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ANNUAL REPORT 2020-21

City of
Summerside

Prince Edward Island



I am pleased to submit the 2020-2021 Annual Report of the Mayor for the year ending March 31, 2021. The Mayor's Annual Report will be somewhat different and much shorter this year because of COVID-19. Most public functions, including sporting events, and meetings were all cancelled; however, many meetings were held by video conference all during the year. With so much development ongoing in Summerside, Mayor, Council and staff held many Zoom meetings in order to process City business.

City Hall was closed, with most staff working from home from mid-March 2020 until mid-June 2020 following recommendations and guidelines set by the Chief Public Health Office.

At this time, I will commend City Council and all staff for their great work on Zoom meetings all during the year, and rising to the challenges presented by COVID-19. Furthermore, I commend Dr. Heather Morrison and the Provincial Government for the regulations put in place to control and prevent the spread of COVID-19.

Our fiscal year began on April 1, 2020. April 1st was the 25th Anniversary of the City of Summerside. Because of COVID restrictions, there was no Anniversary Celebration, and the Frances O. Perry Good Neighbour of the Year Award was also cancelled for April 1st. The 2020 award was ultimately presented to Katherine Dewar on October 6, 2020 once restrictions were eased.

We hosted the fall meeting of the Atlantic Mayor's Congress in Summerside's Credit Union Place on September 23 and 24.

The Mayor's Medal of Honour, which is presented on the day after Thanksgiving, was awarded to Paul Young for 2020.

Our January 1, 2021 New Year's Levee was cancelled because of COVID.

In February, some Council members, staff, and I toured the new Emergency Services facility in Stratford as all council members are in full support of replacing our 60-year old fire hall. Meetings are being held and work is being done as the time has come to either build new or renovate our present fire hall.

On March 3, 2021 our Atlantic Mayors held a Zoom meeting.

Closing out the 2020-21 year on March 30, City Council's Budget Speech was presented by Deputy Mayor Norma McColeman and voted upon by City Council. Later that evening we had the Swearing in of our Junior Mayor and Council at City Hall.

I want to thank Deputy Mayor McColeman, City Council, and all staff for their very hard work, dedication and support over the past year.

We thank our Executive Assistant Lisa Langdale for her dedication and professional work for Mayor, Council and CAO. We also thank our Federal and Provincial Governments for their support and assistance on our many projects.

We look forward to working with our Greater Summerside Chamber of Commerce, Downtown Summerside, Slemon Park Corporation, our MLAs and our MP as we move forward.

2021 is off to a great start for construction and will probably be the best year ever for construction and development within the City of Summerside.

In closing, I wish all businesses and citizens all the best in the coming year.

Respectfully submitted,



Mayor Basil L. Stewart, O.C.
City of Summerside
Prince Edward Island



Junior Mayor and Council Swearing-In Ceremony
March 30, 2021

Annual Report of the Mayor

City of Summerside Staff

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Chief Administrative Officer**

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City of Summerside **STAFF**

Administration

Lisa Langdale

Community Services

Cheryl Bell
Meghan Colvin-Daley
Robin Cormier
Michael D'Agostino
Chantal Delaney
Dallas Desjardins
Steve Mugridge
Scott Purdy
Robbie Rankin
Mitchell Shea
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
Clayton Smith

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

Steve Muncey

Jennifer Nelson

Joe Noonan

Willie Noye

Doug Parker

Joe Pendergast

Jason Perry

Pat Perry

Andrew Peters

Stewart Razavet

Tammy Rushton

Owen Sonier

Rob Steele

Leah Stetson

Brett St. John

Garrett Webster

James Wedge

Police Services

Cathy Arsenault

Drew Beattie

Jason Blacquiere

Kim Campbell

Charlene Cipolla

Dale Corish

Patrick Daley

Ashley Davis

Lorna DeWare

Jennifer Driscoll

Christine Gallant

Jonathan Kennedy

Gina Lisi

Brett MacDonald

Ron MacLean

Grant MacLeod

Jessie McCabe

Shawn McCarthy

Rob Miller

Robert Milley

Brett Montgomery

Craig Murphy

Milo Murray

Constance Perry

Christopher Quinn

Joel Robichaud

Wade Ryder

Renee Silva

Peter Stay

Mike Stevenson

Sinclair Walker

Amy Walfield

Logan Waugh

Tanya Yeo-Campbell

Technical Services

Jan Cameron

Sandra Corkum

Tony Gallant

Thayne Jenkins

Gary McInnis

Linda Stevenson

Mike Straw

Brent Winter



Colin "Coke" Grady dedicated his life to sports and giving back to his home community of Summerside until his death on May 12, 2021, at 87 years of age.

Born in Summerside, he was the son of the late James and Margaret (Loder) Grady. Survived by his wife Valerie (Arsenault) Grady; son Paul (Tracy); daughters Darlene Grady (Mike Reid) and Shelly (Mike) Williams; his furry friend Maggie; grandchildren Kayla, Hannah, Breanna, Lauren, Courtney and Sammie Jo; 7 great-grandchildren; extended sisters Joan and Donna; and by many special nieces, nephews and cousins.

