

Community Sustainability Annual Report 2019

City of Charlottetown, PEI

March 2020

CHARLOTTETOWN
Great things happen here.



Environment and Sustainability Standing Committee



Terry Bernard
Vice Chair



Greg Rivard
Member at Large



Julie McCabe
Member at Large

Letter from Committee

Dear residents,

The City of Charlottetown had another very productive year in 2019, working hard to achieve the goals and actions of the City's Integrated Community Sustainability Plan. City Council adopted its first ever Community Energy Plan, setting both corporate and community greenhouse gas emissions targets and achieving the first three of the five milestones outlined in Partners for Climate Protection, a Federation of Canadian Municipalities initiative.

The City launched its Bring it Charlottetown campaign to engage residents in further reducing single-use plastics following on the successful implementation of the provincial plastic bag ban which began in July 2019. More than 500 people pledged to bring their reusable item instead of using single-use plastics.

We continued to develop and build the City's relationships with other municipalities, other levels of government, academia, the business community, non-for-profit organizations, and residents to improve our community sustainability and to work towards innovative solutions to the challenges we face.

We are impressed and inspired by the level of engagement among city residents as well as their care and commitment to environmental issues. We are fortunate to live in a city where we share a love of the natural environment and recognize that we rely on the environment for our survival, our livelihoods, and our well-being.

Kindest regards,

Terry MacLeod
Chair – Environment and Sustainability Committee





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Staff



Ramona Doyle

Manager of Environment and Sustainability

Ramona is a graduate of the University of Victoria and has a degree in Environmental Studies and Anthropology. She is currently pursuing a Masters in Environment and Business from the University of Waterloo. She has worked with the City of Charlottetown since 2010. In her first position as Utility Projects Officer she worked with the Charlottetown Water and Sewer Utility on water conservation, wellfield protection, metering and leak detection. She became a Sustainability Officer in 2014, and the Manager of Environment and Sustainability in 2019. Ramona works on a variety of projects that aim to increase the resilience of the City Corporation as well as to promote and support sustainable action in the community. Current sustainability projects include transit, energy, climate change adaptation, urban watershed management, and active transportation.



Jessica Brown

Sustainability Officer

Jess began her career with the City of Charlottetown in 2016 as the Sustainability Outreach Coordinator in the Environment and Sustainability Department. She has a degree from the University of Prince Edward Island in Environmental Studies and Psychology, completed the Environmental Technology program at Holland College, and recently did some specializing in Sustainability and Behavior Change through a University of San Diego certification program. In 2019, Jess took on the role of Sustainability Officer for the City.

Her background in both human and environmental sciences created a great foundation for her work educating and engaging the community on environmental topics. The Integrated Community Sustainability Plan (ICSP) has inspired and guided Jess's work with the City.



Jessika Corkum-Gorrill

Forest and Environmental Officer

In January 2020, Jessika returned to her home province of PEI and joined the Sustainability team. For the previous 11 years, Jessika worked for the City of Mississauga, primarily in the Urban Forestry Section, but also spent time in Parks Operations and their Environment Division. Jessika also worked for the Toronto and Region Conservation Authority and environmental non-profits, Evergreen and Ecosource.

Jessika completed the Environmental Technology program at Holland College and has a post-graduate certificate in Ecological Restoration from Niagara College. She is a certified arborist and has training in Ecological Land Classification, Landscape Design Principles and Project Management. Passionate about communications and community engagement, Jessika is currently completing a Public Relations certificate at Ryerson University.



Katrina Cristall

Sustainability Projects Assistant

Katrina joined the City of Charlottetown's Environment and Sustainability Department in October 2019. She holds an undergraduate degree in Biology from Brandon University and in 2017 completed her Master of Science degree at Queen's University. In addition to her formal studies, she has experience in sustainable agriculture, food security, waste reduction, and community outreach. As the City's Sustainability Projects Assistant, Katrina supports the development and execution of a range of outreach initiatives. Single-use plastic reduction has been her primary focus since taking on the role and she is looking forward to tackling other sustainability-related issues in the future.



Hammad Ahmed

Community Energy Planner

Hammad started working with the Environment and Sustainability Department in September 2019 as Energy Coordinator. He first joined the City of Charlottetown in May 2019 in the Public Works Department. Hammad holds a Diploma in Engineering from UPEI and currently finishing his Bachelor of Science in Sustainable Design Engineering. Hammad's experience both in sustainability and with the City adds great value to the Environment and Sustainability team. He is responsible for furthering the implementation of the City's Community Energy Plan as directed by the Mayor and Council and as led by the Manager of Environment and Sustainability.



Morgan Laverty

Urban Forest Technician

Morgan is a graduate of Holland College where he obtained his diploma in Wildlife Conservation. In August of 2016, when he joined the City of Charlottetown, his main focus was monitoring, treating, and managing the City's elm trees in light of the devastating Dutch elm disease. Since then, Morgan monitors Charlottetown's park and street trees for pests and diseases via in-field assessments and with Charlottetown's tree inventory software. He also coordinates tree maintenance work to provide an environment where people can admire and appreciate its urban forest and wildlife. His technical experience and passion for conservation qualifies him to help the Sustainability team develop methods to combat current and upcoming threats (such as invasive species and diseases) as well as preserve our urban forests.



Introduction

In March 2017 the City of Charlottetown released an updated version of the Integrated Community Sustainability Plan (ICSP). The updating process was a great opportunity to reflect on the progress that has been made, consider what still needs to be done, and get a renewed sense of the community's priorities when it comes to sustainability.

The ICSP is a working document – a useful tool for managing short-term actions on the path toward actualizing the community's sustainability goals as well as the long-term vision. In 2018, rather than producing an ICSP Annual Report, the City took a deeper dive into the Energy theme and released a Community Energy Plan. The collaboration, stakeholder consultation, and cross-departmental review necessary to develop a targeted energy plan and to review of the progress made towards the Goals and Actions for all ICSP themes is an extremely valuable process. It allows reflection on accomplishments while remaining mindful of the work that lays ahead.



The overarching principles of leadership, collaboration, innovation, and action remain at the forefront of our efforts to achieve the goals laid out in the ICSP.

The goals fall under the following themes

Water

Energy

Transportation

Food

Healthy Economy

Infrastructure and the Built Environment

People and Places

Arts, Culture, and Heritage

Nature

In recent years **Waste** was found to be a stand-alone theme of high interest and value to the public, various sectors and levels of government; therefore, it was added to this 2019 Annual Report.

The following sections are laid out by theme and detail progress made in 2019 toward each of the Goals and Actions identified in the ICSP.

Because of the interconnected nature of the themes, sustainable progress in any one theme often has a positive impact on others, benefiting the existing community and future generations.



Water

Charlottetown residents indicated that access to clean, quality drinking water is of paramount concern for our sustainable future and that success hinges on partnerships that work to conserve and enhance our watersheds.

Progress in 2019 toward achieving the Water Goals and Actions:

1. Re-examine the existing water and sewer rate model to find new ways to encourage Water conservation.

Under the 2019-2020 budget, the water and sewer rate increased for the first time since 2012. The residential water and sewer metered charges increased slightly whereas consumption charges jumped more significantly. Metered customers use less water than unmetered customers, therefore, this rate increase will further encourage metered customers to conserve water.

2. Continue public awareness campaigns to emphasize the importance of protecting and managing resources.

COSMETIC PESTICIDES: The City of Charlottetown's Cosmetic Pesticide Bylaw restricts the use of non-domestic cosmetic pesticides. It was enacted as a precaution to significantly reduce the exposure of residents to chemicals that may pose a threat to human health and/or the environment. Staff continue to promote activities to educate residents and work towards a cosmetic pesticide-free community.

Demonstration beds in Victoria Park include informative signage and provide visual examples of pesticide-free turf, xeriscaping, alternative options to turf, and a bed with half clover and half resilient lawn mix. The Seasonal Lawn Maintenance Guide was updated with two additional sections – Alternatives to Turf and Resilient Lawns. The City has also partnered with Agriculture Canada in a research trial on chinch bug resistant lawn cover. To promote natural lawns, free signs reading "This lawn and garden is pesticide free" are available for residents to pick up at City Hall and display on their lawn.

BUMBLE BEE WALK: In August, the City partnered with the Ellen's Creek Watershed Group (ECWG) in a Bumble Bee Walk and Talk at the Farm Centre Legacy Gardens featuring Pollination Biologist, Victoria MacPhail. This well attended event gave participants a look into the world of pollinators. They learned how to identify PEI's bumble bees, their importance as pollinators, and ways to help conserve them by creating a bee-friendly habitat and avoiding the use of cosmetic pesticides.



BE WATER FRIENDLY WEBSITE: The City partnered with the Town of Cornwall and Town of Stratford to update the Be Water Friendly website as a tri-municipal effort to promote water conservation.

<https://bewaterfriendly.com/>

DRINK LOCAL CAMPAIGN: The City launched a campaign, targeted to both residents and visitors, promoting local drinking water as being 100% naturally filtered groundwater and safe to drink straight from the tap. Educational materials are available for organizations and individuals who are interested in assisting with the promotion.

WATER CONSERVATION CAMPAIGN: Annual water restrictions are in place June 1-September 30. In 2019, the campaign included four 4'x8' signs in two highly visible city locations, news releases, advertising with T3 Transit (six transit shelters and one bus) and print ads in local media (The Buzz). It is important to raise public awareness with respect to reducing water consumption especially in the summer months when use can be significantly higher.

ELLEN'S CREEK WATERSHED GROUP EXPANSION: In recognition of the ECWG's focus on urban watershed issues within the city, the Province of PEI has granted the organization's request to include the Riverside and Charlottetown watersheds within its management area. This expansion will further facilitate the City's achievement of its watershed management goals under the ICSP.

3. Continue to offer incentive programs for water conservation.

FIX A LEAK WEEK: Fix a Leak Week, held each March, is a tri-municipal effort with the towns of Cornwall and Stratford to promote awareness around water leaks within homes and businesses. This initiative educates residents on the importance of leak identification and repair. In addition to two 4'x8' signs installed in the city, the event was promoted by the three municipalities with weekly prize draws and one grand prize of a 4.8L 1000MaP rated toilet.

