

2021-2022

ANNUAL REPORT



MESSAGE FROM THE MAYOR

On behalf of myself and Charlottetown City Council, I am pleased to present our 2021-2022 Annual Report.

It has, without question, been a challenging year for everyone. As we face renewed uncertainty due to the ever-evolving public health situation, there is no doubt that this pandemic continues to affect residents and businesses in new and unprecedented ways.

Despite the hardships that we have faced as a municipality, we are continually in awe of the community spirit, solidarity and care that residents have shown one another over the past year. Whether that means participating in public meetings, engaging in municipal events and initiatives, or getting vaccinated, it is clear that residents are looking out for each other. Through these actions, we have all played a key role in making Charlottetown one of the best places to live in the world.

Though it merely confirms what many of us have known for a long time, Charlottetown shared the top spot with Halifax on *Maclean's* magazine's "Best Communities in Canada" 2021 ranking. Charlottetown is a magnificent place to live, work, learn and play — but that doesn't mean there isn't room for improvement. As a municipality, we continually seek ways to make our services more efficient, and we adapt to changing circumstances.

Just as the needs of our citizens evolve, so too must our municipality. With a continued focus on creating an open, transparent and accountable City Hall, we have also taken giant leaps forward to develop a sustainable, measurable and actionable Strategic Plan. We look forward to engaging with residents in 2022 to establish priorities for our Council and staff that respond to our growing municipality's needs.

In the fall, the City of Charlottetown hosted the Atlantic Mayors' Congress for mayors from all four Atlantic provinces. The caucus is committed to improving municipal government and developing a strong, unified voice to advocate for regional municipalities' priorities. Presentations on several timely subjects by industry experts encouraged an atmosphere of collaboration between communities and charted a clear path forward on critical issues, including housing, Reconciliation, transit infrastructure and post-pandemic economic recovery.

In 2021, the City of Charlottetown made significant progress on numerous projects that will positively impact the daily lives of our residents. We moved ahead on key projects, such as reaching the final design stage of Fire Station 3, which will serve the north end of the city; the new Public Works facility on MacAleer Drive, which will be the first building of its kind that aims to be fully net-zero in its energy consumption; and have a new preliminary design for the new Simmons Sports Centre, which will provide residents with access to a state-of-the-art recreation facility for many decades. We have much to look forward to in 2022, including the opening of the new Charlottetown Library and Learning Centre, which will continue to be a vital institution for Islanders.

We are so proud to serve our community as Mayor and Council for this great city, and we will continue to advocate for your interests at every level of government. Our successes, however, rely on us working together to make this city a more inclusive place for all. I welcome all of your ideas to improve our community; I can be reached at 902.566.5548 or by email at mayor@charlottetown.ca.

This Annual Report provides highlights from 2021, identifies critical priorities for the future and draws attention to each department's impact on residents' lives. We hope you enjoy looking back at the successes from the past year and sharing in our hopes for the future. This year's report also discusses some ways that you can contribute to our commonly shared cause of making Charlottetown more sustainable and welcoming for all.



Philip Brown
Office of the Mayor
City of Charlottetown
Birthplace of Confederation
Canada





MAYOR AND COUNCIL



PRIDE WEEK 2021



UPEI STUDENT UNION



KEY TO THE CITY



EVERY CHILD MATTERS



STARS FOR LIFE

EVERY CHILD MATTERS

Councillor Bob Doiron, Mayor of Stratford Steve Ogden, Abegweit First Nation Chief Junior Gould and Mayor Philip Brown at a raising of the Mi'kmaq First Nations flag in solidarity with the Indigenous community on Canada Day.

UPEI STUDENT UNION

Mayor Philip Brown met with the University of Prince Edward Island Student Union in 2021 to discuss issues facing youth and students in Charlottetown.

MAYOR AND COUNCIL

Top row, from left: Deputy Mayor Jason Coady, Councillor Julie McCabe, Mayor Philip Brown, Councillor Greg Rivard and Councillor Terry MacLeod. Bottom row, from left: Councillor Alanna Jankov, Councillor Terry Bernard, Councillor Kevin Ramsay and Councillor Mike Duffy.

STARS FOR LIFE

Mayor Philip Brown and Project Manager at Charlottetown Area Development Corporation Aaron Hansen present Ron Casey, Executive Director of the Stars for Life Foundation, with a cheque for more than \$40,000 following the Mayor's Cup Memorial Golf Tournament in support of young adults with autism spectrum disorder.

KEY TO THE CITY

Mayor Philip Brown present Charlottetown's highest honour — the Key to the City — to Prince Edward Island's Chief Public Health Officer, Dr. Heather Morrison, and the Province's Chief of Nursing and Professional Practice Officer, Marion Dowling.

PRIDE WEEK 2021

Councillor Julie McCabe, Councillor Alanna Jankov, and Mayor Philip Brown raise the progress Pride flag with community members during Pride Week 2021.

COMMUNITY SAFETY

SERVING OUR COMMUNITY

For decades, the Fire Department has been optimizing its services to deliver the most cost-effective and efficient fire protection system possible. Our dedicated team of firefighters and fire prevention staff, both past and present, were thrilled to receive an overwhelmingly positive citizens satisfaction score of 99% in the city's Citizen Satisfaction Survey, which was completed in April 2021.

QUICK FACTS

Throughout 2021, the Fire Department continued to work diligently to safeguard the city against the disastrous effects of fire. Through fire prevention and suppression efforts, injuries and property damage in Charlottetown were kept to a minimum. In 2021, the department:

- completed 426 fire inspections;
- issued 169 hazard compliance orders;
- conducted 35 fire investigations; and
- attended to 681 emergency responses.

REACHING NEW HEIGHTS

On November 2, 2021, the department received its newest apparatus, a 2021 Pierce Ascendant 107' heavy-duty aerial ladder truck, which replaced the 1996 E-One 100' aerial ladder truck. The new Ladder 1 has been assigned to Fire Station 2, and provides the most cutting-edge firefighting technology available on the market today.



REACHING NEW HEIGHTS

AWARENESS, EDUCATION AND PREVENTION

One of the most favourable communication strategies in continuing to build a safer city is through public engagement. Throughout the year, firefighters completed a number of education campaigns, including messaging to check your smoke alarms regularly. The department also conducted its yearly volunteer recruitment drive, which ran from September 20, 2021, to October 29, 2021.