Grady compiled an impressive resumé as an athlete, coach, administrator and official. He starred as a shortstop in baseball and a slick-skating forward in hockey in the 1950s. He was a 2015 inductee into the Legends Field Honour Roll at Queen Elizabeth Park in Summerside.

Grady also served on the Prince County Horsemen's Club (PCHC) board of directors and was praised for his loyalty and dedication to harness racing.

Grady is fondly remembered for his contributions running the Summerside minor ball program as well as his lengthy hockey officiating career as a respected linesman. His influence extended beyond sports and focused on inclusion, generosity and developing quality people.

Credit to Jason Simmonds, *The Guardian/Journal Pioneer* Sports Editor for his assistance writing this dedication.

On behalf of the City of Summerside team, I am pleased to issue my Annual Report. A former professional sports coach once said, "Excellence is the gradual result of always striving to do better." With that as a guidepost, it can be said that 2020-21 offered many opportunities for the City of Summerside to raise the bar for services to our residents and community.

Whether it was the ability to respond as required to protect the community from the coronavirus pandemic, our ongoing efforts to leverage partnerships and stimulate investment in our community, or our growing reputation as a regional energy leader, Summerside demonstrated time and again its resilience, entrepreneurship, and leadership on a whole host of initiatives.

To do this requires commitment, perseverance, and creativity. I am privileged to work with a high-caliber leadership team which is backstopped by many years of experience in their respective fields and works to fulfil the direction of Council and ensures that our corporate priorities are met. We support a collaborative and transparent relationship among staff, Council, and the community, to realize our true potential as a City.

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 custodians of our water, wastewater, and storm management systems.

The Community Services department continues to deliver high-quality programming, with a keen eye cast towards an exciting 2022 as we welcome the return of large-scale events, as well as the construction of a new hotel adjoining our Credit Union Place. And, our Technical Services team managed a broad range of infrastructure projects throughout the community, while continuing to provide strong leadership and guidance on development opportunities within the City.

Our Economic Development team has achieved many wins this year in securing investments and stimulating renewal and redevelopment in the community. And, thanks to Culture Summerside, our City's rich history and heritage will be preserved for years to come, while having to adapt its programs this past year with public health in mind.

We look to our Police and Fire departments to keep us safe and secure, and we salute their commitment to our community. All of our services are ably supported by strong leadership in our administrative functions (Finance, Human Resources and Information Technology).

Community leadership and engagement is essential for Summerside to successfully build upon its strong foundation. Together, we will continue to meet the evolving needs of the community now and into the future and provide our residents and businesses with a rich quality of life.

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 an extensive and diverse portfolio that features year-round recreation programming and events, over 200 acres of green space, parks and community trails, community centres, not to mention the City's flagship sport, recreation and entertainment facility, Credit Union Place.

The mandate for the department has always been, and continues to be, focused on the driving force behind the City's vibrant community, health, wellness, and civic pride.

From major infrastructure announcements, such as new Platinum Level Skyboxes, a Multipurpose Dome, and a Microtel Hotel at Credit Union Place, to an exciting string of event announcements with the 2022 Fred Page Cup and the 2022 International Canada Cup of Wrestling, the Department continues to make major strides all while in the midst of the COVID-19 pandemic.

The pandemic did cause some interruptions for the department with the rescheduling of several concerts and events due to the COVID-19 guidelines and restrictions in place throughout the year. However, it made for an opportune time to make some well-needed upgrades to Credit Union Place, such as the re-tiling of the pool deck and change rooms, a makeover at the bowling lanes, along with the construction of the City's first Active Transportation lane that connects the waterfront and Credit Union Place to uptown and provides residents with a safe and healthy option for commuting in the City.

The Community Services Department annually hosts several family activities and events. Despite having modified versions due to the pandemic, the department was still able to pull together COVID-19 operational plans and find ways to host Canada Day, Remembrance Day, and New Year's Eve, along with March Break and PD Day Programming. In total, the department made 239 recreation programs available to residents throughout the year. These programs varied from fatbiking and skating in the winter to outdoor fitness classes and kids' camps in the summer, the recreation team providing programming for all ages and an opportunity for residents to get out and active.

Despite being in the midst of a pandemic, the Veteran's Convention Centre and Credit Union Place saw plenty of traffic with over 238 bookings. These varied from socially distanced AGMs to a modified version of Grass Roots & Cowboy Boots, the PCH Foundation fundraiser. Credit Union Place also had 110 birthday party bookings of various themes that were held in the aquatics centre and bowling lanes.

The Parks and Greenspace division had yet another busy year maintaining and beautifying the City's outdoor spaces. Beyond the regular park and greenspace maintenance, over 1,300 boards were replaced along the boardwalk, 360 loads of seaweed were removed from Green's Shore, nearly 300 trees were planted and two 'Welcome to Summerside' signs were constructed at main gateways to Summerside.

Although 2020-21 was a modified version of what the Community Services Department had planned for, many developments and much progress was made throughout the department. Looking to 2021-2022, the Community Services Department is excited to feature the new facilities that are being constructed and to attract more large-scale events that align well with the new Microtel Hotel and Multipurpose Dome.



