

Municipality Of Chatham-Kent

Chief Administrative Office

Corporate Initiatives

Information Report

To: Mayor and Members of Council

From: Amy Wilcox, FCPA, FCMA, PMP
Manager, Corporate Initiatives

Date: June 8, 2020

Subject: Corporate Annual Report 2019

This report is for the information of Council.

Background

Council requested that the CAO present an annual report. The Annual Report is a comprehensive report on a company's activities throughout the preceding year and is intended to give Council and the citizens' information about the Municipality's activities.

Annual reporting provides opportunities for public access to reporting mechanisms and helps meet the information needs of both local governments and the public by promoting greater understanding of municipal responsibilities and priorities. The philosophy behind the annual report is that providing citizens with better information makes for enhanced citizen engagement and transparency.

Implicit in this principle is that greater accountability will lead to the promotion of better services and continuous improvement in service delivery, as well as improving taxpayer awareness and knowledge of municipal services.

Consistent with the principle that municipalities are accountable to the public, the Annual Report is another means of communicating progress to Council and the community.

Comments

Performance management has become crucial for public sector organizations because of a significant reduction in funding with increased community demand for quality services. More than ever, municipalities must ensure their activities add value and work towards achieving the goals as outlined in CK Plan 2035 and Council's Term Priorities.

It provides an opportunity to share non-financial information with Council and the community.

The Annual Report has been prepared and will be posted on the Municipal website.

Consultation

The annual report was reviewed and is supported by the following members:

1. Chief Administrative Officer
2. General Manager, Community Development
3. General Manager, Corporate Services
4. General Manager, Community Human Services
5. General Manager, Infrastructure and Engineering Services
6. General Manager, Finance, Budget and Information Technology Services
7. Fire Paramedic Chief, Fire and Emergency Services
8. Chief Administrative Office, Communications Officer

Financial Implications

There are no direct financial implications resulting from this report. The Annual Report provides a means for Council and the community to assess the Municipality's progress.

Prepared by:

Reviewed by:

Amy Wilcox, FCPA, FCMA, PMP
Manager, Corporate Initiatives

Don Shropshire
Chief Administrative Officer

Appendix A: 2019 Corporate Annual Report

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2019.docx

ANNUAL REPORT 2019

www.chatham-kent.ca

 Chatham-Kent
Cultivating Growth, Shore to Shore

You are making it happen.



Mayor
Darrin Canniff

From the **Mayor**

Our community went into 2019 with the attitude that each of us has the power to make Chatham-Kent an even better place to live and you proved it to be true.

From the biggest-ever Retrofest to the highly successful return of Festival of Nations at Tecumseh Park after two decades, we’ve seen people energized and willing to get involved. Whether it’s a threshing festival, a classic car show or a fishing tournament, we know how to show off our community.

Collectively, we’re helping become a healthier community by building more trails and planting more trees each year. Attendance at our museums and theatres has increased by the thousands. It’s your energy, your determination and your enthusiasm for Chatham-Kent that is helping to grow our community.

We are a community that is growing. Residential construction has increased by more than 40% and we have attracted more than twice as many foreign students to Chatham-Kent than we did in 2018. We are rediscovering all that we have to offer and we’re not afraid to share it with the world.

Our strength, our community pride and the way we care for each other are traits that will serve us well no matter what challenges we face in the future.

Thanks for being so awesome, Chatham-Kent.

A handwritten signature in black ink, appearing to read 'D. Canniff'.



Mark Authier
Ward 1



Michael Bondy
Ward 6



Anthony Ceccacci
Ward 2



Marjorie Crew
Ward 6



Joe Faas
Ward 4



Amy Finn
Ward 6



Aaron Hall
Ward 5



Melissa Harrigan
Ward 1



Karen Kirkwood-Whyte
Ward 6



Mary Clare Latimer
Ward 2



Jamie McGrail
Ward 4



Brock McGregor
Ward 6



Carmen McGregor
Ward 5



Steve Pinsonneault
Ward 3



Doug Sulman
Ward 6



Trevor Thompson
Ward 2



John Wright
Ward 3



Building our economy, supporting our community's health, safety and environment, and celebrating our diversity...