CHANGE YOUR CLOCKS, CHANGE YOUR BATTERIES

CHANGE YOUR CLOCKS, CHANGE YOUR BATTERIES

Josh Morrison, ELS Firefighter, Fire Station 1 and Brad Kennedy, career Fire Fighter II, Fire Station 1, during the city's bi-annual Change Your Clocks, Change Your Batteries campaign to promote fire prevention.



POLICE VEHICLE

POLICE VEHICLE

A 1952 Dodge Regent — a blast from the Charlottetown Police Service's past. It can occasionally be spotted at parades and other community events.

REACHING NEW HEIGHTS

The Fire Department's new 2021 Pierce Ascendant 107' heavy-duty aerial ladder truck.



COPPER

LOOKING FORWARD

The municipality continues to move forward with Fire Station 3, which will be constructed on Malpeque Road near Sherwood Road. This station will service the northern part of Charlottetown.

NATIONAL ALERT AND AGGREGATION DISSEMINATION SYSTEM (NADDS)

The NADDS system offers emergency management organizations across the country the capability to rapidly warn the public of imminent or unfolding threats to public safety. The Charlottetown Police Service can now directly issue critical and potentially life-saving alerts to the electronic devices of local residents and visitors.

COMMUNITY ACTION TEAM

After completing a successful pilot project, the Charlottetown Police Service Community Action Team was formed with the aim of improving road safety — one of the department's core strategic goals. The team consists of three members who respond to traffic-related issues, a concern identified by Charlottetown residents. The new team is working to address issues using a balanced approach toward traffic enforcement, education and community engagement.

COPPER

Constable Dale Johnson and Copper, the Charlottetown Police Service mascot, show off some fan mail.

COMMUNITY WELLNESS TEAM

Formed in fall 2021, the Community Wellness Team is supported by additional provincial funding. The team consists of two members who have been specially trained in interacting with residents who are experiencing a mental health crisis. The team is on duty 40 hours per week, from 9 a.m. to 5 p.m. Their duties include assisting the Provincial Mobile Mental Health Unit as well as responding to mental health-related calls. Additionally, the team routinely checks in at the Community Outreach Centre on Euston Street and carries out daily foot patrols of the downtown core to work with vulnerable residents.

INTRODUCING COPPER

Copper, the new Charlottetown Police Service (CPS) mascot, joined the team in the summer of 2021 and was brought on with the help of funding from the Government of Canada. Since being sworn in as a CPS member, Copper's duties have included community engagement at parades, birthday parties and charity events.

APPROVED DRUG SCREENING DEVICE

Charlottetown police officers are now using approved drug screening devices (ADSE) to combat impaired driving by drugs, including THC. In 2021, officers used the devices on several occasions to assist in the arrest of impaired drivers and in laying subsequent charges. The CPS plans to acquire additional ADSE and will train all patrol officers to use these devices in the coming months.

WELCOMING A NEW CHIEF OF POLICE

In fall 2021, Brad MacConnell was sworn in as Chief of Police. Chief MacConnell brings 26 years of experience with the Charlottetown Police Service to this top-ranking role. His past duties included Deputy Police Chief and Sergeant in charge of the Major Crime Unit.



POLICE CHIEF BRAD MACCONNELL

POLICE CHIEF BRAD MACCONNELL

Left to right: Mayor Philip Brown, former Chief of Police Paul Smith, Chief of Police Brad MacConnell, former Chief of Police Don Webster and The Honourable Bloyce Thompson, M.L.A. Stanhope-Marshfield, at the swearing-in ceremony in August.

A VIBRANT DESTINATION

ECONOMIC DEVELOPMENT MICRO-SUMMIT

In October, economic development professionals from around the region were invited to Charlottetown to participate in an Economic Development Micro-Summit, held in conjunction with the Atlantic Mayors' Congress. Participants worked together to identify ideas and priorities for moving Atlantic Canada forward from the COVID-19 pandemic and its impacts.

WELCOMING NEWCOMERS

The city initiated a series of flag raisings in coordination with Immigrant and Refugee Services Association PEI, where the flags of immigrant home countries were raised at City Hall on their respective Independence Days. In December, the municipality also worked with partners at the provincial Department of Health and Wellness's Recruitment and Retention Secretariat to officially welcome 17 new physicians to Charlottetown, who began practising in the city in 2021.

PLANNING FOR THE FUTURE

Staff participated in developing YYG Charlottetown Airport's recovery strategy and the establishment of Meetings & Conventions PEI's strategic re-start plan. The municipality also created a Sport Tourism Recovery Action Plan to bridge efforts in sport tourism development through the pandemic. As a founding partner of Event Atlantic, the city worked closely with this association to launch a three-year strategic plan.



ECONOMIC DEVELOPMENT MICRO-SUMMIT

ECONOMIC DEVELOPMENT MICRO-SUMMIT

The Economic Development Micro-Summit, held in tandem with the 2021 Atlantic Mayors' Congress in Charlottetown, saw economic development officers from across the Atlantic Region come together to tackle pressing issues facing municipalities.



HOLIDAY PROJECTION ON THE PLAZA

RECOGNITION AND AWARDS

The city's Events Development Officer, Wayne Long, was the recipient of Event Atlantic's Champion of the Year Award. The award is presented annually to an individual who embodies collaboration, dedication and excellence in event management in Atlantic Canada. The municipality was also the recipient of Communities in Bloom's Municipal World WinterLife Award, which recognizes efforts and involvement in engaging the community with indoor and outdoor activities to celebrate winter.

EVENT HOSTING

Some of Charlottetown's favourite annual events returned in 2021, several of which were modified or reimaged under changing COVID-19 restrictions, including the 2020-21 Charlottetown Islanders hockey season, Jack Frost Winterfest presents ICE CITY, Old Home Week presents Country Days and the Gold Cup Parade Neighbourhood Tour,



2023 CANADA WINTER GAMES

2023 CANADA WINTER GAMES

Left to right: Canada Games alumni Logan MacDougall, 2023 Games Co-Chair Brian McFeely, Mayor Philip Brown, 2023 Games Co-Chair Wayne Carew, 2023 Games Vice-President of Sponsorship Jonathan Ross, Mayor of Summerside Basil Stewart and Canada Games alumni Sarah MacEachern at the 2023 Canada Games municipal partnership announcement.