JP Desrosiers, Director
Community Services

Overall, the Community Services Department looks forward to continue serving Summerside residents in 2021 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

Amid COVID-19, the fiscal year of 2020-21 proved to be a complex and demanding year for Culture Summerside staff, as the forefront of the team's work consisted of engaging community in programming and services. With goals rooted in the objectives set by the Municipal Cultural Plan, Culture Summerside worked to build profile, widen audiences and to increase cultural awareness. Throughout the year, staff, volunteers, and presenters joined forces to present a safe roster of community programming despite the need to submit detailed operational plans and institute rigorous protocols for delivery.

Culture Summerside was able to open its museum sites in June under COVID-19 protocol. While there was a dip in visitors due to travel restrictions, the benefit was that it allowed more dedicated time to collection work. Several advancements have been realized in collection care and access, which includes important work on the Realm Collection, as well as the Wyatt, Fox and MacNaught archival collections. Culture Summerside was still able to access grant funding for several summer employment positions. In the fall of 2020, Culture was able to access additional grant funding for a three month archival position to work on the Fox Collection.



Lori Ellis, Manager
Culture Summerside

The 2020 Summerside Lobster Carnival was produced as a virtual kitchen party with a wealth of musicians augmenting the on-air preparation and serving of a traditional lobster supper for the viewing audiences. Culture Summerside continued to partner with Wyatt Heritage Properties Inc. in the delivery of the Summerside Arts Festival. In 2020, the three-day event engaged a multitude of visual and performing artists while safely enabling thousands of people to participate. It injected over \$60,000 of federal and provincial funding into the local economy. The festival also supported businesses in the creative industries such as lighting and A/V specialists, graphic designers, and media and printing outlets.

The 2020 Ghost Walk was reformatted for the stage due to COVID. It was a sellout event that earned the City the Wendell Boyle Performance Heritage Award from the PEI Museum and Heritage Foundation.

A COVID circuit-breaker delayed the annual Wyatt Heritage Properties Christmas program from December of 2020 and moved to January 2021. The participation from local schools and the public was impressive and exciting.

In February of 2021, Culture Summerside was able to successfully deliver a virtual Flag Day Celebration viewed by over 36,000 people across Canada, as well as the Mayor's Heritage Tea with the presentation of the Heritage and Cultural Awards.

A full roster of art exhibits in the Sixty Days of Fame series was delivered. Various community groups continued to utilize the Lefurgey Cultural Centre as meeting and workshop spaces in 2020 and the early part of 2021. Culture Summerside increased its online presence with a number of video offerings that were well received during lockdown periods. Culture also undertook the writing of the 100 year history of the Summerside Electric Utility to become a published book.

After a nine-week delay due to the pandemic, the restoration work to convert the 1911 Armoury into an interpretative

centre and museum began in May of 2020. The work was extensive. Highlights include, solving the basement water issues, repointing brick, a re-shingled roof, new bathrooms, etc. The now fully accessible building is an increased asset to the community.

The Culture Summerside team continues to bring arts, heritage and culture opportunities to Summerside.

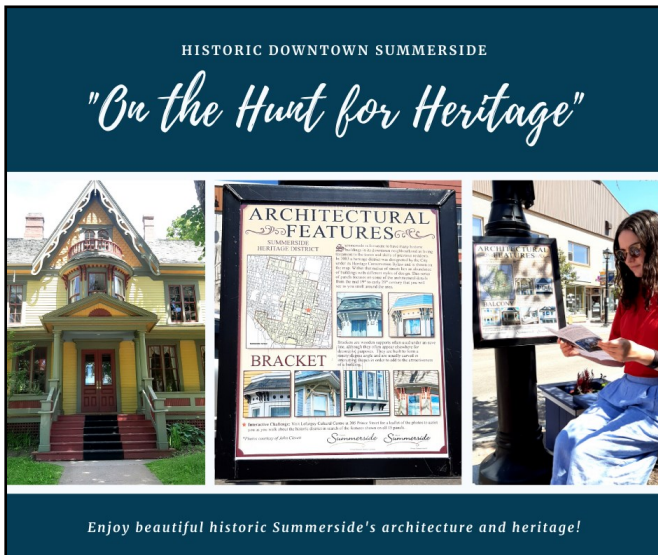
Respectfully submitted,

Carrie Adams

Councillor Carrie Adams
HR, Legal and Culture Chair

Lori Ellis

Lori Ellis
Manager of Culture



ECONOMIC DEVELOPMENT

Summerside has continued to be a dependable and strong choice for investors and businesses. Despite the past year being one of the strangest, 2020-21 still had many successes and was our busiest yet. We are happy to report significant progress and momentum with many clients and key projects. Interest in Summerside is at an all-time high and here are some recent highlights:

- PNP Immigrants Now Operate 77 Businesses in Summerside
- 7 IT Companies Looking to Expand and Hire Staff
- New Production Company Currently Hiring Staff
- Completion of Housing Market Need and Demand Assessment
- Comprehensive Business Directory Update
- Sunbank Project Nearing Construction Phase
- First Building Coming at Summerside Business Commons Eco-Park
- Completion of Major Residential Projects and More Coming
- Launch of Summerside Xchange
- Significant Absorption of Summerside Business Space

Newcomers Bring Investment and Much More

Starting in Summer 2019, many immigrants we'd met with in 2017 and 2018 started to move here and begin their businesses. In 2021, 31 of them did so, giving us a total of 77 PNP businesses, and now that travel is loosening, we predict 140 more over the next 3 years. PNP entrepreneurs represent huge gains for Summerside as they are bright, well-educated, and experienced men and women from all over the world. They bring knowledge, wealth, their families, and contribute significantly to our local economy.