**Chief Administrative Officer
Don Shropshire**

From the **CAO**

During the last year, we have made progress in all four areas of the CK Plan 2035, our vision for helping Chatham-Kent achieve its potential. We experienced an 8% increase in construction permits and shipped more than \$3 billion of agri-food products around the world. We are expanding our Bloomfield Business Park, supporting high speed internet throughout CK, increasing our natural gas availability and setting aside funds for the Community Improvement Plan.

We are committed to becoming a safer and healthier community. Violent crime in Chatham-Kent is below provincial and national averages. We reduced chronic health conditions through education and lifestyle modifications. Citizens of all ages are included from our Healthy Babies, Healthy Children program to Age-Friendly Chatham-Kent.

We celebrate our people and culture. We gather in celebrations and we welcome newcomers to the mosaic that is Canada. More than 65,000 people experienced music and culture at the Capitol Theatre.

We have made a major stride in the area of environmental sustainability. Chatham-Kent is a proud partner with the Lower Thames Valley Conservation Authority (LTVCA), the Ridge Landfill Community Trust and Waste Connections of Canada to create significant forest cover, wetland and grassland habitat.

The future looks bright for Chatham-Kent.

A handwritten signature in black ink that reads "D Shropshire".



Mission

The Corporation of the Municipality of Chatham-Kent is a proud, proactive, progressive team committed to innovation and leadership through the provision of services enhancing the quality of life in our community.

Vision

Chatham-Kent is a welcoming, healthy, prosperous community that is culturally rich and naturally innovative.

2019 Annual Report

CKPLAN2035 Progress Summary

In 2017, Council cast a vision to make Chatham-Kent a welcoming, healthy, prosperous community that is culturally rich and naturally innovative. As a way to accomplish this vision, they adopted a new plan for the future, **CK Plan 2035**, an 18 year plan to take Chatham-Kent into the next generation.

This report highlights the strategic priorities found in **CK Plan 2035** and Council Term Priorities for 2018-2022 and showcases the progress that has come from these initiatives in 2019.



Council Strategic Priorities



Economic Prosperity

Chatham-Kent provides a variety of education opportunities and is recognized as a desired location for investment.



Healthy & Safe Community

Chatham-Kent leads in healthy public policies and is one of the healthiest and safest communities in Ontario.



People & Culture

Chatham-Kent is one of the best places to live and a destination of choice to experience arts and culture.



Environmental Sustainability

Chatham-Kent is a provincial leader in the management of natural and built resources and energy.