LIFT PROGRAM: Introduced in 2017, the Low-income Financial and Technical (LIFT) Assistance Program continued in 2019 in collaboration with efficiencyPEI's Winter Warming Program. This program enables water and sewer customers with a total income of \$50,000 or less to qualify for a water audit performed in their home. This audit includes a check for water leaks, installation of a low-flow showerhead, installation of low-flow aerator on bathroom sink, and, if applicable, a voucher for a low-flow toilet and installation. Customers are also shown how to read their meters and to quickly identify any leaks within their system so they can be promptly repaired.



SHOWERHEAD EXCHANGE PROGRAM: The Showerhead Exchange Program offers residents an opportunity to exchange up to two showerheads rated 2.5 gpm (9.5 lpm) or more for ones with a lower flow rate.

RESIDENTIAL WATER METER INSTALLATION PROGRAM: The Residential Water Meter Installation Program was implemented in 2015 to assist customers to switch to a meter by December 31, 2019, thus conforming to the Water Sewer Utility Bylaw. Approximately 97% of customers were metered through this program.

4. Continue efforts to improve water quality in the Charlottetown Harbour.

Constructed in 1987, the East Royalty lagoon served more than 1,600 people while discharging its treated effluent into Wright's Creek. In 2019, the lagoon was decommissioned and now customer wastewater is pumped to the City's treatment plant on Riverside Drive. The City treats all its wastewater at one facility which produces high quality discharge that will improve water quality in the Charlottetown Harbour.

5. Continue to implement the recommendations of the City of Charlottetown Brook Trout Conservation Plan

BROOK TROUT CONSERVATION PROGRAM: ECWG completed rehabilitation work in Ellen's Creek, Hazard Creek, and Hermitage Creek watersheds in Charlottetown's West Royalty neighbourhood. Such rehabilitation work improves surface water quality with the brook trout population used as an indicator species for measuring watershed health.

With support from the City, ECWG expanded its surface water quality testing program to include other parameters such as faecal coliform, Total Suspended Solids (TSS) and Biological Oxygen Demand (BOD). The collected data will be factored into future action plans to improve the environmental health of ponds, streams and estuaries within the city.

One of the goals of the Wright's Creek Watershed Environmental Committee (WCWEC) is maintenance of a healthy brook trout population in Andrew's Pond and Wright's Creek. Its 15-year work towards this goal is summarized in Wright's Creek Fish Habitat Management Plan (January 2020). The plan includes a proposal for additional work on the impoundment at Barbour's Dam to improve fish habitat and to ensure fish can travel up Wright's Creek from Andrew's Pond to spawn as they have done for more than 200 years. The WCWEC promotes Andrew's Pond as a fishing destination by hosting fishing derbies, which attract more than 100 participants each year.



6. Promote the use of low-flow technology (e.g., waterless urinals and composting toilets) and awareness around different quality fixtures using MaP (Maximum Performance) ratings.

LIFT PROGRAM: Under the City's Low-income Financial and Technical (LIFT) Assistance Program, toilets eligible for the rebate must have a MaP rating of 1,000g and have the Water Sense® label. These rebate requirements ensure that customers get a fixture that works well and reduces water.

WATERSENSE PARTNERSHIP: The City of Charlottetown Water and Sewer Utility partnered with the United States Environmental Protection Agency's WaterSense program to help consumers and businesses decrease indoor and outdoor water use. The program encourages customers to look for WaterSense labeled products, which are independently certified to use 20 percent less water and perform as well as or better than standard models. WaterSense also promotes water saving techniques and practices that reduce stress on water supplies.

WATER BOTTLE REFILL STATIONS* (SCHOOLS): The City continues to support local schools in an effort to have water bottle refill stations in their facilities. The City provides the refill stations while the respective schools are responsible for installation. West Royalty Elementary School, which received a fountain in the spring, was the third local school assisted under the program.

8. Integrate water-related activities into City events, highlighting Mi'kmaq traditions, storytelling, heritage, watershed education, water conservation technologies and services.

WATER SCHOOL: Since 2008, the Town of Stratford has held a highly successful water school. In 2019, the City joined the Stratford team and brought the program to Charlottetown schools. With the support of Holland College, the program was offered to students from both communities at its Prince of Wales Campus. Nine Charlottetown grade 5 classes -- 204 students and their teachers -- participated. Evening classes, one each on water conservation and watershed management, provided an exciting opportunity to bring the program to non-students. Both sessions were well attended and, based on feedback, very successful.

WORLD WATER WEEK: As part of a week-long observance, World Water Day is celebrated annually on March 22nd. Reflecting the 2019 theme "Leaving no one behind," the City and the Council of Canadians PEI Chapter co-hosted a free movie screening at Holland College of the film *The Anthropocene: The age of mankind* and discussion, followed by discussion.

9. Continue to implement wellfield protection plans to mitigate risks to the City's drinking water supplies.

TREE PLANTING AT MILTONVALE: Tree planting is integral to successful watershed management and wellfield protection. The City hosted "TD Tree Day" in the fall at its Miltonvale wellfield where, with the help of staff, volunteers planted 150 trees/shrubs.

*See Active Healthy Living section for information on water fountains installed in City parks.



Energy

Improving energy efficiency, converting to renewable energy sources and reducing our dependency on fossil fuels are key components to community sustainability, as heard throughout the public consultation process.

Progress in 2019 toward achieving the Energy Goals and Actions:

1. Create opportunities to empower and engage the community about energy.

BUILD A BETTER HOME 2.0 EVENT: The Build a Better Home 2.0 panel discussion featured industry professionals in energy efficiency, planning, home flood protection/climate adaptation, and passive home design. Panelists' presentations were intended to provide homeowners with the know-how to build significant and long-term energy cost savings into their home. Event partner efficiencyPEI provided information on the various rebate and incentive programs they offer. More than 150 people attended, demonstrating the level of interest and engagement the community has in this topic.

WAYS TO SAVE EVENT: The Ways to Save event coincided with the launch of the City of Charlottetown's Community Energy Plan. The event included a presentation by efficiencyPEI on ways to save energy in the home and an opportunity to get questions answered about its energy efficiency rebate and incentive programs. This well-attended session took place at City Hall. Participants also had the opportunity to chat one-on-one with efficiencyPEI and City of Charlottetown staff to have their energy and sustainability questions answered.

2. Work with community partners to provide incentives to encourage energy efficiency and renewable energy.

ENERGY MANAGEMENT FOR THE BUSINESS SECTOR LUNCHEON: The Energy Management for the Business Sector Luncheon, held in April 2019, was a collaborative event organized by the City of Charlottetown with the Greater Charlottetown Area Chamber of Commerce and efficiencyPEI. During this session, Mike Proud (Senior Manager, Energy Policy and Programs- PEI Department of Transportation, Infrastructure and Energy) informed participants about business energy rebates offered by efficiencyPEI. This well-received event was followed up by another collaboration with the Greater Charlottetown Area Chamber of Commerce providing waste reduction education for businesses.

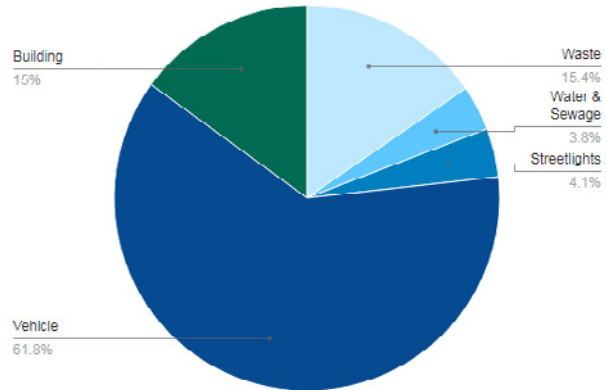


3. Continue to work on energy efficiency in City facilities.

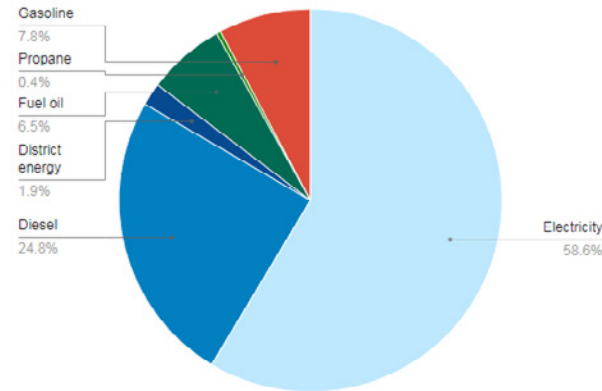
2019 CORPORATE GREENHOUSE GAS INVENTORY: Corporate greenhouse gas (GHG) emissions across the City of Charlottetown’s operations were estimated at 5,642 of carbon dioxide equivalent. Expenditures in the inventory for 2019 were roughly \$5,951,000.

The Corporate GHG emissions by sector and energy the source are shown here:

Greenhouse gas emissions (tCO2e) by sector

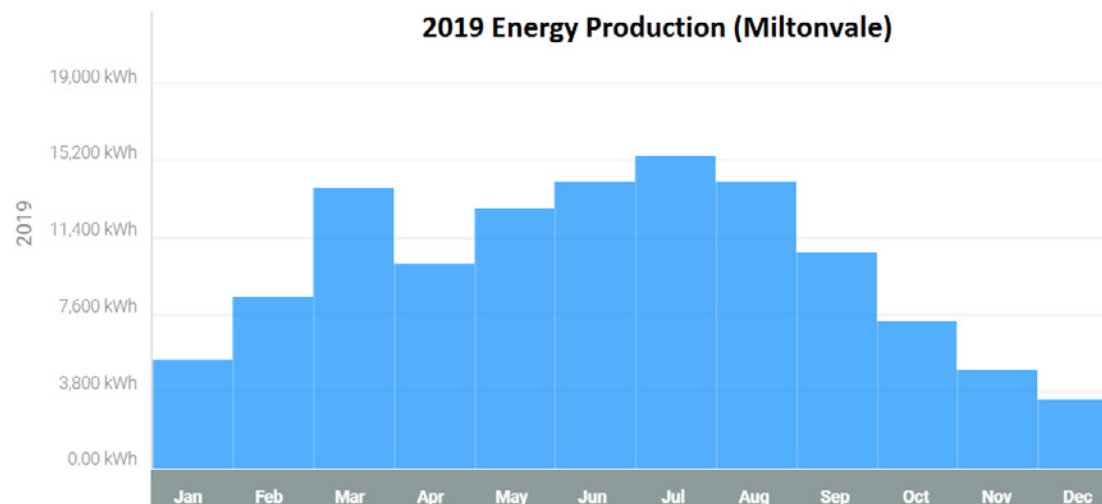


Energy (GJ) by source



200 KW OF SOLAR PHOTOVOLTAIC (PV) INSTALLATION AT MILTONVALE PARK: Two 100kW solar systems were added to the well field in Miltonvale to pump water to the City. The 100kW solar panels provide one-third of the electricity needed to pump water. They brought cost savings to the City by producing approximately 121683 kWh each, preventing the City from producing around 190 tons CO2.