IT Talent in Huge Demand

The IT industry continues to dominate those that are looking to grow or expand in Summerside. In addition to local places such as IO Solutions, Starport Managed Services, and Fully Managed, there have been several others that wish to expand their presence to Summerside, including CGI Inc., BluWave-ai, JOIST, and AARK Infosoft Canada. Such interest combined with our continuous attempts to attract talent will someday make Summerside a dependable hotbed for IT knowledge and talent.

MILA Supply Corporation Looks to Get Rolling

MILA is a cannabis infusion company that first linked up with our department a few years ago. Though held up somewhat by the COVID pandemic, they are now set to begin operations from Summerside, and we have been assisting them with finding staff for about 10 positions.

Housing Study Sets a Positive Course

From January to March, with the assistance of an external firm called Preferred Choice, we assembled a Housing Market Need and Demand Assessment. The result is a comprehensive look at Summerside's population growth, demographics, employment numbers, real estate trends, and much more. The key conclusion of the report is that Summerside will require 80 new units each year for the next 15 years, and the wonderful part is that these numbers

can easily be boosted by things like company expansions, creating new commercial space, new recreational facilities, and so forth.

Business Directory Update Reveals Great Numbers

The completion of our Business Directory update in Fall 2020 revealed many interesting things. First, the number of businesses is now 780 whereas in 2014, that number was 585. Other notes: 60% of businesses have 5 employees or less, our businesses employ 10,360 people, 157 businesses are headquartered outside of Summerside, and 29 businesses sell their products or services internationally.



Councillor Brian McFeely
Economic Development Chair

Summerside-led Projects Coming to Fruition

Summerside Sunbank is a Utility scale Solar and Battery project projected to generate over 21 MW of clean renewable energy. In partnership with Samsung SRE and funding from our Federal and Provincial Partners, this \$65M project is slated to begin in late fall 2021. Built over 80 acres on the city's wellfield lands, once completed, this will take Summerside's renewable energy generation to over 68% of its total energy budget. Construction is estimated to last 2 years.

Summerside Growth Leads to Brisk Residential Activity

New residential construction, despite current costs, has continued to surge forward. In 2019, residential permit value was \$25.6M, more than double of previous years. In 2020, it was \$27.9M and 2021 is on course to surpass even that. There are currently 10 major residential projects in various states of approval totaling nearly 400 units (SFD, semi, row, townhouses, apartments).



Mike Thususka, Director
Economic Development

Summerside Xchange Brings New International Flavour to Summerside

We are embarking on a private-public sector collaboration to enhance support for early-stage companies through the launch of the Summerside Xchange. This program will create custom accelerator environments to expedite growth through education, mentorship, and financing. Having launched in 2021, the Xchange will establish Summerside as a global leader in advancing, testing, and data analysis of next-generation communities.

The Future of Business Space Availability

When a place has become as popular as Summerside, it naturally means a scarcity of commercial space. A net absorption of 165,000 sq ft over the past two years has caused a significant drop in vacancy rates, but we are using this trend to motivate others to prepare for the upcoming demand. This is one of the main drivers behind the construction of the Summerside Business Commons Eco-Park.

Respectfully submitted,

Handwritten signature of Brian McFeely in black ink.

Councillor Brian McFeely
Economic Development Chair

Handwritten signature of Mike Thususka in black ink.

Mike Thususka
Director of Economic Development

FINANCIAL SERVICES



**Deputy Mayor
Norma McColeman
Financial Services Chair**

As Chair of the Finance Committee, I am pleased to present this annual report on behalf of the Department of Financial Services. The preparation of our Annual Report is a time of reflection where we look back at the past year, review the plans that were made, the accomplishments achieved, and challenges faced. The role of the Financial Services department is to provide leadership and support to management, Mayor and Council in making decisions regarding the assets and resources under the City's stewardship.