Critical Success Factors



Financial Sustainability



Open & Transparent Government



Resiliency

2019 Annual Report

PLAN2035 Areas of Strategic Focus



Economic Prosperity

Invest in essential infrastructure

Grow agri-industries

Cultivate business attraction, retention and expansion

Provide inclusive access and quality education

Healthy & Safe Community

Support and advocate for healthy policies

Invest in programs that reduce poverty

Support quality of life

Promote accessibility for all ages and abilities

People & Culture

Promote diversity

Attract and retain residents

Fuel creativity in the community and promote the value of the arts

Environmental Sustainability

Enhance our natural heritage and water resources

Support a culture of energy conservation

Financial Sustainability

Develop a disciplined and integrated financial planning approach

Identify opportunities and manage risks

Support the cost-efficient delivery of municipal services

Provide meaningful information to support long-term financial planning

Open & Transparent Government

Practice openness

Increase accountability

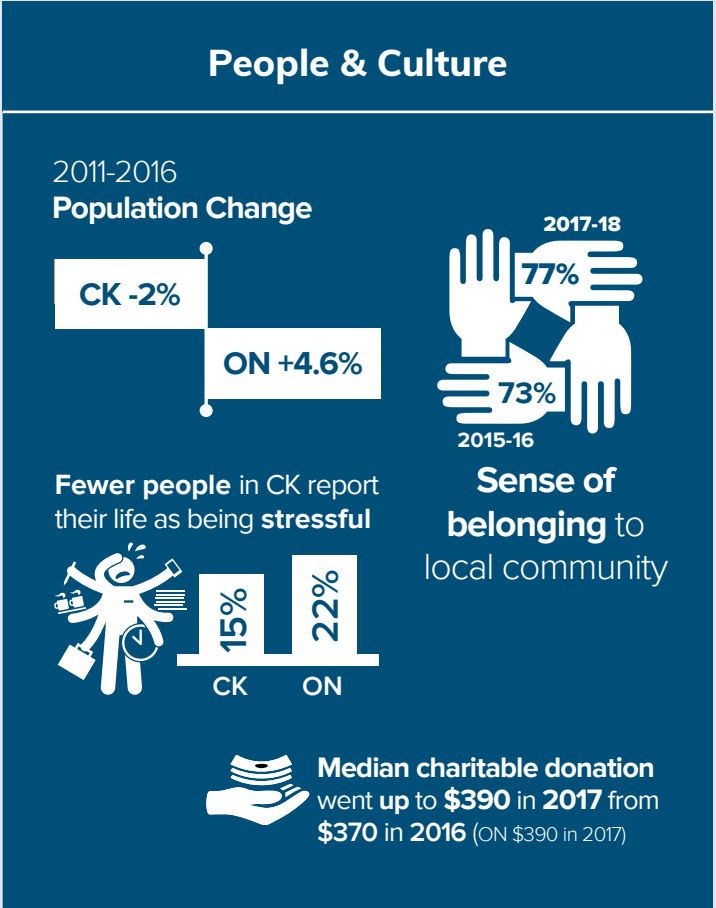
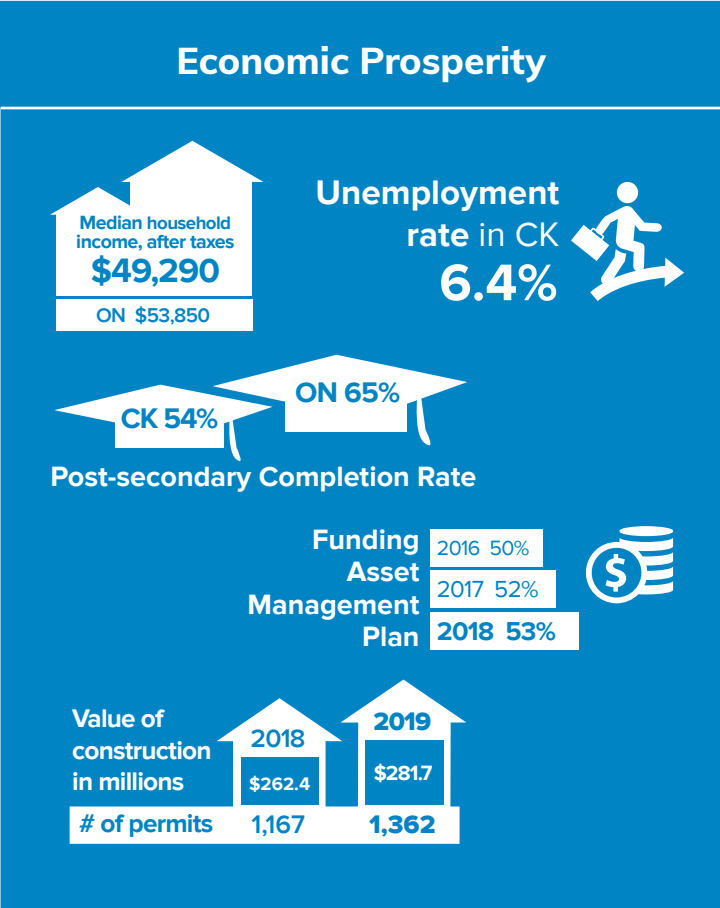
Provide visionary leadership



Resiliency is the foundation of each area of strategic focus, responding to emerging strategic priorities, adapting to change and recovery, and taking advantage of new opportunities.

2019 Annual Report

CKPLAN2035 Progress Report



*All metrics reflect the most recent data based on the collection frequency of the data gathering entity.





Economic Prosperity

Chatham-Kent provides a variety of education opportunities and is recognized as a desired location for investment.



Investing in the Future of Chatham-Kent

Working closely with all levels of government, we support a vibrant economy and invest in initiatives that showcase Chatham-Kent as an economic leader.

