA) and Criminal Code. As a result of these searches/arrests JFO seized crystal methamphetamine, methamphetamine pills, cocaine, cannabis marijuana, cannabis resin, marihuana plants, hydromorphone, and oxycodone. JFO was able to dismantle a counterfeit money operation that was producing a large number of counterfeit notes which were passed in three provinces. Further, JFO seized contraband cigarettes, knives, cash, and guns. As a result of the warrants executed and arrests made in 2019-2020, JFO seized over \$10,500 in cash and the street value of the drugs seized was in excess of \$105,500. Further, 23 CDSA charges were laid along with 45 additional charges, which included 25 weapons/firearms charges, under the Criminal Code. During one investigation JFO seized 3.5 pounds of crystal methamphetamine which was the largest seizure to date in Prince District.

Youth Outreach Worker Dave Ellis is employed by the provincial government through Youth Justice Services. 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. Dave received 16 referrals from Summerside Police officers in 2019-2020. As well, Summerside Police Services had a School Resource Officer stationed at Three Oaks Senior High School.

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 Barb Ramsay
Police Services Chair



Councillor Barb Ramsay
Police Services Chair



Dave Poirier
Chief of Police



Dave Poirier
Chief of Police

TECHNICAL SERVICES



Councillor Justin Doiron
Technical Services Chair

Several requests for subdivision approvals were granted for minor subdivisions (subdivide, consolidation, appendage). A couple of major subdivisions were approved. A number of residential and commercial site plans were reviewed for conformance with parking and building setbacks to property lines. Numerous 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 2019 has resulted in 237 building permits issued with an estimated construction value of \$38 million. Construction for 2019 saw 135 new construction starts and 53 additions/alterations to existing commercial and residential buildings. The inspector's position completed 375 inspections this year, relating to both fire and building related inspections.

Water and sewer capital projects carried out in 2019 included the replacement and upgrade of the water mains on three different sections of streets.

The 2019 paving capital project resurfaced 5.2 km of streets. The City's capital sidewalk project replaced 1.0 km of deteriorated sidewalks, installed 0.2 km of new sidewalks, replaced 0.9 km of concrete curbs.

Storm sewer capital projects were performed on Balcolm Drive, Hillside and Hallie. A capital boardwalk replacement project was carried out on Summerside's aging boardwalk system in the area of Water Street by KFC towards Holland College. Approximately 300 m of boardwalk was repaired.

Traffic surveys were conducted at 85 locations 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.



Aaron MacDonald, Director
Technical Services

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 projection 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 it is also 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,

A handwritten signature in black ink, appearing to read 'Justin Doiron'.

Councillor Justin Doiron
Chair of Technical Services

A handwritten signature in blue ink, appearing to read 'Aaron MacDonald'.

Aaron MacDonald
Director of Technical Services



City of
Summerside

City of
Summerside

Prince Edward Island