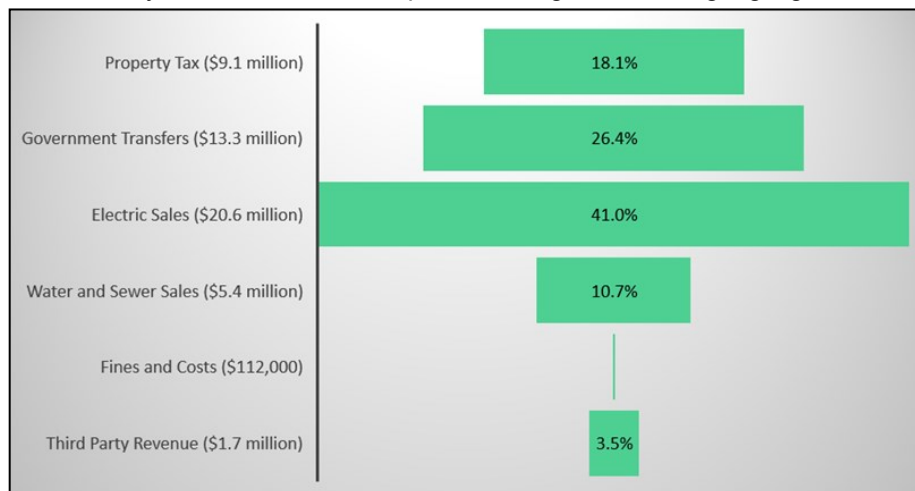
The City of Summerside's audited consolidated financial statements for the year ended March 31, 2021 have been prepared pursuant to the Municipal Government Act of PEI and are in accordance with Canadian Public Sector Accounting Standards. These financial statements are the responsibility of City's management 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.



**Kristen Dunsford, Director
Financial Services**

The financial performance of the City of Summerside is explained using the following highlights and indicators:

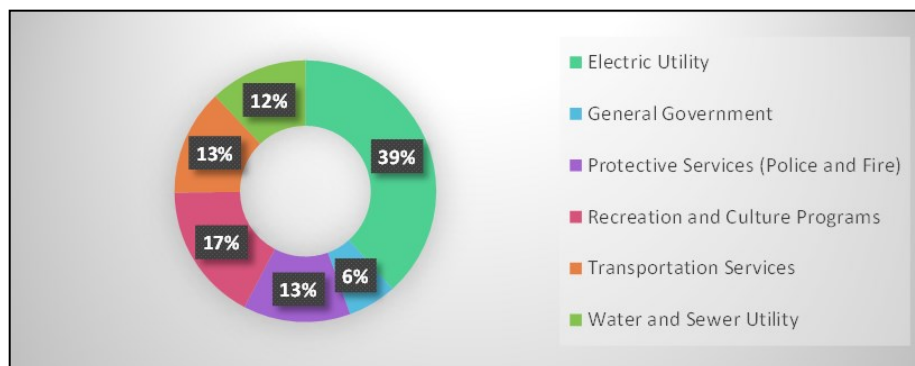
- Revenue consists of self-funding sources (e.g., property tax, recreation, utility sales) and transfers from other levels of government

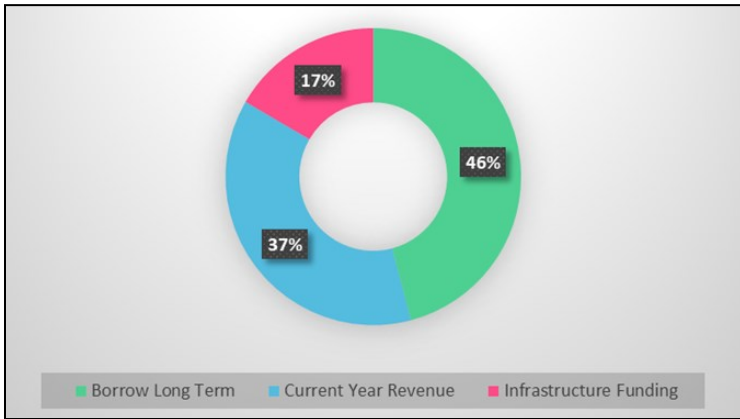


(e.g., equalization, infrastructure funding). The breakdown of revenue (total of \$50.2 million) for April 1, 2020 to March 31, 2021 is pictured above right.

Approximately 73.6% of revenue is self-funding with 26.4% coming from other levels of government (for operating and capital).

- Our expenditures on a consolidated basis were as depicted at right.
- The need for capital infrastructure investments, for new and replacement of assets, continues to be significant and the City of Summerside ensures that funding opportunities from other levels of government are pursued. Capital planning allows us not only to have capital projects determined but also to establish our plan to fund the municipality's share of these expenditures. During 2020-21, \$17.4 million was spent on new and replacement assets. The chart (next page) shows how these capital expenditures were funded.

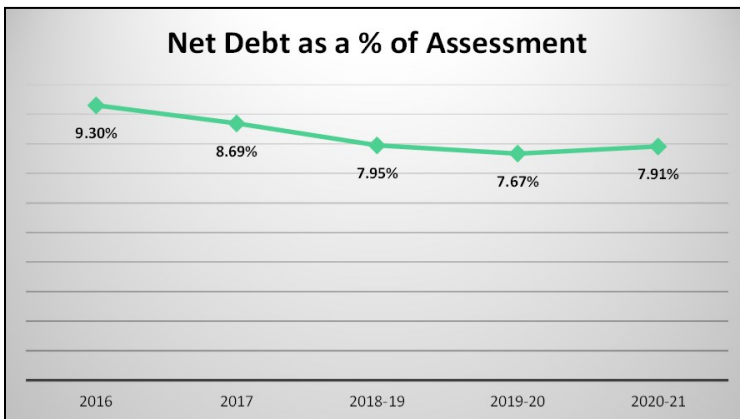




■ An indicator of financial position is net debt, the difference between financial assets and liabilities. It is an indication of future revenue requirements needed to pay for past transactions and events. The City's net debt increased during 2020-21 from \$67.93 million at March 31, 2020 to \$70.99 million at March 31, 2021. This increase was due to the amount of capital expenditures requiring debt financing. We must continue to source funding opportunities to maintain these levels of capital expenditures while continuing to manage our net debt, long term debt and debt servicing costs.