- ❖ Committed \$250,000 towards the Community Improvement Plan supporting downtown improvement, with additional funds and tax incentives approved for 2020.
- ❖ Helped local businesses with planning, starting and growing. This includes working with 40 new businesses through the Starter Company Plus program and six students through the Summer Company Program.
- ❖ Helped grow tech companies and champion innovation by partnering with WEtech, a regional technology community that fosters entrepreneurship, innovation and collaboration.
- ❖ Collaborated with the Ontario Business Improvement Area Association (OBIAA) and the Digital Main Street program to invest \$215,000 in Chatham-Kent small businesses to help improve their digital footprint. 52 businesses each received a \$2500 grant and over 300 people attended training sessions.

6.4%

unemployment rate



467

 job vacancies posted

Phase 1 of the Bloomfield Business Park **100% sold**



Phase 2 development **approved**

Shipped over \$3 billion

in agri-food products

[#WeGrow4TheWorld](#)



821

 business licenses issued

5,011

 building inspections

1,362

 building permits



Healthy & Safe Community

Chatham-Kent leads in healthy public policies and is one of the healthiest and safest communities in Ontario.



Promoting a Safe and Welcoming Community

We are a safe community for families, couples and individuals in all stages of life, and we continue to invest in wellness initiatives that support a healthy lifestyle.

- ❖ Launched EarlyON Centres free drop-in programs where parents and children 0-6 can play, learn and receive advice. 24,361 visitors were welcomed to our eight EarlyON locations.
- ❖ Launched the Ontario Seniors Dental Care Program increasing access to dental care for seniors, improving oral health and decreasing risks of chronic oral diseases and oral cancers.
- ❖ Supported 15 schools through the CK Public Health's Comprehensive School Health Program, giving \$200 school wellness grants to promote the health and well-being of students.
- ❖ Provided elementary schools and childcare centres with handwashing educational tools and resources to improve hand hygiene practices.
- ❖ Celebrated "The Big Crunch" in 46 schools, crunching into apples to make noise for healthy school food.

2,000+

homes were visited by Chatham-Kent Fire Services to complete **CHiRP Checks**



893 safety inspections

were conducted by Chatham-Kent Fire Services



1,468 children participated in various recreational activities and programs through funding from **A.L.L. For Kids**



1,176 individuals were helped to secure housing



547 hours of free public skating were offered in 10 municipal arenas





People & Culture

Chatham-Kent is one of the best places to live and a destination of choice to experience arts and culture.



Creating a Vibrant Quality of Life and Community

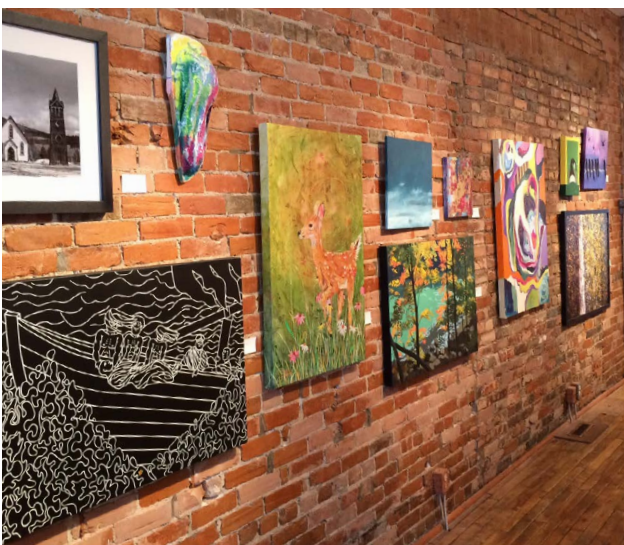
Our warm climate, close proximity to water, beautiful natural scenery and diverse culture make our community a destination of choice for family and fun.

- ❖ Welcomed 9,106 visitors to the Chatham-Kent museums (an increase of 150%). The highlights were our new interactive creative spaces, the Ridge House Museum's Discovery Den and the Chatham-Kent Museum's Imagination Station.
- ❖ Expanded the Library Services' Escape Room collection, adding a second room, Escape from Azkaban. These escape rooms were set up at multiple locations with 559 people participating in the challenge.
- ❖ Planted 12 trees for 'Your Roots are Always in CK' with 158 students encouraged to come 'baCK' to CK after post-secondary education.
- ❖ Hosted the Association of Ontario Road Supervisors (AORS) Municipal Public Works Trade Show conference at the John D. Bradley Convention Centre. More than 2,000 visitors took part in the event with over \$50 million in equipment on display.