2019 Energy Production (Miltonvale)



4. Adopt the 2015 National Building Code.

The Charlottetown Building Code Bylaw was amended to reflect adaptation of the 2015 National Building Code; the most recent amendments were made in March 2019.

5. Create a community greenhouse gas emissions reduction strategy for the City of Charlottetown that includes setting and implementing long-term emission reduction targets at the corporate and community levels

Charlottetown City Council adopted the Community Energy Plan (CEP) in February 2019, recognizing the important role that Municipalities, like Charlottetown, play in the international, national, regional and local efforts to reduce greenhouse gas emissions. Charlottetown's Community Energy Plan defines the City's energy priorities with a view to improving efficiency, cutting emissions, and driving economic development.

The CEP has set the following community and corporate targets in order to become carbon neutral by 2050:

- 1. Community:** Adopt the City of Charlottetown CEP and transition to a 100% renewable and carbon-neutral City by 2050 at the latest, with GHG reductions of 50-65% relative to 2015 levels by 2030.
- 2. Corporate:** Reduce GHGs in municipal operations by 40% by 2030. Across all corporate operations, strive to be 100% renewable and a carbon-neutral by 2050.

The targets are broken down into actions that fall under the four objectives category, a full list of actions under the objectives can be found in the CEP on the City's [website](#).

- 1. To significantly improve energy efficiency in buildings.**
- 2. To greatly reduce energy use in transportation.**
- 3. To transition to clean renewable energy.**
- 4. To foster sustainable community development.**



Transportation

The City of Charlottetown is striving to reduce fossil fuel dependency by creating a culture of active transportation, improving public transit and reducing car emissions. The City seeks to improve barrier-free accessibility to active transportation networks, to transit and City facilities.

Progress in 2019 toward achieving the Transportation Goals and Actions:

1. Continue to provide courses in cycling safety and completing minor bike repairs/maintenance.

CITY POLICE BIKE RODEO: Bike Week 2019 kicked off with a Bike Rodeo hosted by the City Police. This fun educational event teaches school age children about cycling techniques, obeying traffic signals, and the rules of the road for cyclists. Approximately 50 youth received certificates for completing the Bike Rodeo. Bike helmets, lights, bells, and t-shirts were given away as prizes at the event and after the event 5 children received free bicycles through a special prize draw. PEI Bike Guy offered bike checks and tune-ups to participants before they entered the rodeo course.

PEI BIKE GUY BIKE TUNE-UP CLINIC AT CANADA DAY CELEBRATIONS: PEI Bike Guy was at the City of Charlottetown's Canada Day celebrations at Victoria Park offering free routine bike maintenance and tune-ups for event attendees. This service offered an incentive for attendees to travel to the event on their bicycle instead of in their vehicle.

2. Continue to develop and deliver public awareness campaigns highlighting existing and new cycling routes and cycling safety.

BIKE WEEK 2019: The City of Charlottetown's Bike Week celebrations included a number of public events; e.g., Bike Rodeo; Bike to Work and School Day; Thirsty Thursday Mountain Bike Ride (at the East Royalty Trails), pop-up booths at the Charlottetown Farmers' Market providing route-planning assistance, cycling safety trivia and cycling safety equipment giveaways; free bike tune-ups; and a Skate and BMX competition. Cycling safety materials were available at numerous locations in Charlottetown, including local bike shops and Access PEI sites and signs were posted in key locations around Charlottetown reminding people to Share the Road, Be Aware of Cyclists, and Remember the One Meter Rule. Cycling and cycling safety messages were shared via social media and radio advertisements.



3. Continue to develop the cycling map for Charlottetown.

CHARLOTTETOWN CYCLING MAP: In 2019, Charlottetown launched a new cycling map. The City of Charlottetown Cycling Map includes recommended cycling routes, points of interest, cycling safety information, bike friendly businesses, and other useful infrastructure points such as public washrooms, bicycle racks, bicycle shops, and fix-it stations. The map is featured online at www.charlottetown.ca/bikemap and is available for pickup at City Hall and a number of other locations in the city.

4. Continue to work with community stakeholders to help ensure sufficient bike racks are available in the City.

BIKE RACK COST SHARING INITIATIVE: In August 2019, the City launched a Bike Rack Cost Sharing Initiative. Through this initiative, local businesses and organizations can acquire a durable four-bike bike rack at just 50% of the cost, with the City paying the other 50%. In 2019, five businesses/organizations participated in this program: Purity Dairy, Bio Food Tech PEI, Red Island Cider, efficiencyPEI, and Home Hardware. This initiative will continue in 2020.

5. Continue to implement the Regional Active Transportation Plan.

CYCLING STRATEGY: To assist in the development of a Cycling Strategy for the City of Charlottetown, a review of cycling-related reports, plans, and surveys -- including the Regional Active Transportation Plan -- was completed. In addition to a comprehensive backgrounder, the Cycling Strategy includes an update on previous cycling-related works in Charlottetown and the status of their recommendations, new recommendations to implement the devised strategy, and a budget and timeline for completion. Target groups, key messages, and potential partners were also identified. The Environment and Sustainability Department and the Mayors Active Transportation Taskforce has reviewed the 2019 strategy and plans to come forth with a review and new recommendations for the 2020 year.

6. Increase transit ridership.

In 2019, the Capital Area Transit System boasted annual passenger fares exceeding 700,000. The transit system continues to break records as more and more Charlottetown residents take advantage of the service. A pilot route to East Royalty was launched to provide more regular service to the growing neighbourhood.

The City of Charlottetown and the towns of Stratford and Cornwall received funding to continue transit fleet replacement, with new buses being received in 2020, 2021, and 2022. These buses will be larger enabling them



to carry more passengers on higher traffic routes. These efforts will further reduce the number of single passenger vehicles on the road.

7. Provide support to potential users who are not familiar with the City's transit system.

STUDENT TRANSIT PROJECT: In the spring of 2019, the City launched a pilot project at Colonel Gray High School to encourage more students to use the transit system. Participating students received a free bus pass for two months in return for tracking their bus use and providing feedback on the transit system.

The resulting data on transit use by students will be used to improve the system and to understand the needs of youth passengers. In fall 2019, the Student Transit Project was launched at both Charlottetown Rural High School and Colonel Gray High School with more than 200 participating students. Each participant received a free bus pass for the school year. This project engages youth in sustainable transportation decisions, provides them with opportunities to learn and become comfortable using the transit system, and creates more transit users in the future.

8. Review City fleet and operations to identify ways to reduce idling, kilometres traveled and carbon emissions.

GO FLEET MANAGEMENT SYSTEM: Go Fleet's Fleet Management System is helping add to the life cycle of vehicles and decrease fuel costs and consumption by the Public Works, Parks and Recreation, and Water and Sewer Utility fleet, leading to a reduction in corporate GHG emissions. Training staff on the Geotab system has resulted in a decrease in vehicle idling time and fuel savings while enabling them to track speed, location and routes to enhance our public accountability and overall efficiency.

9. Continue to offer learn-to-run programs and walking clubs to encourage healthy, active forms of transportation.

The Charlottetown Parks and Recreation Department continues to offer free and low-cost programming for city residents. There are activities year-round for all ages, from preschoolers to seniors. Youth programs include: me & my friends, intro to sports, ball hockey, basketball, badminton, tennis, day camps, outdoor adventure camps and family drop-in sessions. In addition, adult fitness classes, seniors' days in the park, seniors trips, and seniors fitness classes are offered. Free events include Hallowe'en Parties, the Great Pumpkin Walk and the Jingle Bell Walk. Free programs, such as: Go!ForIt, I Love to Skate, and snowshoeing, are offered with the support of provincial recreational initiatives.



Food

The City of Charlottetown aims to promote local food production and procurement, improve food security, reduce food waste and use the culinary assets of the community to connect locals and visitors with food.

Progress in 2019 toward achieving the Food Goals and Actions:

1. Work with community stakeholders to develop a food security strategy for PEI.

FOOD CHARTER: The first Charlottetown Food Council was formed in August 2018 with the mission of “Improving the local food system through advocacy and action for the health of our community.” In 2019, the Charlottetown Food Council developed and launched a Food Charter, outlining some key values and principles intended to serve as the foundation for a comprehensive policy framework and program development.

The Food Charter, which has been translated into Chinese and French, is available on the City’s website at:
www.charlottetown.ca/foodcouncil

2. Investigate the possibility of planting urban fruit trees on City property

EDIBLE TREE PLANTING: The City has planted two edible orchards, one in Desbrisay Park and one in Windsor Park. The orchards include a variety of fruit trees and shrubs as well as native trees and shrubs that provide food for wildlife.

In 2018, the City received funding from Tree Canada’s Edible Trees Program to create a foraging wall in Orlebar Park. The community foraging wall was created to enable city residents to forage for fruits and herbs in their local park as well as to increase awareness and educational opportunities related to urban agriculture and food security. The park now includes edible trees, shrubs, herbs and vegetables along an extensive foraging wall, in the sign bed and in four raised planters. The City is making efforts to include edible plantings in their tree planting program and events.

3. Support and deliver education programs focusing on food preservation techniques and food production skills.

VEGETABLE PLANTER PROGRAM: The City has 24 large vegetable planters located in six City parks (Desbrisay, J. Frank MacAulay, Joe Ghiz, Orlebar, Windsor and Victoria Park). Support from local businesses and organizations has allowed the program to expand to these locations, providing an opportunity for the City to carry out educational programming around food production; provide a place to showcase new and unique herbs and vegetables; provide a gathering place to bring the community together to discuss food production; offer the opportunity to involve youth in planting and growing their own food; and provide a source of local, fresh produce for City residents to harvest. These vegetable planters are very popular and respected by the public as shown by produce sharing and minimal vandalism.