In addition to monitoring our net debt and ensuring our long-term debt is within allowable limits, it is most prudent to ensure

that we can handle our debt service costs out of operations. Even though our net debt as a percentage of assessment has not increased much; more significantly our debt service costs as a percentage of revenue has increased from 16% in 2019-20 to 18.6% in 2020-21. Increases in revenue are necessary to not crowd out other spending as a greater percentage of our revenue is needed to service our long-term debt.



We look forward to the many opportunities ahead of us and the Financial Services department will continue to effect performance improvements in several areas so that we are able to provide additional information to senior management, Mayor and Council for decisions that need to be made. The following areas will require continued monitoring of indicators that assess risk and doing this will allow the municipality to determine mitigating factors to address when necessary:

■ Reliance on government transfers or how dependent the municipality is on other levels of government to meet their service obligations, specifically for operations and not capital as most municipalities have significant infrastructure deficits.

- Debt service and how much of the revenue goes to pay annual principal and interest payments. The greater the percentage of revenue required to pay debt service costs may require a reduction in other spending unless revenue increases at a greater level than growth in debt service costs or other expenditures (e.g., contractual price increases).
- Debt balance in relation to the debt limit. Capital planning is necessary to provide flexibility for long-term capital priorities.

It was noted in our 2019-20 annual report that as of March 31, 2020 the impact of COVID-19 on our operations was unknown. During 2020-21 we did experience significant short falls in electric sales and third-party revenue (specifically recreation and cultural). These revenue short falls were offset by reductions in some of our expenditures and relief funding received from other levels of government. We are pleased that our municipality can continue providing programs and services to residents and businesses during this ongoing pandemic.

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 challenging year. COVID-19 changed the way we operate and conduct the services that we provide. Developing and implementing COVID protocols to protect, not only our membership but also the residents that we serve, was our main focus.

For the first time in 157 years, Summerside Fire Department was closed to the general public. Only firefighters were permitted to enter our firehall and only permitted to respond with their designated company to keep our cohorts to a minimum.

Our firefighters continue to show extreme versatility in providing consistent services under extreme circumstances. So, as things continue to move forward in a positive direction, we look forward to having life in general back to normal.

2020 Calls and Training

265 fire calls were answered during the year; the second largest total in the past 20 years.

Our members have collectively completed 3573 training hours in 2020. These hours include: Medical First Responder Training, Practical Firefighting Skills, Situational Scenes, The Theory of Firefighting, and Pre-incident Planning.

Equipment Updates

The following purchases have been made to update its fleet and safety equipment: 2020 Fort Garry Pumper, Bunker Gear and Helmets, and Decontamination Pack.

All personal protection equipment is now on a maintenance/replacement program with our members' safety our main priority.

Personnel Changes

Summerside Fire has implemented our first EAP Program. We've added a Fire Chaplain to our ranks; Rev. Corey Somers has accepted this position and has proven to be a valuable asset, not only for our members, but also for residents of our City during traumatic times.

The City of Summerside lost a valued member of our fire service with the passing of firefighter Leo Stewart. Leo served 29 years with our department. ***"Rest easy my friend, we'll take it from here."***



Chief
Ron Enman

The following firefighters have retired in 2020; *thank you all for 201 years of dedicated service:*

Robbie Rankin - 29 years of service

Wayne McKinnon - 28 years of service

Butch Bouchard - 32 years of service

Rick Morrison - 40 years of service

We would like to welcome our new members of 2020: Benjamin Gallant, Jeremiah Henderson, Danny Moisan, Jonathan Myers, Mark Richard, Adam Rogers, Cory Somers.

2020 was a year of new policies, guidelines, and restructuring within our department. I would like to say thank you to our City firefighters for doing a magnificent job of protecting Summerside while adhering to the guidelines put in place by the PEI CPHO.

A huge thank you to Mayor Stewart and Councillors for their continuing support; I'm sure 2021 will provide many new opportunities.

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 2020-21.

This has been another busy and rewarding year for the department, with new challenges presented with the experience of the COVID-19 pandemic. Throughout the year the department provided payroll services, benefits assistance, Council support, legal advice and guidance, representation, and health and wellness initiatives for our staff and their families - all during a national pandemic. Some of our department's accomplishments have included:

Staffing

The department continued to be busy this past year with job competitions and staffing, including unionized, non-unionized, and management positions as well as student positions and seasonal employees.