HOLIDAY PROJECTION ON THE PLAZA

Working closely with WASKO AV, the City of Charlottetown and Confederation Centre of the Arts launched a new Holiday Projection on the Plaza during the Wintertide Holiday Festival.

among many others. Several new events were added to the calendar, including the Island Tides Yoga & Wellness Festival, Charlottetown Busker Festival, Street Feast and the Holiday Projection on the Plaza.

SPORT EVENT-HOSTING DESTINATION

Charlottetown continues to be ranked as the #1 sport event-hosting destination in the country for populations fewer than 50,000 and #6 overall in Canada, regardless of population. Attraction efforts continued to prosper, with several future event announcements made throughout the year.

Additionally, Charlottetown welcomed numerous sport events in 2021, including the U16 & U18 Men's & Women's Atlantic Flag Football Championships, Eastern Canadian Intermediate Women's Softball Championship and many more. The city's sport tourism initiative SCORE was also the presenting partner of the Sport PEI Annual Awards. Excitement is building as PEI will host the 2023 Canada Winter Games. Charlottetown will be abuzz with the Opening and Closing Ceremonies, Athletes' Village, Cultural Festival and the hosting of several sports. The city announced a \$1.8-million partnership with the 2023 Canada Winter Games, which includes a number of legacy infrastructure projects.

TOURISM TO CHARLOTTETOWN

While 2021 began with significant travel restrictions, a gradual easing of restrictions in early summer, supported by a strong "buy local" mentality and exceptional marketing campaigns from our partners at Discover Charlottetown, saw the industry recover to approximately 50% of its 2019 values. While the road to recovery across Canada is currently projected to take until 2025, local targets are forecasting a return to 2019 numbers a full year earlier due to current travel statistics and strong sport and event tourism offerings over the next few years.

CIVIC CELEBRATIONS

In 2021, the city delivered a full schedule of free civic celebrations, reimagined with community safety as a top priority. Islander Family Fun Day returned to its roots and saw residents



CHALK ART IN THE CITY



CANADA DAY

participate in several family-friendly activities. Capital City Canada Day returned to in-person celebrations, showcasing 18 local musical acts across four downtown stages. Canadian Heritage's National Canada Day Broadcast featured three local musical acts and members of the Abegweit First Nation.

Charlottetown's 166th birthday was celebrated on Natal Day weekend, with COVID-19-safe programming. Cinema Under the Stars returned to the outdoor amphitheatre at the Confederation Centre of the Arts. Santa again toured through local neighbourhoods during Santa Claus Comes to Town. The Wintertide Holiday Festival brought the festive spirit to the Holiday Season and Capital New Year celebrations closed out the year.

ARTS AND CULTURE

In 2021, the Charlottetown Arts Advisory Board began working with a consulting firm to develop a new Public Art Plan for the city. The final plan was presented to Council for adoption in January 2022. The Arts Advisory Board also hosted the Charlottetown Arts & Culture Awards in October and struck a new partnership with the Charlottetown Film Festival to recognize their award winners. In addition, the Art in the Open festival celebrated its 10th anniversary, live theatre returned to the stage at Confederation Centre of the Arts, and the city launched its first outdoor streetlamp light-box exhibition, which featured the work of 20 local artists.

PLANTING CHERRY TREES

In the fall, the city planted several cherry trees adjacent to the boardwalk extension on Terry Fox Drive in recognition of the municipal partnership with Ashibetsu, Japan. The pathway will be officially dedicated during the next student cultural exchange to Charlottetown.

CHALK ART IN THE CITY

Chalk art by local artist Melissa Peter-Paul brings an already vibrant corner of downtown Charlottetown to life during Natal Day Weekend Celebrations, which featured a self-guided Chalk Art Walk.

CANADA DAY

Musician Kierrah performs at Founders' Food Hall & Market during the 2021 Capital City Canada Day celebrations.

INFRASTRUCTURE INVESTMENTS

IMPROVING STREETS AND SIDEWALKS

The Public Works Department prioritizes the ongoing maintenance and improvement of Charlottetown's streets and sidewalks. In 2021, more than seven kilometres of streets were resurfaced. The department also completed nearly two kilometres of new or replaced sidewalks and added approximately 600 metres of multi-use pathways.

MAJOR STREET REHABILITATION PROJECTS

The city invested \$5.4 million into its road rehabilitation program in 2021. The work included Pond Street, Garfield Street, Eastern Gateway (Phase 1), Towers Road Connector and additional street resurfacing. These projects were supported by gas tax funding. Pond Street and Garfield Street will soon be undergoing significant transformations. Public Works has been working collaboratively to redesign these streets from the ground up. This work will include replacing all underground infrastructure, such as water, sewer and storm lines, as well as installing sidewalks and curbing to make these areas more pedestrian-friendly.

NEW CITY FACILITY

In 2021, work began on a new facility that will include service bays, offices and workshops for the Parks and Recreation and the Water and Sewer Utility Departments. Designed by Sable ARC Studios, the 2,300-square-metre facility aims to be fully net-zero in energy consumption. The entire building's heating and electrical consumption will be minimized and offset

using ground-source (geothermal) heat pumps and on-site photovoltaic renewable energy. This building will be the first of its kind in Charlottetown and is in keeping with municipal and provincial targets for overall carbon neutrality.

IMPROVING TRAFFIC FLOW

Public Works continually explores innovative ways to improve traffic flow and reduce delays for drivers during peak hours. In 2021, Public Works designed and strategically deployed portable concrete barrier curbs throughout Charlottetown. These devices are a low-cost solution for traffic flow improvements and allow the department to study these traffic-calming measures and their impact on neighbourhoods. If successful, the city will look to implement these solutions permanently.

STORM WATER MANAGEMENT

In 2021, the city purchased a new box culvert to replace the aging wooden infrastructure underneath Beach Grove Road, at Ellen's Creek. With the success of the new twin culvert replacement underneath Capital Drive in 2020, this project will link the water systems together and improve water flow in the future. This replacement project is anticipated to begin in early 2022.

EASTERN GATEWAY REVITALIZATION

Another major capital project to look forward to is the revitalization of the Eastern Gateway, which encompasses the southeast section of downtown, including Water Street, Grafton Street and Joe Ghiz Park. The city is looking at how it can improve this area in terms of traffic flow and stormwater runoff, as well as ensuring that pedestrians, cyclists and drivers can safely navigate the area.