Healthy Economy

The City of Charlottetown continues to develop partnerships with government, industry and local agencies to ensure a healthy economy and diverse job opportunities to attract and retain residents. The City collaborates with key stakeholders to reduce poverty and ensure an affordable cost of living for Charlottetown residents.

Progress in 2019 toward achieving the Healthy Economy Goals and Actions:

1. Continue to explore economic development and business attraction opportunities.

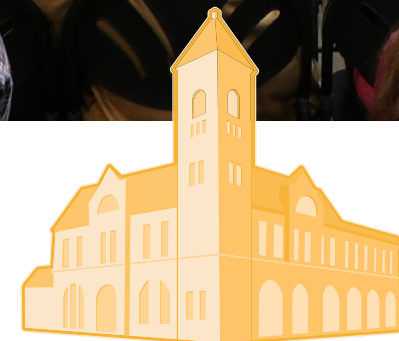
The City of Charlottetown continued work to attract new business to Charlottetown by meeting with foreign companies in the information technology, financial services, and bio-technology sectors. Throughout 2019, Charlottetown benefitted from growth in foreign direct investment and established relationships with new prospective foreign companies.

2. Develop partnerships between businesses, academia and government to create opportunities for innovation.

COMMITTEE PARTICIPATION: PEI's culture of collaboration is integral to the City's value proposition when working to attract new businesses and is reflected in much of the City's work. This collaboration can be seen in the presence of City staff on committees such as the Holland College Journalism and Communications Advisory Board, the PEI BioAlliance, the Archives Council of PEI, and the Community Museums Association of PEI. Additionally, in 2019, the City of Charlottetown Planning and Heritage Department supported UPEI in its historic video series and the L.M. Montgomery Institute in creating Montgomery's PEI Map. It was also the first year collaborating with Creative PEI's on its Doors Open event that allowed Charlottetown residents to tour the Fire Department and City Hall.

3. Continue to work with key stakeholders to attract and retain newcomers in the City.

TRANSLATION SERVICES: A Foreign Language Translator list has been established to assist Charlottetown Police Services (CPS) in situations where language is a barrier to providing emergency assistance. CPS is now able to access a translator 24 hours a day, 7 days a week, in several languages, for example Somali, Mandarin, Spanish, and Vietnamese. In addition, select City documents have been translated, such as the Food Charter which is now available in French and Mandarin.



NEWCOMER RECEPTIONS: The City of Charlottetown hosts newcomer orientation sessions each fall. These popular events are a great opportunity to welcome newcomers to the City as well as to share information about City Hall and how to access City services. In addition to these orientations, the City also hosts an annual Mayor's Newcomer Welcome Reception and Physician Welcome Reception.

4.Examine and respond to housing needs with a focus on affordability, accessibility, and reduction of long-term operating costs.

The October 2018 adoption of the Affordable Housing Incentive sparked an increased focus on this issue. In 2019, five affordable housing developments, as well as one transitional housing project, were approved with construction expected to be completed in 2020. Collectively, these projects will generate 146 affordable units, 32 of which are for seniors, as well as 20 transitional housing units and one group home.



Infrastructure And The Built Environment

Developing long-term plans for managing, maintaining and replacing infrastructure, the City works to minimize sprawl, prepare for the effects of climate change, and ensure emergency preparedness.

Progress in 2019 toward achieving the Infrastructure and Built Environment Goals and Actions:

1. Continue to plan and prepare for the impacts of climate change (e.g., storm surges, coastal erosion and sea level rise).

CLIMATE CHANGE ADAPTATION STRATEGY: The City of Charlottetown, along with five other Canadian municipalities, participated in a project focused on helping municipalities adapt to the impacts of climate change and plan for community resiliency. The Municipalities and Utilities Partnering for Community Resilience project was funded by Natural Resources Canada and led by QUEST, a national non-government organization promoting adoption of efficient and integrated community-scale energy systems. QUEST worked with each participating municipality and their utilities to gather pertinent information to prepare climate risk and vulnerability assessments and develop tailored adaptation strategies. Representatives from each City department participated in two workshops delivered by QUEST to review assets and risks in the community and develop strategies to address gaps in the City's plans. The final report, which was submitted to the City in December 2019, will be released publicly in 2020.

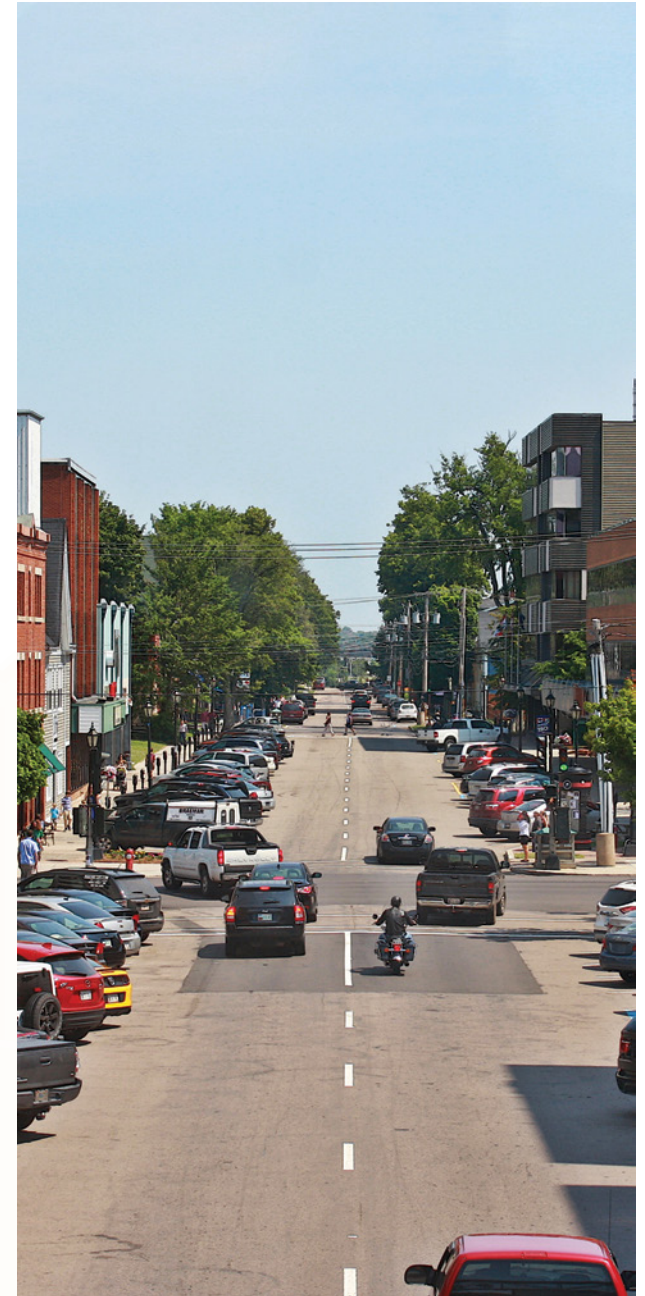
2. Explore opportunities for using technology to improve sustainability, furthering efforts to become a "Smart City."

MIOVISION: The City continues to look at new and innovative ways to improve traffic flows, especially during peak travel times of the day. In the spring, the City teamed up with Sinston ITS and Miovision to launch a pilot project to improve traffic flows on North River Road between Belvedere Avenue and Capital Drive. The project involved monitoring traffic volumes and adjusting the traffic signal timing plans to meet the actual vehicle demand. This pilot project reduced vehicle travel times along this corridor during the 4 p.m. to 6 p.m. peak rush by 32 per cent. This reduction equates to 3,700 fewer tons per year in GHG emissions and 167,000 fewer litres per year of fuel burned by vehicles that commute this route. The City will continue to monitor and improve traffic flows along this corridor and look at other areas of Charlottetown in which to implement this technology.



3. Implement the recommendations of the City's Barrier Free City Report 2016 by looking at new and existing infrastructure through an accessibility lens.

IMPROVED ACCESSIBILITY MEASURES: The City of Charlottetown has made a number of strides in 2019 to improve accessibility throughout its facilities and in operations. In partnership with the Canadian Hard of Hearing Association, a hearing loop was installed in Council Chambers, at the billing desk, and at the City Hall reception desk. This technology connects to certain kinds of hearing aids and also has headphones to improve ease of communication for those that are hard of hearing. Door knobs in all of City facilities have been replaced with accessible door levers. The City has also begun installing yellow tactile pads at intersections which are designed to alert people who may be visually impaired to the beginning and end of pedestrian crossings. In addition, through Crohn's and Colitis Canada's GoHere Washroom Access Program, the City provides public washrooms ensuring access to a facility for those in need. This project includes a map of locations of public washrooms.



People And Places

The City of Charlottetown works to improve safety and create spaces that engage and inspire residents of all demographics and backgrounds. The City supports an engaged population with a shared goal of enhancing the community and operates as an open and transparent government.

Progress in 2019 toward achieving the People and Places Goals and Actions:

1. Deliver initiatives that help to create a safe, welcoming space for members of the LGBTQ community.

PARTNERSHIPS WITH 2SLGBTQ+ ORGANIZATIONS: In 2019, the City of Charlottetown elevated its existing partnership with the Pride PEI Festival through a number of events and increased public involvement and shows of support for the 2SLGBTQ+ community. For the first time, the City entered a float in the Pride PEI Parade, and the Mayor and a number of City staff walked in it. The City's signature event, the Victoria Park Sunset Series, featured the film *Bohemian Rhapsody*, co-hosted by PEERS Alliance. The film touched on topics identified as important by the 2SLGBTQ+ community. Members of the PEERS Alliance introduced the movie and facilitated conversation around the film choice. Relevant messaging was printed on the popcorn bags used at the event. The City of Charlottetown was a major sponsor of the PEERS Alliance OUT in the Park event, a day of fun for 2SLGBTQ+ families and allies.



GENDER-NEUTRAL WASHROOMS: New signage was added to the bathrooms in City Hall to ensure they are clearly identified as gender neutral. There are ongoing efforts and discussions around washrooms at all City facilities being designated gender neutral in the future.

RAINBOW PRIDE AND TRANSGENDER FLAGS: Since 2016, the City of Charlottetown has painted a key Charlottetown intersection in rainbow flag colors during the summer months to coincide with the Pride PEI Festival. In 2019, the City added two crosswalks with the transgender flag colors. In addition, City Hall held a flag-raising ceremony for the Transgender Day of Remembrance.