Retirements:

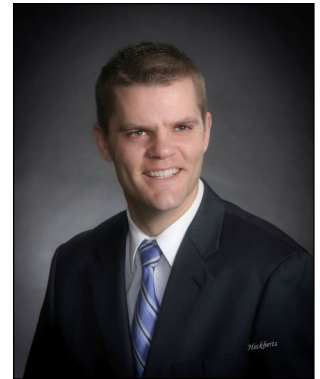
Robert Ashley
Wayne Carruthers
Michael Gillis
Brenda Hickox
Sheila Laughlin
Rick Morrison

New Employees:

Drew Beattie	Riley Forbes	Clayton Peters
Kenny Blanchard	Jeff Gallant	Renee Silva
Meghan Colvin-Daley	Aaron Lyle	Clayton Smith
Robin Cormier	Brett MacDonald	Peter Stay
Zack Culleton	Emily Mathieson	Logan Waugh
Dallas Desjardins	Jesse McCabe	Garrett Webster
Nick Doucette	Robert Miller	Brent Winter
Nick Doyle	Jennifer Nelson	Al Wood



Councillor Carrie Adams
HR, Legal and Culture Chair



Gordon MacFarlane, Director
Human Resources
and Legal Affairs

The confidential Employees Assistance Program (EAP) 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. This EAP benefit has been very important for our staff members and their families to access during this stressful pandemic experience.

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. This year our staff and residents' health were at the forefront of our operations due to COVID-19 and Public Health recommendations.

In closing, I would like to thank the staff of the Human Resources and Legal Affairs Department for their support and dedication to our workplace and staff members during this notable time in our history; experiencing a worldwide pandemic that had far reaching implications. Their work has shown 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,

Councillor Carrie Adams
HR, Legal & Culture Chair

Gordon MacFarlane
Director of Human Resources and Legal Affairs

MUNICIPAL SERVICES



Councillor Greg Campbell
Electric Services Chair

The Electric Utility's Distribution Revenue decreased by 2.4% over 2019-2020, mainly due to decreases in the commercial and industrial sectors. The residential sector increased by 1.6%, the commercial sector decreased by 5.2%, the industrial sector decreased by 7.2% and lighting decreased by 1.4%. Revenue from total sales averaged 16.30 cents per kilowatt sold which was a decrease of 3.0% over 2019-20.

The City's energy makeup for 2020-21 came from NB Power at 61.7%, the City of Summerside Wind Farm at 20.9% and the remainder from the supply contract of wind energy from West Cape Energy at 17.4%. The kilowatt hours consumption increased marginally from 2019 at 0.6% largely because of residential sector growth in developments, electrification of heating and hot water, and finally from the effect of working from home during pandemic times. Consumption was down in the commercial and industrial customer sectors by 2.0%, whereas residential sectors were up by 4.6%. Generation at our Harvard Street generating station reduced to 77,541 kilowatts hours from 111,125 in 2019-2020. The need to run generation continues to be minimized by the robustness of the Island's interconnection with New Brunswick's power system.

Distribution lines were extended for the developments of a new subdivision on Putters Lane, a new 32 unit senior housing project, a new subdivision on MacEwen Road (Simmons Avenue), Russel Street apartments, a new 12 unit apartment building on Commerce Crescent, a new 70 unit apartment building in the downtown, the French School expansion and a 26 unit apartment building along Pope Road for a total of 1.5 km of new primary circuit kilometers, 0.5 km of lines were upgraded and 0.75 km of secondary was replaced. This year has continued the transformer and pole replacements throughout the City to replace aged assets in the infrastructure fleet. In 2020-21, the Utility had an increase in growth of 170 new customers. This resulted in a 2.3% customer growth for Summerside Electric.

The Heat for Less Now program has continued to grow and now has 451 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 and other forms of electric heat.

Capital expenditures for the utility totaled \$2,213,025 consisting of renovations to the utility office building at 94 Ottawa Street, new truck for operations, upgraded utility controls, recloser replacement, voltage regulators replacement, an upgraded substation transformer bay to support load growth in the City, new distribution transformers, and primary line extensions and upgrades. The last year has been an odd one for operations as it has seen modified operations due to COVID-19, procurement of material delays, and unprecedented development expansion in the City of Summerside. During the year, to brighten the community, a large red heart was erected on the smokestack of the power plant along with a Christmas tree that could be seen in the far reaches of the community.



Greg Gaudet, Director
Municipal Services



Councillor Bruce MacDougall
Municipal Services Chair

The City of Summerside in 2020-21 continues 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 site project area has been prepared for construction to start in September of 2021. This large project will keep the utility busy well into 2022.

Summerside Electric celebrated its 100th year of operation in September of 2020 and has developed a book about its history and development that will be launched in October of 2021.

In the Public Works Division, the City cleared snow from streets 16 times, sidewalks 20 times, salted streets 49 times, salted sidewalks 49 times, cleared downtown core 4 times, City parking lots 15 times, and cleared out fire hydrants 4 times. Public Works division spent \$271,624 on a new snow blower attachment for a loader and roof and siding replacement for 95 Ottawa Street Service Building. The following infrastructure was repaired during the year: 30 driveway culverts, 130 kilometres of roadway were patched, 54 kilometres of sidewalks, 6.3 kilometres of boardwalk, 10 catch basins, loaded bio-solids material and performed grass cutting in vacant lots that are owned by the City.