IMPROVING TRAFFIC FLOW

IMPROVING TRAFFIC FLOW
Councillor Terry MacLeod (left) and Scott Adams (right), Manager of Public Works, at a new median installed at North River Road.



A GROUNDBREAKING NEW FACILITY

A GROUNDBREAKING NEW FACILITY
Left to right: Julian Fogarty, Senior Project Manager at SableARC Studios, Bill Saul, Senior Architect at SableARC Studios, Mayor Philip Brown, Councillor Terry MacLeod and Scott Adams, Manager of Public Works, at the official groundbreaking of the new city facility being constructed on Brackley Point Road.

ASSET MANAGEMENT

Charlottetown’s Infrastructure and Asset Management Department is responsible for collecting valuable information about the entire life cycle of the municipality’s physical infrastructure, including its condition and replacement cost forecasting. Using ever-evolving mapping and data, the department is responsible for ensuring that the city’s roads, bridges, sidewalks, buildings and utilities serve our community in a way that optimizes economical life cycle costs. At each stage of the city’s infrastructure — from design to operation, to rehabilitation to decommissioning — the department ensures that information about the city’s assets is up to date, accurate and usable.

GEOGRAPHIC INFORMATION SYSTEM

The city’s geographic information system (GIS) is a mapping and data display software. Having an accurate, technical map of Charlottetown is invaluable for the city’s operations. It allows departments to collaborate on tree plantings, flood prevention initiatives and new construction projects, to name a few. GIS software provides direct visual information about the city’s assets, including shorelines, trees, roads and utility services. The system also helps consolidate information from different departments for overall analysis. Many departments use this tool to ensure the timing and implementation of their projects align with the work of other divisions. A recent example of its value in city projects includes mapping the shoreline near the Queen Elizabeth Hospital to monitor coastal erosion.

KEEPING WATER CLEAN

The Water and Sewer Utility Department plays a vital role in maintaining community health. Technicians regularly test the source water at our wellfields and the treated water throughout the distribution system. Using fire hydrants, the system is flushed to clear the pipes of silt and debris to ensure

adequate flow is available for residents, businesses and firefighters. Utility staff also respond to residents’ concerns about water quality and leaks, and they provide permits for new developments.

WATER CONSERVATION INITIATIVES

The utility operates several water conservation programs. During a field trip in the fall, two groups of Grade 8 students planted 150 trees and shrubs at the Miltonvale Water Reservoir site. The utility also held a spring rain barrel sale to encourage eco-friendly yard work practices while seasonal water conservation restrictions were in effect. During the annual Fix a Leak Week, the utility developed an educational video demonstrating how to check your home for leaks. A contest promoting water-saving habits at home was also held, in partnership with Stratford and Cornwall.

ONLINE PAYMENTS FOR WATER AND SEWER SERVICES

A new online system is now available for residents to view and pay their water bill. Residents can now make payments online and there is also an option to receive their bill via email or text. To register or make payment, visit charlottetown.ca/waterbill.

HOW YOU CAN HELP THE UTILITY

While maintaining the water and sanitary system is a complex job, residents can do small things at home that make a significant difference. It is essential to flush only human waste and toilet paper. Flushing cleaning wipes, cotton balls/swabs, bandages, FOG (fat, oil and grease) or any other materials and substances can lead to sewer backups in your home and damage the sewer system. Residents are also encouraged to report any irregularities in their water service or if they notice water pooling in unusual areas, as this may indicate a leak.



DETECTING WATER LEAKS



HYDRANT FLUSHING

DETECTING WATER LEAKS

Alistair Ozon, Water Coordinator for the City of Charlottetown, is featured in a video produced for the City of Charlottetown’s YouTube channel, with details on how to check your home for water leaks — a practice that can save water and money.

HYDRANT FLUSHING

The Water and Sewer Utility Department flushes hydrants twice a year in the Capital City to ensure proper hydrant operation and to flush sediment from the pipe network.

ENVIRONMENTAL SUSTAINABILITY

CLIMATE CHANGE ADAPTATION STRATEGIES

A living shoreline uses natural materials that allow for habitat to grow for the plants and wildlife that live here. A new living shoreline demonstration site was installed along a portion of Charlottetown's waterfront to help prevent coastal erosion. The platform for viewing this site is at the intersection of Murchison Lane and the entrance to Sherwood Home. This project was completed in partnership with the PEI Watershed Alliance, Town of Stratford, Creative PEI and Mi'kmaq Confederacy of PEI. It was also partly funded by Environment and Climate Change Canada's Climate Action and Awareness Fund.

The Resilient Homes, Parks and People project featured a five-part speaker series and pilot program that offered flood risk assessments and rebates to residents upgrading their homes to be more resilient against floods and rising sea levels. This new provincially funded climate-focused project was implemented by the municipality.

COMMUNITY VEGETABLE PLANTER PROGRAM

Throughout the growing season, staff and volunteers plant several vegetable varieties, and anyone can harvest what grows in the planters, free of charge. The community vegetable planter program has expanded to a total of 25 planters across Charlottetown. In 2021, three new planters were added to Skyview Park. Based on the program's success, residents can now request community vegetable planters be added to a local park in their community.



LIVING SHORELINE

LIVING SHORELINE

Left to right: Councillor Mitchell Tweel and ClimateSense intern Quinn Howard viewing the living shoreline demonstration site along Murchison Lane, near the Queen Elizabeth Hospital.

2021 COMMUNITY SUSTAINABILITY MICRO-GRANT PROGRAM

The community sustainability micro-grant program connects environmentally focused community members and showcases creative ideas and initiatives within the community.

In 2021, the program funded these eight local projects:

- Big Brothers Big Sisters' Big Start;
- a composting demonstration at Desbrisay Community Garden;
- an experimental shorts showcase organized by FilmPEI and Art in the Open;
- an environment and food sources workshop with Stars for Life Foundation for Autism;
- an edible gardening workshop series run by the PEI Food Exchange;
- a mural project with Immigration and Refugee Association PEI;
- a garden-sharing initiative; and,
- a waste reduction program created by the Coffee Pod Collective.



ROOTED IN ART



SUSTAINABILITY TRAILER

SUSTAINABILITY TRAILER

In 2021, the city introduced the sustainability trailer, which contains all of the materials required for sustainable events, including bike racks, signage and waste stations. These materials are used by city staff for events and are also available for loan to local organizations and groups that are hosting events in Charlottetown.