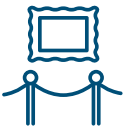
A record number of classic vehicles participated in **Retrofest's 40th Anniversary** weekend with all proceeds going to community-wide charities



65,367 guests attended 187 events at the **Chatham Capitol Theatre**



3,155 visitors attended eight exhibitions featuring local artists at **ARTspace**



7 artists were showcased in the **Mayor's gallery** at the Civic Centre



824,918 library items circulated



510 international students attended school in Chatham-Kent





Environmental Sustainability

Chatham-Kent is a provincial leader in the management of natural and built resources and energy.



Choosing Smart Today for a Better Tomorrow

We strive to make wise choices, acknowledging our small actions today can add up to a big difference tomorrow.

- ❖ Held "Household Hazardous Waste Day" to assist residents in the safe and proper disposal of hazardous waste.
- ❖ Supported the development of four new school gardens with a total of 28 school gardens now created throughout all local school boards in Chatham-Kent.
- ❖ Hosted the annual "Pitch In Week" campaign with 6,547 volunteers cleaning up parks, neighbourhoods, school grounds and river banks.
- ❖ Planted 115 trees on school grounds for the "Tomorrow's Greener Schools Today" initiative to promote sun protection to students, as well as educating them about the importance of planting native tree species for the environment.
- ❖ Completed the Climate Change Action Plan's terms of reference and worked on the background report and engagement strategy to start in 2020.

20,049.17
metric tonnes
of waste diverted



45,000 trees were planted
in partnership with the
Lower Thames Valley
Conservation Authority



9 km of Cold In Place Recycling which recycles
100% of the existing road,
eliminating the hauling of
new materials and reusing the
existing asphalt pavement.





Financial Sustainability

The Corporation of Chatham-Kent is financially responsible and sustainable.



Promoting Effective Stewardship to Protect the Next Generation

Planning now provides both administration and council with the foundation they need to strengthen our community for the next generation.

- Received a grant from the Ministry of Transportation for the Ontario Municipal Commuter Cycling Program used to help fund more than 10% of the Bloomfield and Keil Drive multi-use pathways.
- Partnered with Chatham-Kent Lambton Administrators Group for collaboration and procurement of information technology services.
- Received a \$85,000 contribution from the Ontario Business Improvement Area Association, which was combined with Province of Ontario funds through the Digital Main Street Grant Program. The grant was to assist downtown main street businesses with improving their digital footprint. A total of \$110,000 was distributed to 44 local businesses.

Performance Indicators					
Indicator	2019	2018	2017	2016	Target
Outstanding Debt	Total outstanding debt as a percentage of revenue generated within Chatham-Kent.				
	Coming Summer 2020	30.7%	35%	42.6%	< 40.4%
Financial Position	Net Financial Assets (Debt) represents total financial assets less liabilities on our balance sheet.				
	Coming Summer 2020	134,876,022	98,674,516	71,565,538	> 0
Assessment Growth	Assessment growth indicates new taxes raised as a result of property development.				
	Coming Summer 2020	1.43%	0.85%	0.73%	> 1%
Reserve to Debt Ratio	Reserve to debt ratio indicates how many dollars we have in reserves for every dollar of debt owed to a creditor. This ratio is an indicator of how much money we are setting aside for future needs and our flexibility to react to adverse or unexpected events.				
	Coming Summer 2020	2.17	1.73	1.48	> 1.0
Unpaid Property Taxes	Unpaid property taxes as a % of the current year levy is an indicator of residents ability to pay.				
	Coming Summer 2020	3.83%	6.49%	6.92%	< 10%
Debt as % of Debt Capacity	The Ministry of Municipal Affairs limits the amount of funds municipalities can contribute towards debt repayments. The limit is around 25% of annual operating revenues.				
	Coming Summer 2020	21.9%	21.7%	25.8%	< 80%



Open & Transparent Government

The Corporation of Chatham-Kent is open, transparent and effectively governed with efficient and bold, visionary leadership.