2. Partner with community organizations to support youth mentorship and volunteerism.

SUSTAINABLE EVENTS VOLUNTEERS: As part of its efforts to make events more environmentally sustainable and to support youth mentorship/volunteerism, the City launched a Sustainable Events Volunteer Program in 2019. City staff from both the Events and Environment and Sustainability departments visited Charlottetown Rural and Colonel Gray high schools, to offer information sessions and recruit volunteers for City events. Volunteers, staffing sustainability stations related to water, waste and cycling, gain valuable experience in community outreach and behind the scenes event management. The City of Charlottetown registered with the Provincial Community Service Bursary, so students who volunteer through this program are eligible to receive registered hours toward a bursary for their post-secondary education. More than 45 students signed up to participate in the program.

CITY INTERNSHIPS: In 2019, the City's Communications Department mentored one intern from the Holland College Journalism and Communications program while the Public Works and Environment and Sustainability departments collectively employed three summer students. In addition, 52 of the 300 seasonal Public Works employees were aged 30 or under, as were 74 of the 77 casual Parks and Recreation staff. These seasonal and casual employees were primarily hired as grass cutters, gardeners, life guards, recreation assistants, and day camp instructors.

3. Continue to provide opportunities for seniors to be involved in the community (e.g., senior socials and volunteerism):

SENIORS SOCIALS: In December 2019, the Mayor and Council held 27 seniors socials at facilities in Charlottetown including: nursing homes, seniors apartment complexes, group homes, and provincial seniors living facilities. Mayor Phillip Brown made a concerted effort to visit every senior in each facility to ensure they had company and got to share in the joy of the season. Each year, the Mayor's office also hosts two large seniors social events at the Murphy's Community Center, one in August as part of Natal Day events and one in December to celebrate Christmas. The City provides busing from all seniors homes and living facilities to these events which feature entertainment, food, and a valuable social opportunity for local seniors. Busing is also provided for seniors for the Santa Claus Parade and Christmas Lights Tours.

SENIORS COLLEGE PRESENTATION: Heritage staff in the Planning and Heritage Department developed and delivered a presentation on the history of the City of Charlottetown and City Hall to the Seniors College of Prince Edward Island in October. Heritage staff will continue to find new ways to share the City's history with residents in 2020.

5. Develop partnerships between the community and Charlottetown Police Service to create a more community minded police presence.

CITIZENS POLICE ACADEMY: The Charlottetown Police Service (CPS) runs an annual 13-week Citizen Police Academy in which 20 participants meet weekly to learn about different aspects of policing. This program increases understanding of policing and creates a link between CPS and the community.

COMMUNITY INVOLVEMENT: CPS maintains a community presence through numerous initiatives such as the Hallowe'en Patrol, Christmas caroling at seniors homes, and School Liaison Officers in Charlottetown's junior and senior high schools. Members also participate in a variety of annual community events including the CBC Turkey Drive, the Special Olympics Truck Convoy and Polar Plunge, and the Upstreet Art in the Open Bike Rave.

CITY POLICE BIKE RODEO: Bike Week 2019 kicked off with a Bike Rodeo hosted by the City Police. This fun educational event teaches school age children about cycling techniques, obeying traffic signals, and the rules of the road for cyclists.

6. Explore opportunities to install residential sprinkler systems to improve fire safety and reduce water use for fire protection.

The Harley Street fire in July 2019, which destroyed a 29 unit apartment building and displaced 52 occupants, prompted a review of the automatic sprinkler system requirements within the city. Work is in progress to amend the City's Fire Prevention Bylaw to more firmly state that all new single family and multi-unit dwellings must include an automatic sprinkler system. Furthermore, the updated Life Safety Code, adopted by the Province in September 2019, requires automatic sprinkler systems to be installed in all new homes. In addition to their life-saving potential, sprinklers also translate to substantial water savings as enable a much quicker response to fires.



Arts, Culture And Heritage

The City works to provide year-round cultural activities and events while making the best use of multi-purpose venues in the community. The City supports the arts community and celebrates its heritage while embracing the evolving community.

Progress in 2019 toward achieving the Arts, Culture and Heritage Goals and Actions:

1. Partner with community organizations to deliver more cultural- and heritage-focused events.

HERITAGE-FOCUSED EVENTS: In celebration of Veterans Week, author and historian Katherine Dewar was shared an illustrated lecture exploring the fascinating life of military nurse and heroine, Georgina Fane Pope (1862-1938) at a noon time event in City Hall. In addition, an exhibit entitled Inspired by Nightingale - Dedicated to God was launched and ran throughout November on the second floor of City Hall. The exhibit was a collaboration between Katherine Dewar, the PEI Museum, the PEI Regiment Museum and the City of Charlottetown. The City hopes to provide more lectures in 2020 that celebrate its rich heritage.

CULTURAL EVENTS AND FESTIVALS: In 2019, Charlottetown had a banner year for cultural events and festivals. City-hosted events included the East Coast Music Awards, PEI Setting Day Culinary Festival, CN's 100th Anniversary Outdoor Concert, Congrès Mondial Acadien's Acadian Day at the Fair, Wild Threads Creative Writing Festival, SunDaze Music & Art Festival, and Contact East.



Active Healthy Living

The City works to improve the overall health and well-being of the community by providing and promoting recreation opportunities for all ages and demographics year round and by maintaining parks and facilities that provide essential spaces to improve and maintain health and wellness.

Progress in 2019 toward achieving the Active Healthy Living Goals and Actions:

1. Continue to provide low-cost activities and free programming.

The City of Charlottetown continued to offer numerous free programs for residents of all ages promoting active healthy living. A particularly successful example was the Jumpstart I Love to Skate program offered in partnership with goPEI! and the Canadian Tire Jumpstart Foundation. This six-week program taught youth between the ages of four and 18 how to skate. New in 2019, the City tested a pilot program offering free swimming at Simmons Pool during the summer months.

2. Continue to identify opportunities to make physical activity accessible for people with disabilities.

Summer 2019 was the first full season of operation for the Jumpstart Inclusive Playground in Victoria Park. The first of its kind in Charlottetown, the playground is designed to reduce barriers to use by children with disabilities and their caregivers. Highlights include ramps that ensure wheelchair accessibility and roller slides that are safe for individuals who wear hearing devices. The installation of this playground is an important step towards making physical activity more accessible to Charlottetown residents.

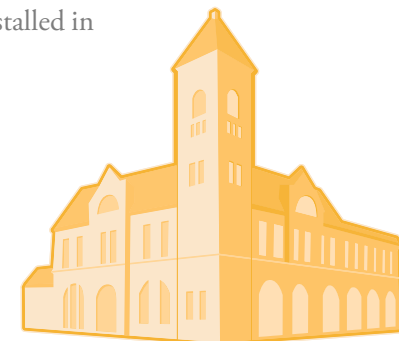
Snow removal is an essential to ensuring the city's many trails and sidewalks are usable year round. In 2018, seven sidewalk snow clearing machines were purchased to allow for all snow removal to be completed by City staff. This addition allows the City more flexibility to clear snow and ice from various trails and sidewalks more quickly.

3. Work to make Charlottetown a year-round city for active transportation.

Additionally, Charlottetown's boardwalk is gradually being replaced with stronger materials allowing it to better withstand the weight of the heavy equipment needed for snow removal. Finally, where possible, the City is working to replace concrete pathways with multi-use surfaces. This change is important to ensure that paths can be used by cyclists and residents in wheelchairs in addition to pedestrians.

4. Provide drinking water at City facilities and parks.

WATER BOTTLE REFILL STATIONS (PARKS): Water fountains including a bottle refill station and pet fountain were installed in three local parks (Orlebar, Connaught Square and Hillsborough Dog Park).



Nature

The City works to protect urban wildlife, promote biodiversity of flora and fauna, and care for the City's urban forest.

Progress in 2019 toward achieving the Nature Goals and Actions:

1. Continue to use the street tree inventory as a proactive urban forest management tool.

In 2019, an inventory of trees in City parks was undertaken and is nearing completion. This inventory will allow for a better understanding of these City-owned assets and for more intensive and standardized management of the parks' trees. The street tree inventory, which has been in place for four years, includes close to 10,600 trees. These inventories, plus the sample woodland inventory (which is 85% complete), will provide valuable information to proactively prepare for and manage the impacts of forest pests.

2. Annually, carry out an urban forest monitoring program to identify and manage invasive pests (plants, insects and diseases) and identify required tree maintenance (pruning, removals and hazards).

Annual monitoring for Dutch elm disease is carried out on all elms (private and public) in the city during the summer months. An ash tree monitoring program was started in 2019 to look for signs of the emerald ash borer (EAB). More intensive monitoring will take place in the future with the presence of EAB being detected in both New Brunswick and Nova Scotia.

3. Continue the proactive Dutch elm disease program to reduce the spread of the disease and protect the City's healthy elm trees.

DUTCH ELM DISEASE (DED) PROGRAM: An intensive Dutch elm disease program, which includes both private and public elm trees, has been in place since 2015. Each year, the City has seen a reduction in the number of elms infected with DED; in 2019, only 10 elms were removed due to the disease. The City also treated 20 of the largest elms to reduce their susceptibility to DED. The treatment (fungicide and water mix) is a macro-infusion that is pumped into the elm tree through tubes that are placed in the crown roots. The growing elm draws up the treatment and distributes it throughout the canopy. Approximately 43% of the City's elm population remains.



4. Create a tree planting plan that ensures biodiversity, succession and distribution of the tree population throughout the City.

CITY TREE PLANTING: The City continues to plant a diverse number of tree species on streets, in parks and in natural areas. Communications and input from neighboring Maritime cities helps to increase the variety of species planted. In 2019, 949 trees were planted in the City, bringing the total of trees planted since 2012 within City limits and on City property 26,819.

ECOHEALTH PILOT: In 2019, a pilot project was carried out using EcoHealth products that enhance soil health by improving the root microbiome in disturbed soils and increasing the water- and nutrient-holding capacity. Trees receiving this treatment, located in Victoria Park and on lower Queen Street, will be monitored and compared to non-treated trees to determine the success of this pilot project.

5. Develop a Tree Protection Policy.

TREE PROTECTION BYLAW: In May of 2019, Council passed a Tree Protection Bylaw to assist in the management and protection of the urban forest canopy and to recognize the importance of trees as green infrastructure. The bylaw applies to all trees on City-owned property, as well as to heritage trees on private or public property that have a diameter at breast height of more than 100 centimetres. It regulates and establishes requirements for preservation, protection, maintenance, removal and replacement of protected trees, and puts inspection and enforcement provisions in place.