ROOTED IN ART

The Rooted in Art installation by Sarah Saunders uses thin, colourful string as a sculptural medium to draw attention to the powerful relationship between trees and the air around them.



BIKE WEEK

In 2021, the city's Water and Sewer Utility Department funded three water-focused community projects as part of the micro-grant program:

- a rainwater harvesting experiment;
- the distribution of 1,000 personal sharp-disposal kits to encourage the safe disposal of needles; and,
- an educational campaign to raise awareness about heat exhaustion and heatstroke.

WASTE REDUCTION EFFORTS

For the second year in a row, the city participated in Waste Reduction Week in Canada 2021 to help celebrate our local environmental efforts and achievements while encouraging new ideas and solutions.

To help facilitate the proper recycling of household batteries, the city partnered with Call2Recycle to become a designated used battery drop-off centre. In 2021, 17.8 kilograms of batteries were recycled through the drop-off centre at City Hall. The program continues, and residents are invited to drop-off their used batteries in the receptacle located inside the main entrance of City Hall.

ROOTED IN ART

The Rooted in Art initiative helps residents connect with their urban forests in new ways. In 2021, the city helped install six installations by Island artists, which were created in response to specific municipal trees in Charlottetown. A self-guided tour along an accessible 1.7-kilometre loop was developed to lead participants to each installation. Here, participants could see trees through the artists' eyes and learn more about the trees that inspired the installations. Topics ranged from the underground fungal networks that trees communicate through, to the potential threat of emerald ash borer.

MUNICIPAL NATURAL ASSETS INVENTORY

In partnership with the Municipal Natural Assets Initiative, the city completed an inventory of its natural assets. The initiative's online inventory dashboard displays the forest, wetland, grassland, shrubland and agricultural land within the city and the condition of each site. These natural areas provide many essential ecological services, such as reducing flood risk, purifying air and water, recharging groundwater, mitigating greenhouse gases and providing spaces for recreation. This inventory is the first step in a management strategy for these vital natural assets.



ACTIVE TRANSPORTATION

ACTIVE TRANSPORTATION
City Councillors and elected officials participate in the unveiling of a new accessible, multi-use paved pathway from Murchison Lane to St. Peters Road.

BIKE WEEK
Students from West Royalty Elementary during Bike Week 2021, which saw students across Charlottetown biking to school to promote active transportation.

HOME ENERGY UPGRADES

Switch Charlottetown, a new home energy upgrade program administered by PACE Atlantic CIC, was introduced in 2021. The partnership offers energy assessments along with 0% interest loans for home energy. To date, more than 200 residents have joined the program, and more than 100 home energy assessments have been completed. The new program has financed \$650,000 in energy upgrades, resulting in an estimated annual reduction in greenhouse gas emissions by 100 tonnes of CO₂e. The Switch program was made possible through funding by the Federation of Canadian Municipalities.

BETTER HOMES NEIGHBOURHOOD ENERGY PROJECT 2.0

Building on the successful collaboration with efficiencyPEI last year on the Better Homes Neighbourhood Energy Project, a second location and updated program is being implemented in the 500 Lot Area in Charlottetown. The program offers free energy audits to residents, one-on-one consultations about their energy use and retrofit opportunities, access to all efficiencyPEI rebate programs, free air sealing and access to financing for energy upgrades. In 2021, 39 households took advantage of the program, which was open to multi-unit residential buildings as well as single family homes.

LIGHTING UPGRADES AT CITY FACILITIES

The city installed LED lighting at Fire Hall 1, the Police Station, Cody Banks Arena, Hillsborough Park Community Centre and J. Elmer Blanchard Building. In addition, the LED lighting conversion at Bell Alliant Centre is nearly complete. These upgrades helped reduce operational costs by \$76,322 and reduced 134.9 tonnes of CO₂e in greenhouse gas emissions. In addition, 500 high-pressure sodium streetlights were converted to LED.



GOING ELECTRIC

GOING ELECTRIC

Nineteen electrical vehicle charging stations were installed across the city, including these two new stations on Kent Street, next to City Hall.

ENERGY UPGRADES

After reviewing building envelope performance at city facilities, the overall performance of the energy systems was improved across the board. This review was completed at all municipally owned and operated buildings, including the Bell Alliant Centre and Eastlink Centre. The city replaced all of the windows at the Sherwood Community Centre with double-pane windows. A four-head heat pump was installed in the office areas at the City Garage on MacAleer Drive, reducing the facility's reliance on fuel-sourced heating. Energy-efficient HVAC unit condensers were also installed at Hillsborough Park Community Centre and the Police Station. In addition, the Planning and Heritage Building's HVAC system was upgraded using variable refrigerant flow, the roof was replaced and an electric water heater was added.

GOING ELECTRIC

Nineteen electric vehicle charging stations were installed throughout the city and can now be found at City Hall, arenas and community centres. The charging stations provide visitors with the opportunity to top-up their electric vehicles at the designated locations. In addition, the city purchased two used electric cars as part of a pilot project that will consider alternative fuel options during fleet replacement. For more information about electric vehicles, charging stations and rebate programs, visit charlottetown.ca/ev.

ANTI-IDLING POLICY

The city has implemented an anti-idling policy for staff and Council to help reduce unwanted greenhouse gases. The policy is a result of the city's Integrated Community Sustainability Plan and applies to anyone using vehicles while performing municipal duties.



TRANSIT

TRANSIT

The T3 system added eight buses to its fleet in 2021, and the municipality has partnered with Wood to develop an energy transition plan to replace the current fleet with electric vehicles and review options for possible future expansion.

ACTIVE AND GREEN SPACES

SIMMONS SPORTS CENTRE

In May, the city engaged design, consulting and engineering firms to develop the detailed design plans for a new Simmons Sports Centre. The project is now underway, and the schematic and detailed design was completed in December. The construction of the new facility that will replace the existing aging infrastructure is expected to begin in spring 2022.

THE EASTLINK CENTRE CHARLOTTETOWN

In 2021, the Eastlink Centre Charlottetown became the primary centre for the COVID-19 vaccine program, which has served over 100,000 residents. Focus has since shifted toward the venue's capital improvement project plans, in preparation for the return of large-scale sporting events. In 2021, the facility underwent significant improvements, including NHL-approved boards and a Crystal-Flex™ glass system, VIP and accessible parking, and energy-efficiency upgrades. Soon to follow are upgrades to the dressing rooms, a brand-new full-colour lighting and sound system, a media box redesign and overall accessibility improvements. These improvements are made possible through funding provided by the City of Charlottetown and the Canada Games.