The Water and Sewer Division experienced 3 water main breaks and 2 water valves were 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 134 water disconnects, repaired 9 water services, and 4 fire hydrants. The department installed 58 new water taps and sewer services this year. The department responded to 89 sewer calls, 6 video inspections of laterals and mains, and 7 sewer lateral repairs this year. The capital expenditures of \$2,063,597 was spent on new piping mains, a new backhoe, a new truck, and utility controls upgrades. The annual water quality report for the City of Summerside is available on the City's website.

Summerside's tertiary Wastewater Treatment Plant had one effluent quality issue for 2020-21. Details can be found in 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 4,724 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 2020-21 a total of 1,480,871 gallons. The plant's usage flow was 679,521,920 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 85 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 2020-21 Departmental Annual Report is being presented to the residents of the City of Summerside.

From April 1, 2020 to March 31, 2021, Summerside Police Services opened 6838 new files compared to 6552 in 2019-20. The actual criminal code complaints decreased to 1721 as compared to 1952 in 2019-20. During this period SPS investigated 264 motor vehicle accidents with 23 of these being injury accidents and 2 fatal collisions.

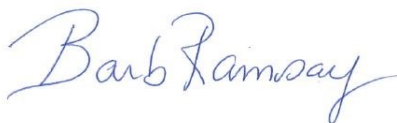
The general patrol section consists of 18 uniformed positions in addition to six part-time officers who patrol the City 24 hours a day, 7 days a week. Our dispatch centre employs four full-time and one part-time dispatcher. Our Police Service also has a Court Liaison Officer, an Administrative Assistant, and two Data Input staff. The Major Crime Unit of the Summerside Police Service is currently comprised of five full time members with two members positioned full time in a Joint Forces Drug Unit with the RCMP during 2019-20. 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 2020-21, the Joint Forces Drug Unit (SPS, RCMP and Kensington Police) executed 111 warrants/orders and conducted 7 projects, resulting in 32 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, marijuana plants, fentanyl, hydromorphone and oxycodone. Further, JFO seized over 50,000 contraband cigarettes, knives, cash, guns and conductive energy weapons. As a result of the warrants executed and arrests made in 2020-21, JFO seized over \$15,500 in cash and the street value of the drugs seized was in excess of \$230,000. Further, 56 CDSA charges were laid along with 62 additional charges, which included 62 weapons/ firearms charges under the Criminal Code. During one investigation JFO seized 2.5 pounds of crystal methamphetamine which was the second 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 17 referrals from Summerside Police officers in 2020-21.

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



Dave Poirier
Chief of Police



Councillor Barb Ramsay
Police Services Chair



Dave Poirier
Chief of Police

TECHNICAL SERVICES



Councillor Justin Doiron
Technical Services Chair

Several residential and commercial site plans were reviewed for conformance with parking and building setbacks to property lines. Several requests for subdivision approvals (18) were granted for minor subdivisions (subdivide, consolidation, appendage). Two major subdivisions were approved. Numerous requests were processed by Council under the City Official Plan and Zoning Bylaw including official plan and zoning amendments (14), variance requests (10), discretionary use requests (6), and conditional use permits (15).

The City Heritage Conservation Plan and Bylaw are being reviewed. A small Task Force group has been appointed by Council to complete this review later in 2021. There will be opportunities for public input into the process.

Development in the City for 2020 has resulted in 370 building permits issued with an estimated construction value of \$42.5 million. Construction for 2020 saw 140 new construction starts and 96 additions/alterations to existing commercial and residential buildings. The inspector's position completed 425 inspections this year, relating to both fire and building related inspections.

Water capital projects carried out in 2020 included the replacement and upgrade of the water mains on four different sections of streets (Cedar, Notre Dame, Phillips, Highland). Sewer capital projects carried out in 2020 included the replacement and upgrade of sewer mains on four different sections of streets (Cedar, Granville, Lefurgey, Duke).

The 2020 paving capital project resurfaced 4.1 km of streets. The City's capital sidewalk project replaced 1.0 km of deteriorated sidewalks, installed 0.5 km of new sidewalks, replaced 0.3 km of concrete curbs.

Traffic surveys were conducted at 115 locations to collect annual traffic data. Individual survey summary reports were provided to Police Services for their information.



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 projecting and analysis. The record information stored in the GIS is continually being updated and edited as new information is obtained. Verification of existing data continues to be 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.

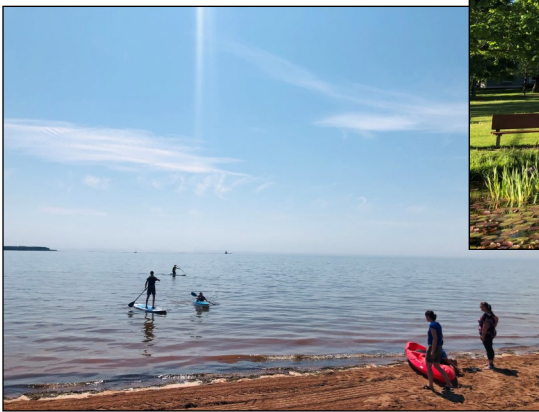
Respectfully submitted,

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