6. Increase the urban forestry budget to keep pace with the necessary tree maintenance.

In 2019, the urban forestry budget was increased to allow for more tree planting and increased maintenance and monitoring activities for street trees. This budget is reviewed annually to assess requirements to ensure the urban forest is healthy.

7. Develop protocols and requirements for the size and remediation of planting spaces (particularly for areas with impervious surfaces).

In recent years, sites on Lower Queen Street have been assessed for tree planting requirements. A pilot site on the corner of Queen and Grafton Streets was remediated. The planting area was enlarged and the soil remediated with compost. Five more planting sites have been selected and are slated for remediation. In 2019, two large tree planters were purchased for small statured trees where planting sites are not suitable.



8. Continue forest restoration/reforestation in City woodlands, green spaces, riparian zones and hedgerows. Plant understory plants where feasible to provide habitat for urban wildlife, such as birds and butterflies.

The city has several ongoing forest restoration/reforestation projects: Victoria Park, Miltonvale Well Field, East Royalty Acadian Forest Project and the Suffolk and Union Pumping Stations. Smaller planting efforts in riparian zones, woodlands and green spaces take place annually. Many of these projects are able to move forward through partnerships, volunteers and community planting events. These plantings help to increase the size, biodiversity, habitat and resilience of the urban forest.

9. Continue providing community engagement activities related to flora and fauna.

NATIVE WILDFLOWER SEED PACKS AND COINS: In 2019, the City, in partnership with Enactus UPEI, launched an educational campaign to combat invasive species and encourage the public to focus on native plants when gardening. Seed packages and rack cards with seed coins made of recycled paper provide educational material on native wildflowers, as well as provide seeds for residents to grow flowers that are attractive to pollinators such as bees, wasps, birds and butterflies. The seed packages and seed coins, along with a pollinator display, were used at City activities as well as partner events such as Herb Days and the Invasive Species Council annual workshop and in the nature education program. They were also given out to residents at City Hall.

COMMUNITY TREE PLANTING: Through partnerships, the City holds several community tree planting days each year. In 2019, six events took place, including: Arbor Day, the Business Tree Planting Challenge, and TD Tree Days.

10. Deliver an educational program celebrating and providing information about urban wildlife and how to co-exist with it.

In 2019, the City mentored UPEI Wildlife Conservation Practicum students who undertook an urban wildlife project related to coyotes. The students produced materials to help residents understand coyotes and their behavior.



11. Build on partnerships to strengthen the protection and management of the City flora and fauna.

PARTNERSHIPS: In 2019, the City partnered with CN for the second time on a tree-planting initiative. In partnership with Tree Canada and the City, CN funded a tree planting and commemorative event in fall 2019 to celebrate its 100th anniversary. In honour of this occasion the City facilitated the planting of 100 large caliper trees along the TransCanada Highway on Upton Farmlands. These trees frame the entrance to the City now and into the future. The City also forged a new partnership with the Arbor Day Foundation and Enactus UPEI and is represented on Boards that work to protect the City's urban forest and natural areas, including the Upton Farm Trust Board and the PEI Invasive Species Council.

12. Create an Urban Forestry section that oversees all City tree and forestry work.

FOREST AND ENVIRONMENTAL OFFICER POSITION: In an effort to increase collaboration between all departments that work on urban forest management, the Forest and Environmental Officer position was created in the Environment and Sustainability Department. Whether relating to street trees, park trees or natural areas, positioning allows for a dedicated staff person to liaise with various internal departments and champion the growth and protection of all of Charlottetown's urban forest features.





Photo taken at the Business Tree Planting Challenge in 2019

Waste

When the latest ICSP was released in 2017, Waste was not identified as a key theme. Since then, however, public concern and awareness on the topic of plastic waste reduction has skyrocketed. It has become increasingly apparent that on a global scale the consumption of plastic is not sustainable. The impact on marine species and ecosystems has become devastatingly obvious and governments, non-profits, businesses, and the general public are taking action.

In 2019, Prince Edward Island and Charlottetown made notable strides toward single-use plastic waste reduction; some key highlights and milestones include:

WASTE DIVERSION: Island Waste Management Corporation reported that PEI has the highest levels of waste diversion in the country at 429KG per person thanks to our advanced and well integrated three-stream waste management system.

PROVINCIAL PLASTIC BAG BAN: In July 2019, PEI became the first province in Canada to ban single-use plastic bags, resulting in an estimated annual reduction of 30 million of them.

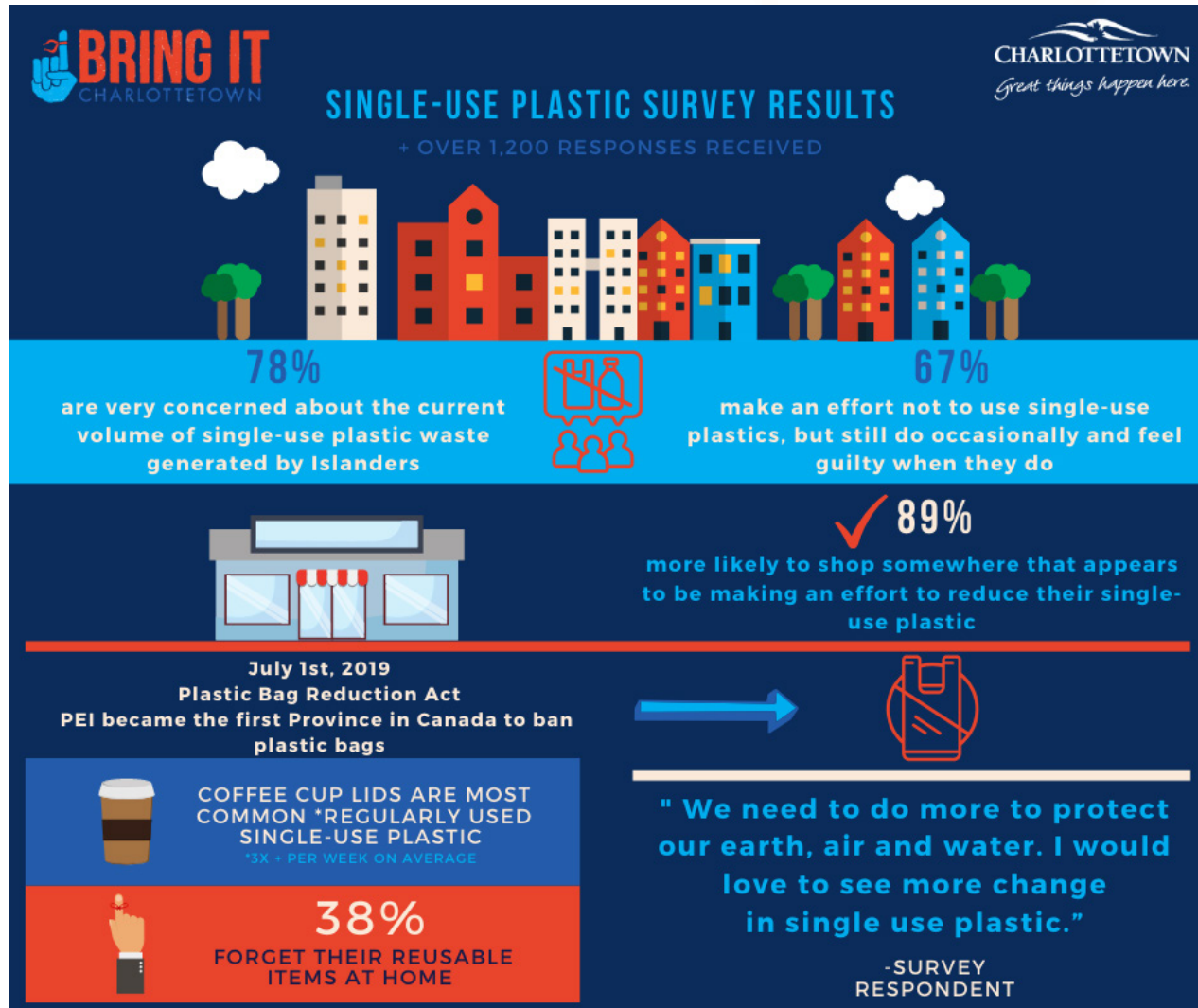
The City of Charlottetown’s Environment and Sustainability Department has identified some key goals on this topic that saw significant progress in 2019:

1. Gain a better understanding of the current attitudes and behaviors of the general public toward single-use waste through education and engagement activities.

THE GREAT TRAIL CLEAN UP: The Great Trail Clean Up was organized by the City of Charlottetown with help from community member Logan Dawson and the Island Trails organization. It was made possible through grant funding from the Great Trail of Canada organization. The community clean up event took place along the Confederation Trail in Charlottetown (4.4km). Approximately 150 community members collected 116 bags of garbage. The garbage was audited by volunteers to determine the exact amounts and types of waste that were found through this clean-up effort. The smart-phone app called Literatti was used for this exercise.



SINGLE-USE PLASTIC WASTE SURVEY: In August of 2019, the City of Charlottetown conducted a public survey on the topic of single-use plastic to get a sense of the different motivations and challenges faced by residents when it comes to reducing waste. Participation in the survey was overwhelming with more than 1,220 responses. Survey feedback provided great insight into the current attitudes and behaviors on the topic of single use plastic waste and set the groundwork for additional work moving forward.



FIX IT FAIR: The third annual Fix it Fair had a waste reduction theme. It included a Repair Café, three hourly workshops on waste reduction topics (beeswax wrap DIY, energy efficiency, reducing food waste), and a number of booths led by community groups including Island Waste Management Company and Happy Ocean PEI. The Repair Café included volunteer ‘fixers’ with diverse repair skills. Participants were able to bring in one item to be repaired for free by the fixers, with the goal of saving these items from landfill and empowering participants with skills and knowledge to make their own repairs in the future. Of the 76 items which came through the Repair Café, 41 were repaired outright, 23 were properly diagnosed, and the remaining 12 were not looked at due to time constraints either of the attendee or the event itself. Of the people who came through the door, 84% left with either a fix or useful information about their items.

2. Engage and educate the business and events community in Charlottetown on the topic of single-use waste reduction through the use of sustainable alternatives.