The Eastlink Centre looks forward to many returning events that were postponed due to the pandemic, including the PEI Provincial Home Show, the International Potato Technology Expo and numerous annual sporting events.

BELL ALIANT CENTRE

The Bell Aliant Centre continues to make infrastructure and energy-efficient investments. To assist with these improvements, the city budgeted \$2.1 million in ventilation upgrades and \$575,000 in sound and lighting, glass and mechanical upgrades. In addition, complimentary family swim passes were provided to local Indigenous families. As well, there is improved accessibility now in spectator seating in both arenas, thanks to the installation of stairway support rails.



CENTENNIAL PARK



WRIGHT'S CREEK BRIDGE

PARKS AND PLAYGROUND EQUIPMENT

The sand at playground structures at Joe Ghiz Park, Centennial Park, Malcolm J. Darrach Park and J. Frank McAulay Park was replaced with pea gravel. The playgrounds at Lion's Park, Kennedy Park, MacPherson Park, MacLean Park and Westridge Park were re-landscaped, and park concept designs were completed for three new greenspaces, including the East Royalty Lagoon site. Though the delivery of new playground equipment has been delayed due to COVID-19, one piece of equipment was installed in 2021. The remaining four pieces will be installed in the summer of 2022.

The replacement of the Wright's Creek Bridge is ongoing, and the active transportation pathway in this area is now open to the public. The remaining work at this site will be completed in 2022.

PATHWAY IMPROVEMENTS

More than 130 metres of pathways were widened and asphalted at Centennial Park. Two new pedestrian bridges were also installed at J. Frank McAulay Park, and 600 metres of pathway at Wright's Creek and 450 metres of trail at Andrews Pond were resurfaced. The parking lot at Mulberry Park was also repaved, and an accessible walkway leading to the washroom facilities was added. In addition, 123 metres of city-maintained boardwalk in the Founders Food Hall area were replaced.

CENTENNIAL PARK

Centennial Park is one of the many parks to have received upgrades in 2021. Improvements include new accessible asphalt pathways leading to the playground.

WRIGHT'S CREEK BRIDGE

Councillor Terry Bernard visits the new Wright's Creek Bridge, which serves as a key connection to approximately 90 acres of municipally-owned green space in East Royalty.

ACTIVE AND GREEN SPACES *continued from page 13*

PROGRAMMING AND COMMUNITY

The Parks and Recreation Department offered the majority of its regular direct-delivery programs in 2021, including community events, adult fitness classes, summer day camps and the introduction to sports programs, which continue to be in high demand. Sports fields, courts and the two outdoor swimming pools were very busy with a wide range of user groups throughout the summer months.

SENIORS' ENGAGEMENT

In the fall 2021, the city's Seniors' Engagement Committee held a series of workshops to gain input and feedback from Charlottetown's older adults. The feedback collected from these sessions will be used to assist in the development of an action plan for a more age-friendly city.

NEW BIKE RACKS ADDED TO THE COMMUNITY

The city continues to invest in the local active transportation network. In 2021, 11 new bike racks were installed throughout the community. In addition, the bike rack cost-sharing initiative, which allows businesses and organizations to acquire a durable four-bike bike rack at just 50% of the cost, with the city paying the other 50%, will continue to support local businesses in installing bike racks at their establishments.

ACTIVE TRANSPORTATION NETWORK

Phase One of the Bypass Highway multi-use pathway, between Murchison Lane and St. Peters Road, officially opened in October. The accessible pathway is open to all modes of active transportation. Phase Two will extend the path to Brackley Point Road and is expected to be completed in 2022. Phase Three, the final phase, will connect the path to Mount Edward Road.



SENIORS' CONSULTATION



ARBOR DAY

ANNUAL MAINTENANCE

Urban forests provide residents with many benefits. Aside from their sheer beauty, trees are essential for moderating air temperatures, absorbing pollution, creating oxygen, supporting local wildlife and pollinators, and much more. Each year, the city completes its urban forestry programs to protect, maintain and enhance the tree canopy and natural areas. Engaging residents in the maintenance and growth of the urban forest on public and private lands is of utmost importance.

TREE PLANTINGS AND COMMUNITY ENGAGEMENT

In 2021, community volunteers helped plant more than 550 native trees and shrubs to enhance Charlottetown's natural areas. Volunteer planting events included Arbor Day at Victoria Park, the Business Tree Challenge in Robin Hood Park and Earth Day with the Colonel Gray Environment Club. City staff planted 118 large new trees along streets and in parks. A new outdoor "forest bathing" program was offered in Victoria Park, attracting people on their lunch breaks. These walks encouraged people to take time to clear their minds, breathe, relax and absorb all that nature has to offer.

SENIORS' CONSULTATION

The city's Seniors' Engagement Committee held three workshops in the fall and circulated an online survey that will inform an upcoming action plan to make Charlottetown a more age-friendly city. Over 80 older adults participated in the in-person sessions, and the online survey received more than 200 responses.

ARBOR DAY

Six classes from Charlottetown schools participated in Arbor Day activities in 2021, which included a workshop on local wildlife, a tree-planting activity, a meet and greet with the Mayor, and more.



ROBIN HOOD PARK

PARTNERSHIPS AND GRANTS

A new art piece was installed in Robin Hood Park. The city partnered with the Immigrant and Refugee Services Association PEI (formerly the PEI Association for Newcomers to Canada) to develop a collaborative mural. Eight newcomers used their artistic talents to create a mural inspired by nature and community. The mural project was also an opportunity to celebrate diversity and educate new residents about PEI's wildlife and plants.

The municipality also received a TD Tree Days grant, which provided \$6,000 worth of native plant material for greening the side of the new Riverside Drive active transportation route.

TREE PROTECTION BYLAW

Protecting trees from damage is one of the most significant ways of ensuring a healthy tree canopy for years to come.



INVASIVE SPECIES MANAGEMENT

The Tree Protection Bylaw is used to manage Charlottetown's urban forest. In 2021, staff worked closely with several contractors to ensure compliance. The bylaw allows the city to identify non-compliant projects and provide guidance, followed by warnings and fines. In some cases, exemptions may be issued; however, the contractor would then be responsible for compensating for the lost trees or replacement plantings.