ISLAND WASTE MANAGEMENT CORPORATION LUNCH AND LEARN: During the Chamber of Commerce’s Small Business Week, the City of Charlottetown and IWMC collaborated to offer a Greening Up Your Business presentation to local businesses. The presentation provided an overview of the waste management process and facilities on Prince Edward Island and offered tips and useful information on sustainable packaging alternatives, proper sorting for commercial entities, and more.

3. Reduce Single-Use Plastic Waste in Charlottetown

BRING IT CHARLOTTETOWN: In December 2019, the City launched its single-use plastic reduction campaign, Bring it Charlottetown. This initiative was motivated by the City’s single-use plastic survey in which Islanders identified forgetting their reusable items at home as the biggest barrier to reducing their single-use plastic waste. The campaign centers on a pledge booth where individuals can commit to remembering a certain reusable item and then receive one of those items for free. They could also receive reminder materials such as magnets and door hangers to help them remember. The pledge booth was set up at three events in 2019, and will continue to make appearances throughout 2020. The in-person events were accompanied by a social media campaign to raise awareness of the problems surrounding single-use plastics, remind people to bring their reusable items, and provide other waste reduction tips.



Lessons Learned

There were many successes and achievements in 2019 to celebrate but in order to continue to learn and grow it is crucial to also reflect on the challenges and what was learned from them.

The section below highlights some of the main lessons learned in 2019:

1. Certified Sustainable Business program:

In 2019, the City took a hiatus from offering the Certified Sustainable Business program. This decision was based on a number of logistical kinks in program delivery, such as the large task of coordinating inspections between numerous organizations involved in the sustainability audit, as well as the number of business staff involved. The program had been open to all types of businesses, with inspections performed in a number of categories related to sustainability; e.g., energy efficiency, waste management, community engagement, internal policies, and water conservation. The broad spectrum of businesses and the various elements of their operations made the process complicated and time consuming and, in many ways, made it unclear what the business was receiving recognition for if they were designated as a Certified Sustainable Business. Reflecting on the positive and challenging aspects Certified Sustainable Business program led to a new strategy to engage businesses in sustainability. Instead of a single broad spectrum sustainability designation, the City decided to break down the various aspects of sustainability and, where applicable, develop more targeted business recognition programs; for example, the Bike Friendly Business program launched in 2019. A business can be recognized as bike friendly if they offer a discount or special deal to customers who travel by bicycle and show their helmet at the register. A recognition program for food service businesses related specifically to single-use plastic waste reduction is being considered for 2020.

2. Freedom of Information and Protection of Privacy Act:

The Province of PEI passed amendments to its Freedom of Information and Protection of Privacy (FOIPP) Act which allows the public to make information requests of Island municipalities and post-secondary institutions. The legislation came into effect for the City of Charlottetown on April 1, 2019, and applies to records from that period forward. The legislation changes the way information requests are received and processed by the City of Charlottetown. It ensures that private information is protected and that public information is accessible. It also enhances the City's transparency and accountability efforts. Some aspects of the new FOIPP legislation presented a steep learning curve for the staff and administration at the City of Charlottetown.

One approach that the City is taking to reduce the burden of the FOIPP legislation and of FOIPP requests is to consider when there are opportunities for information to be more freely shared proactively on the City's website. This could be as simple as putting more information on the City's website on projects, processes and policies so that interested residents can easily access the information they are most interested in. The adoption of the new Municipal Government Act in 2018 led to a number of improvements in transparent sharing of information – including posting all meeting agendas and minutes online of all standing committees and community advisory committees. The City continues to seek out opportunities where it can be more transparent and readily share information with the public regarding its operations.

To review the Freedom of Information and Protection of Privacy Legislation, visit:

https://www.princeedwardisland.ca/sites/default/files/legislation/f-15-01-freedom_of_information_and_protection_of_privacy_act.pdf

3. Floating dock in Victoria Park:

In the spring of 2019 a project commenced to install a proposed floating dock in Victoria Park. The low profile modular composite floating dock system was designed to be wheelchair accessible and initially included a kayak and canoe launch that was accessible. When the proposed project was brought forward to a Public meeting, there was significant resistance to the project, especially focused on safety concerns and lack of sufficient parking in Victoria Park to accommodate dock users. After reviewing the feedback from the public, the City decided to remove the canoe/kayak launch from the dock system. The City added an accessible parking space in front of the entrance to the dock and included a control access gate on the gangway entrance off the boardwalk. The dock was installed in July, 2019 as a pilot and Council will be deciding if the City will be putting the dock in place seasonal each year from spring through fall. The dock was well-used by residents and visitors over the summer months and provided unique access to the Charlottetown harbour.

4. Hurricane Dorian:

Hurricane Dorian hit Charlottetown in September 2019 as a tropical storm causing significant damage and power outages. The City's Emergency Measures Organization (EMO) team was called in to ensure safety of residents, and timely communication with the public, and other levels of government and with utilities. Through the emergency response process the City was able to test out a number of its capabilities and refine approaches for future use. The City identified that upgrades were needed for WIFI access and technology for the EMO group and that additional staff support would be necessary. In addition, there were refinements made to the descriptions of different types of shelters and warming stations to improve clarity for the public. Protective Services (Police and Fire) were able to identify a variety of tools that would improve response for future storms and better partnerships and communications methods were established with community services and utilities.

5. Electric transit buses:

With a growing demand for transit service in the City of Charlottetown as well as the recent announcement of a 10-year Federal Public Transit Fund, under the Investing in Canada Infrastructure Program (ICIP), T3 Transit and members of the Capital Area Transit Coordinating Committee (CATCC) put significant effort into developing and implementing a fleet replacement plan. The majority of the transit fleet is currently made up of refurbished Eldorado transit buses purchased refurbished from Calgary in 2017. While these buses have made a significant upgrade to the transit fleet, regular fleet replacement is essential to maintaining the quality of the service. In 2019, the CATCC announced it would be purchasing six new full-size buses and two mini-buses which would be acquired in 2020-2022. Prior to this announcement, the CATCC had been working with the Canadian Urban Transit Research & Innovation Consortium (CUTRIC) on a feasibility analysis on electrifying the transit fleet. While there was some promising opportunities in electric buses for the first phase of the fleet replacement program, there were also a number of barriers, including increased cost of the electric buses, the need to develop a rate structure for electric charging, storage facilities required for keeping the buses indoors, servicing of electric buses, winter performance, and duty cycles of the existing transit routes when compared to the battery life of the buses. After much discussion, the CATCC decided it would move forward with phase one of the fleet replacement using diesel buses with the intent to address the barriers to electrification so phase two of the fleet replacement would focus on electric buses. This decision, though not made lightly, disappointed many transit users and climate change advocates that wanted the electric buses to be added in phase one. The timing was also challenging in that the City of Charlottetown, like many Canadian municipalities, had just passed a resolution recognizing a climate emergency and acknowledging big steps would need to be taken at all levels in order to halt global warming. While diesel buses may not be the perfect solution from a climate perspective, the CATCC is still working to address the barriers to electrifying the transit fleet and simultaneously building the transit ridership to reduce GHG emissions from single passenger vehicles.

6. Fitzroy Street Bike Lane:

In 2018 the City of Charlottetown hired CBCL Limited to complete a Cycling Connectivity Study to examine potential options for a cross-town cycling corridor, as recommended in the Regional Active Transportation Plan. The study looked at a number of streets as potential routes for the corridor and identified Fitzroy Street as being the most suitable. The City received funding for the development of the Fitzroy Street Bikeway Project through the Municipal Strategic Component of the Gas Tax

and hired a consultant to develop the design and lead the public engagement process. The public engagement process included an innovative Open House format where residents could provide a feedback on the design from a variety of perspectives. It allowed for a lot of conversations between residents relating to the pros and cons of the project and how some of the design challenges could be addressed. The City and consultants also hosted a number of stakeholder meetings with residents, business owners, and local non-governmental organizations that would be impacted by the project. The final design, which integrated the feedback from the public engagement process, was presented to the public at a meeting in February 2019 for final comments. The project design was then brought to City Council for the final decision. It was decided that the project would not go ahead at that time. While the project was not executed, it presented a unique opportunity for a public discussion around the value of cycling infrastructure in the City and led to a number of follow-up initiatives, including the formation of the Mayor's Active Transportation Task Force as well as a community advisory committee focusing on promoting and increasing active transportation in the City. The public consultation process for the Fitzroy Street Bikeway received the 2019 Murray Pinchuk Award from the PEI Institute of Planners.

7. Short Term Rentals:

Short term rentals (STRs) have been recognized for their role in the current housing crisis. As a result, the City of Charlottetown conducted a survey and public consultation regarding STRs and is considering various options on regulating them based on stakeholder input and jurisdictional scans of other Canadian municipalities. However, the City's research found STRs are not the only variable contributing to the housing shortage. Due to recent economic circumstances, a decrease in construction activity coincided with high numbers of people moving into Charlottetown. This construction rate decrease resulted partially from a lack of land zoned for higher density developments as well as the fact that both the regional well and sewer treatment plant were running out of capacity. The City is evaluating the potential benefit of conducting a housing study to better understand the housing shortage and assist policymakers in developing solutions.

8. Public Art Policy:

Supporting public art projects, a priority for the City of Charlottetown, is primarily the responsibility of its Arts Advisory Board. In 2015, this board created the Public Art Policy to ensure artists are aware of what types of public art projects the City is looking to support and to help them navigate the approval process. In response to public feedback, the Arts Advisory Board amended the policy in 2019 to simplify the process and increase collaboration between artists and the City in approving and implementing public art.

9. Food audit at some City-owned recreation facilities:

A food audit relating to City-owned recreation facilities was conducted on behalf of the Children's Nutrition Working Group by the Heart and Stroke Association of PEI. A UPEI undergraduate honors student completed a provincial scan of food environments across the Island which included two City-owned facilities. The study found that many of the facilities had both canteen/concession stands as well as vending machines. In both canteens and vending machines, healthier foods and beverages were offered much less frequently than options that were high in fat, sugar, salt and calories and low in nutrient value.

Audit results as well as some ideas on how to offer healthy options and how to market healthier food and drink choices available were shared with individuals from participating facilities.

Key findings included:

- The capacity of some facilities to offer healthier options was limited by staff, funding, and storage resources
- Although some facilities offered healthy options such as smoothies or power balls, they often were not the best sellers, indicating that work needs to be done around shifting mindsets/culture to move away from unhealthier options like fries and sugary sports drinks.