INVASIVE SPECIES MANAGEMENT

Monitoring and managing invasive insects and plants is key to protecting PEI's native flora and fauna. The city's Dutch Elm Disease Program identified four trees that required a fungicide treatment to prevent infection. In 2021, seven trees succumbed to the disease and required removal.

Monitoring for emerald ash borer (EAB) along with the Canadian Food Inspection Agency continued, and thankfully, no EAB was found. EAB has severely impacted urban forests in Canada. As a result, staff continue to track the possible spread of this harmful insect into Charlottetown. Invasive plant management is ongoing in Southview Park, Victoria Park, Desbrisay Park, Westcomb Park and Orlebar Park.

INVASIVE SPECIES MANAGEMENT

Urban Forestry staff remove a large buckthorn bush — an invasive species — from Westcomb Crescent to make room for non-invasive local species.

ROBIN HOOD PARK

Mayor Philip Brown and Councillor Julie McCabe attend the unveiling of the new mural at Robin Hood Park, which celebrates inclusivity and the Island's flora and fauna. Island artists Kirstie McCallum and Tomoyo Suzuki gathered the talents of artists Raquel Hoerusting, Wei Chen, Kate Hong, Sara Huang, Tahani Salameh, Paris Shahsavar, Sherry Yan and Bing Yiao to design and paint the mural.

PRESERVING THE PAST, PLANNING THE FUTURE

PLANNING THE FUTURE

An Official Plan is a long-term strategy on how the city plans for future growth and development. The new plan will set the policy direction for land-use planning and approvals. Preliminary work is underway, and community and stakeholder engagement will begin in fall 2022.

SHORT-TERM RENTAL REGULATIONS

Community and stakeholder engagement is essential in developing short-term regulations. In 2021, two highly-attended public meetings were held to receive input from the community and stakeholders. This public input is integral to preparing proposed regulations that the Planning and Heritage Department will submit to the Planning Board and City Council in early 2022.

AFFORDABLE HOUSING

Staff continue to work with all levels of government, developers and key stakeholders to implement an affordable housing program. The city recently partnered with the provincial government and surrounding communities to prepare a Regional Growth Study and Housing Needs Assessment. The study will be used to forecast the demand for all types of housing, including affordable housing. In 2021, Charlottetown's apartment vacancy rate rose slightly to 2.7%.

BUILDING CONSTRUCTION VALUES

It was another busy year for building permit activity. A total of 583 building permits were issued in 2021, an increase from 472 in 2020. Further, the total building construction values from December 2020 to December 2021 was \$159 million dollars. This is a slight decrease from last year's record-breaking number of \$180 million dollars, which was the highest dollar value recorded in building permit activity to date.

NEW ONLINE SYSTEM FOR PERMIT APPLICATIONS

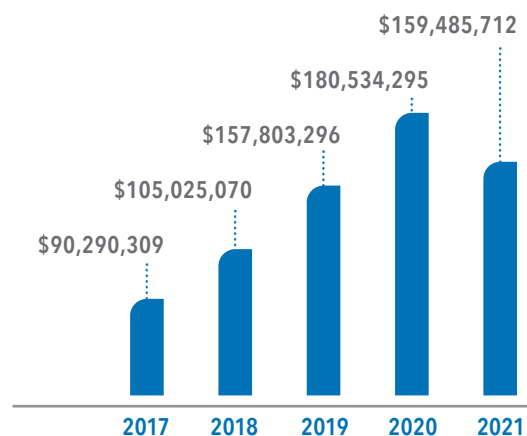
A new online portal is being created to expand and improve services within the Planning and Heritage Department. In 2022, applicants will be able to submit building and development permit applications online. The new service will also provide the ability to track an application's progress and make electronic payments.



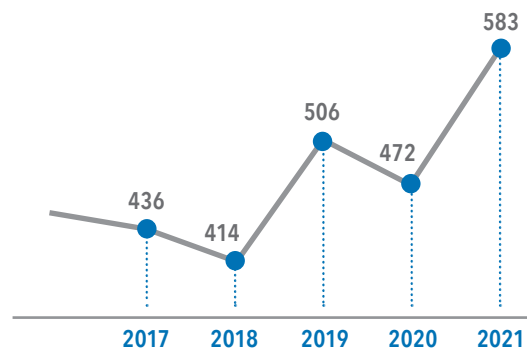
REMEMBRANCE DAY EXHIBITION

REMEMBRANCE DAY EXHIBITION
Left to right: Councillor Terry MacLeod, Lt. Col. Glenn Moriarity of The Prince Edward Island Regiment and Natalie Munn, Heritage Researcher and Collections Coordinator for the City of Charlottetown, at the launch of the Remembrance Day exhibit at Confederation Court Mall.

BUILDING
CONSTRUCTION
VALUES



PERMITS
ISSUED





BIKE WEEK EXHIBITION

PRESERVING OUR HERITAGE BUILDINGS

Heritage buildings are a vital part of Charlottetown’s cultural fabric. The Heritage Incentive Program offers both a grant and a tax incentive to help residents and businesses improve and maintain their heritage properties. In 2021, 14 grants were awarded. Residents are welcome to apply to this program throughout the year.

BUILDING A STORY MAP TOGETHER

A new partnership between the city and the University of PEI was created to help share Charlottetown’s history with the community online. A story map was created using the city’s archives, which will showcase the city’s transportation history and feature information, video, images and maps. The story map will launch in 2022.

PROMOTING OUR HERITAGE

A new outdoor pop-up exhibit took place in 2021 along the active transportation corridor in Victoria Park. As part of Bike Week, the Cycling in Charlottetown exhibit allowed residents to learn about the area’s cycling history while enjoying the outdoors. In addition, through a partnership with The Prince Edward Island Regiment Museum, the Planning and Heritage Department produced pop-up exhibits that used photos and artifacts to explore Charlottetown’s history. Watch for more exhibits in 2022.

CELEBRATING OUR HERITAGE

The annual Heritage Awards ceremony honours individuals who contribute to the knowledge and awareness of Charlottetown’s heritage. Residents Diane and Tom Barnes received heritage awards for their work in restoring and unveiling the history of School Street House. Local historian Gary Carroll was awarded the Catherine G. Hennessey Award for sharing his collection of historical materials and his extensive research into Charlottetown’s history with the community.