Micro-Grant Recipients (2019):

The Community Sustainability Micro-grant Program was developed in 2011 to support community groups and individuals in their sustainability-focused projects. Community action was seen as an integral part of the success of the implementation of the City's Integrated Community Sustainability Plan (ICSP). Through the program, individuals can apply to receive up to \$2,500 for a project that contributes to the achievement of the goals and actions listed in the ICSP. Each year, the ideas shared through the program are inspiring and the City is pleased to help make these ideas come to life.

The following projects received funding in 2019:

1) Project Title: Disco Soup Charlottetown

Recipient: Partnership of Fusion Charlottetown, PEI Food Exchange, Charlottetown Food Council

Disco Soup Charlottetown brought together community members and well-known local chef, Terry Naaburs, to gather and prepare ingredients that were diverted from waste (from local retailers or through gleaning from local producers) to create a delicious soup that was shared by all as the event's finale. The event was organized through a lens of reducing its environmental impact and waste as much as possible. Participants were asked to bring their own bowls, spoons, peelers, and drinking vessels, so no disposable dishes were purchased or used. All leftover produce and soup were taken by participants, and unusable produce (peels, bruised bits, seeds, etc.) was transported to a local farm to be fed to livestock. A number of related lead-up and concurrent events extended the reach and impact, including: a workshop on reducing food waste in conjunction with the Fix-it Fair, a documentary screening, workshops in fermenting, a 1970s disco dance workshop and hands-on demonstrations of creative ways to use pumpkin/squash.

2) Project Title: Community Move and Groove

Recipient: Rhonda Gallant

Community Move and Groove is an all-inclusive dance party in the park. Using The World Groove and Move (TWGM) Groove practices, participants are taken through an organized session of simple dance steps, brief yoga/stretch, and one stillness and breath song. By bringing people together in a positive safe space, the act of dancing can build and strengthen communities and improve overall health, well-being and positivity of residents. The micro-grant recipient, licensed Groove facilitator Rhonda Gallant, hosted 40 free 40-to 60-minute sessions from June to-September, held in various City parks.



3) Project Title: Radon Detector Library Loan Pilot Program

Recipient: PEI Lung Association

The PEI Lung Association Radon Detector Library Loan-out Program has helped to increase public awareness on the existence of radon gas in Charlottetown homes and the need for testing and mitigation. Through a partnership with the PEI Public Library, the PEI Lung Association provided the Confederation Centre Public Library with three digital radon gas detectors that could be checked out for a three-week period. These detectors, which provide an option for short-term testing, come with a package of information on how to mitigate radon levels if they prove to be too high. Health Canada recently estimated that radon induces 16% of lung cancer deaths, and a study has determined that approximately 7% of Canadian homes have elevated radon levels. Within the first month, there were 17 detectors checked out and 76 detectors being placed on hold. This data as well as the positive feedback received from partners demonstrates that Charlottetown residents have been successfully engaged and inspired to better understand the air quality issues both within their own homes as well as in their community.

4) Project Title: A Rain Garden in Every Yard

Recipient: Ellen's Creek Watershed Group

After successfully creating a rain garden at Spring Park Elementary in 2018, the Ellen's Creek Watershed Group sought funding to create a display promoting the effectiveness of rain gardens in controlling water in modern cities. The display, designed for use at public events and on a one-on-one basis, made its first appearance at the Confederation Centre Public Library's Green Day and was well received.

5) Project Title: Charlottetown Rural Tree Nursery and Orchard

Recipient: Charlottetown Rural High School

Charlottetown Rural has maintained a native tree nursery on land adjacent to the school for the past 20 years, helping to teach students how to maintain biodiversity in the region. Through the City of Charlottetown and Agriculture and Agri-Food Canada micro-grant, Charlottetown Rural students were able to plant a small orchard of 40 fruit trees, replace the lumber in the existing raised beds used to grow saplings and add four raised beds. They also planted 250 trees obtained via a Greenspaces grant from the Department of Forestry. The native and fruit tree plantings will help create a sustainable tree community for Charlottetown, provide a local opportunity to grow and harvest fruit in the community, as well as demonstrate the possibilities of what local residents could plant in their own yards. Further, students gained unique experience through studying the theory of forestry, biodiversity, and sustainability with a hands-on approach. Partnerships between Charlottetown Rural and the



following organizations were established or strengthened through this project: Ellen's Creek Watershed Group, Sierra Club, Department of Forestry, and Jeff Boyle (The Grove). The City of Charlottetown and staff have given students and staff valuable input to guide the project, enhancing the learning which will be necessary for the future of the project.

6) Project Title: Sustainable Gardening and Eating Local

Recipient: West Kent Elementary School

Primary students at West Kent Elementary School have been maintaining two small garden boxes at the school for the past three years. With a City of Charlottetown Community Sustainability micro-grant and an Agriculture and Agri-Food Canada micro-grant as well as donations by local hardware stores and contactors, West Kent was able to add five garden boxes, a storage shed, a rain barrel, and a classroom vermin-composter! This project assisted the students in expanding their existing garden to further support a rich hands-on learning experience about sustainable gardening and eating local. At the completion of this project the school was hoping to hire a dietician to come into the school and teach students about simple recipes and preparation methods using the produce they grew over the summer. This project also helped the school reduce waste through composting.

7) Project Title: Veg on the Block

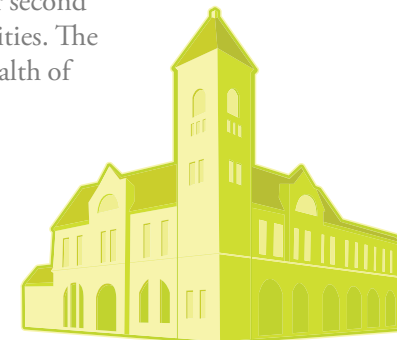
Recipient: VegPEI

Veg on the Block was a vegan block party led by youth and driven by volunteers. Held in Confederation Landing Park, it included a day full of delicious food, activities, music and fun. The purpose of the event was to feature and celebrate Prince Edward Island's local plant-based businesses and educate the public on the benefits of a plant-based diet and healthy, active lifestyle. At least 500 visitors attended the event. Many of the vendors complete sold out. Veg on the Block certainly achieved its goal of drawing attention to the culture of inclusivity and solidarity found among Charlottetown's economic landscape.

8) Project Title: Ecological Health of Charlottetown Ponds 2019

Recipient: Holland College Environmental Applied Science Technology Class

For two years, 2017 and 2018, the Environmental Applied Science Technology students from Holland College have collected baseline data to help delineate the overall ecological health of water systems in Charlottetown. The research has created valuable information which helped shed light on some of the underlying issues directly responsible for the relatively poor ecological health of some ponds. This project built on that original work by continuing to monitor water systems of interest and developing restoration plans for some key ponds. The integration of community events for children and adults, including sample collection demonstrations, into the data collection component of the project was also successful. The 2019 project built upon the two previous years but was unique with new discoveries were made and new information shared. The project contributed to Charlottetown becoming a more resilient and sustainable city through the identification of problems with watersheds and through helping with the implementation of a watershed management plan. This project supported sustainability by engaging Charlottetown residents in new exciting ways, using natural outdoor spaces and environmental themes. Holland College was able to hire three summer students, entering their second year of study, to collect and tabulate the data and provide guidance and support for the community engagement activities. The full final report will be shared with the City of Charlottetown and will provide valuable insights into the ecological health of Charlottetown ponds.



PARTNERS

Adult Protection
 All Island Police Services
 Arts Advisory Board
 Atlantic Canada Opportunities Agency (ACOA)
 Atlantic Green Contractors
 Atlantic Presenters Association
 CADC
 Canadian Tire Jumpstart Foundation
 CBCL Engineering
 Charlottetown Area Development Corporation (CADC)
 Charlottetown Rural High School
 Charlottetown Special Events Reserve Fund (SERF)
 Charlottetown Tool Library
 Child Protection Services
 Clean Foundation
 CMA2019
 CN Connections
 Colonel Gray High School
 Community Museums Association
 Confederation Centre of the Arts,
 Confederation Centre Public Library
 Connectors PEI
 Cycling PEI
 Department of Education
 Desbrisay Park Community Garden
 Discover Charlottetown
 Downtown Charlottetown Inc.
 East Coast Music Association,
 EcoHealth
 ECO-PEI
 efficiencyPEI
 Ellen's Creek Watershed Group
 Enactus PEI
 Farm Centre – Legacy Garden
 Federation of Canadian Municipalities (FCM)
 Festival of Small Halls,
 Food Security Network PEI

Fusion Charlottetown
 go!Charlottetown
 go!PEI
 Government of Canada
 Green NYC
 Healthy Ocean PEI
 Holland College
 Holland College Energy Systems Engineering Technology
 Program (ESET)
 Holland College Environmental Applied Science Technology
 Program (EAST)
 Holland College Heritage Retrofit Carpentry Program
 Home Hardware
 Innovation PEI
 Insight Brand and Marketing Studio
 Investors Group
 Island Advance
 Island Coastal
 Island Falconry
 Island Waste Management Corporation
 Katherine Dewar
 Kent Building Supplies
 Kiwanis Dairy Bar
 Local elementary schools
 Local minor sport groups
 MacPhail Woods
 MacQueen's Bike Shop
 Maritime Electric
 McInnes Cooper
 Mental Health and Addictions
 Nature Conservancy of Canada
 Nikki Jabbour
 Outer Limit Sports
 PEI Bike Guy
 PEI Council of People with Disabilities
 PEI Department of Agriculture and Fisheries
 PEI Family Violence Prevention
 PEI Food Exchange
 PEI Food Security Network
 PEI Invasive Species Council

PEI Lung Association
 PEI Museum & Heritage Foundation
 PEI Regiment Museum
 PEI Writers' Guild,
 Pride PEI
 Probation Services
 Province of Prince Edward Island
 Public Archives & Records Office
 Public Health
 Quality Urban Energy Systems of Tomorrow (QUEST)
 Queen Charlotte Junior High School
 Recreation PEI
 Sherwood Lions Club
 Sierra Club
 Skills Canada PEI
 Sport PEI
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 The Charlottetown Farmer's Market Cooperative
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 this town is small
 Town of Cornwall
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 Winterlove PEI
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