HERITAGE AWARDS

HERITAGE AWARDS

Mayor Philip Brown, Catherine G. Hennessey and Councillor Mike Duffy present Gary Carroll with the Catherine G. Hennessey Heritage Award at the annual Heritage Awards.

BIKE WEEK EXHIBITION

City staff enjoy a guided tour of the Cycling in Charlottetown exhibit installed along the active transportation corridor in Victoria Park during Bike Week.

EFFECTIVE GOVERNMENT

INITIATING A NEW STRATEGIC PLAN

Work has begun on the municipality's update to the Corporate Strategic Plan. Based on staff and community input, the new plan will serve as a framework to effectively manage the operations, support a dynamic organizational culture and guide efficient decision-making across the organization.

ANNUAL BUDGET

Like all municipalities, the city releases a yearly capital budget covering major expenditures, such as roads, buildings and equipment, and a yearly operating budget covering day to day costs, like wages, utilities, fuel, etc.

The 2021/2022 operations budget was released on March 26, 2021. While the budget was prepared during a time of considerable uncertainty related to the COVID-19 pandemic, the 2021/2022 budget was balanced and included \$61.04 million for city operating expenditures and \$13.5 million for the Water and Sewer Utility Department's operating expenditures. The budget did not require an increase in residential or commercial municipal tax rates.

Public consultations will begin in January 2022 for the 2022/2023 budgets. This will be followed by approval from City Council in March 2022. The upcoming budget process will involve a review of a variety of city facilities, programs, taxes and fees.

AUDITED FINANCIAL STATEMENTS

The audited financial statements were released on October 18, 2021, and showed a net consolidated operating surplus

of almost \$6.3 million for the fiscal period ending March 31, 2021, and an operating surplus of \$88,315 for the Water and Sewer Utility Department.

It is now the fourth consecutive year that the municipality has had a consolidated operating surplus. As a proactive measure, the city will begin to assign surplus funds to dedicated reserve accounts for unpredictable services, such as winter maintenance.

HUMAN RESOURCES: ASSISTING EMPLOYEES

In 2021, the Human Resources Department continued to provide guidance and assistance to employees and managers. The areas of government that fall under the umbrella of Human Resources include recruitment, pension and benefits, administration, payroll services, occupational health and safety, succession planning, training and development, employee relations, labour relations and collective agreement compliance.



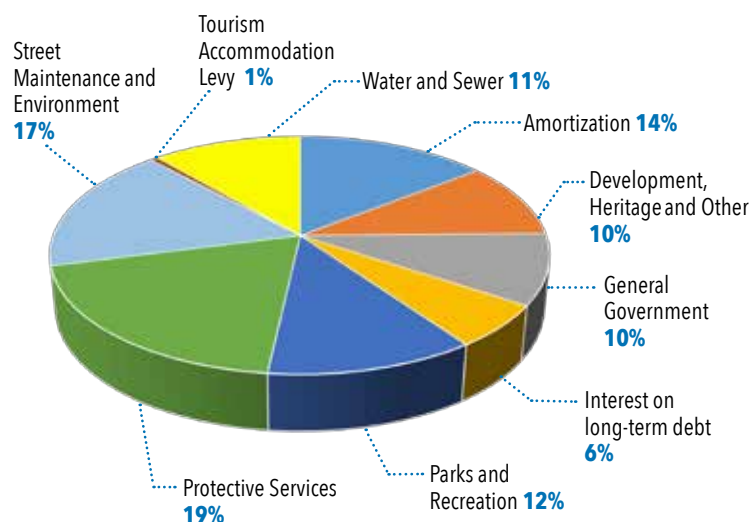
PINK SHIRT DAY

PINK SHIRT DAY

City staff recognize Pink Shirt Day, an initiative that raises awareness about bullying and raises funds for anti-bullying programs.

2020/21 CONSOLIDATED ACTUAL EXPENDITURES

Amortization	\$9,410,627
Development, Heritage and Other	6,726,538
General Government	6,281,874
Interest on long-term debt	3,820,089
Parks and Recreation	7,587,133
Protective Services	12,534,679
Street Maintenance and Environment ...	11,246,456
Tourism Accommodation Levy	340,901
Water and Sewer	7,392,506
Total Actual Expenditures	\$65,340,803





BELL LET'S TALK DAY
 Mayor Brown, Council and City staff show their support for Bell Let's Talk Day by creating personalized messages of support.

RETIREMENT
 Mayor Philip Brown and Chief Administrative Officer Peter Kelly wish Police Chief Paul Smith a happy retirement after 43 years with the Charlottetown Police Service.

HEALTH AND SAFETY

The City of Charlottetown is committed to providing a safe work environment for all of its employees and ensuring the public's safety should they come into close contact with staff at work sites. In November 2021, the city implemented a mandatory COVID-19 vaccination policy. Over 99% of staff were vaccinated by the date of implementation, resulting in a significantly higher vaccination compliance rate than provincial and national averages.

The city also hosted ongoing safety training sessions for employees. In 2021:

- 319 employees received WHMIS 2015 training;
- 62 employees received emergency first aid and AED training;
- 32 employees received traffic control manager training;
- 20 employees received evacuation plan training; and
- five employees received defensive driving training.

CELEBRATING RETIREMENTS

The Human Resources Department wishes to offer its sincere congratulations to Police Chief Paul Smith, Helen McGuigan and Randy Perry, who all retired in 2021.



RETIREMENT



**Mayor
Philip Brown**



Councillor Alanna Jankov
Ward 1, Chair of Human Resources,
Communications, and Administration;
Chair of Council Advisory Committee



Councillor Terry MacLeod
Ward 2, Chair of Public Works and
Urban Beautification; Chair of
Planning and Heritage



Councillor Mike Duffy
Ward 3



Councillor Mitchell Tweel
Ward 4, Chair of Environment and
Sustainability



Councillor Kevin Ramsay
Ward 5, Chair of Strategic Priorities
and Intergovernmental Cooperation



Councillor Bob Doiron
Ward 6, Chair of Water and
Sewer Utility



Councillor Greg Rivard
Ward 7, Chair of Protective and
Emergency Services



Deputy Mayor Jason Coady
Ward 8, Chair of Finance, Audit
and Tendering



Councillor Julie McCabe
Ward 9, Chair of Economic
Development, Tourism and
Event Management



Councillor Terry Bernard
Ward 10, Chair of Parks, Recreation
and Leisure Activities

Cover photo: Omar Broderick

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