Making Communication and Service a Priority

We strive to uphold public trust, providing a high quality of life and delivering excellence in service to Chatham-Kent residents.

- ❖ Provided accessible online budget documents and financial statements to meet AODA guidelines.
- ❖ Provided the public with information regarding inspections of all food premises, recreational water facilities, personal service settings, child care centres and recreational camps located in Chatham-Kent through the Check it CK website.
- ❖ Resolved a formal complaint without investigation and dismissed four formal complaints through our appointed Integrity Commissioner and Closed Session Investigator.
- ❖ Hosted 11 projects on Let's Talk Chatham-Kent with 520 residents signing up for the first time to participate in the online community engagement tool.

408,495
visits to the
municipal website



47.8% were mobile users

251,500 services were
provided to residents
by Customer Service



87 Freedom of Information
(FOI) requests



21,500
total service requests



9,000 active citizen
responses (ACRs)

12,500 internal requests generated from
road patrols, internal audits and regular
maintenance requirements



Corporate Social Media

- 5,244** followers
- 4,431** followers
- 1,951** followers



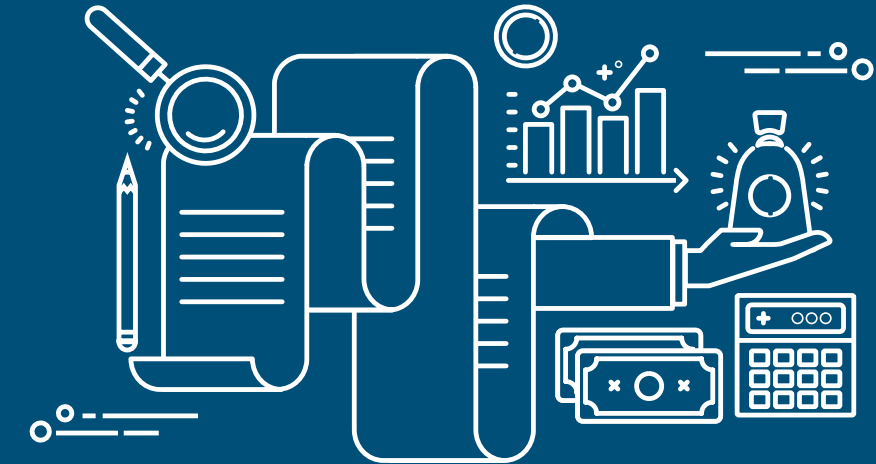
YOUR TAX DOLLARS AT WORK

The average household in Chatham-Kent contributed **\$2,889** in property taxes to municipal services in 2019.

(Based on 2018 residential assessment of \$166,370)



55% of the municipal budget is funded by the provincial and federal government



\$2,889 goes a long way to provide the services our community needs. Here's how it breaks down...



\$34

Mayor & CAO Office

Office of the CAO \$14
Office of the Mayor \$6
Council & Council Support \$14



\$91

Corporate Services

Customer Services \$27
HROD \$54
Municipal Governance/Clerk \$10



\$188

Finance, Budget & Information Technology Services

Administration \$6
Budget & Performance \$11
Financial Services \$29
Information Technology \$125
Convention Centre \$17



\$526

Police Services



\$375

Fire & Emergency Services

Fire Services \$259
Emergency Planning/Ambulance \$116



\$1,093

Infrastructure & Engineering

Administration \$5
Drainage, Asset & Waste Mgt \$154
Engineering & Transportation \$62
Public Works \$743
Parks and Recreation \$129



\$60

Community Development

Administration \$4
Building Development \$3
Legal Services \$21
Planning Services \$11
Economic Development \$21



\$522

Community Human Services

Administration \$3
Child Care & Early Years \$25
Public Health \$33
Employment & Social Services \$85
Seniors Services \$93
Housing Services \$143
Community Attraction & Leisure \$71
Chatham-Kent Public Library \$69

CAO = Chief Administrative Office

HROD = Human Resources & Organizational Development



Infrastructure Improvements in 2019

Sidewalk Repairs

1,916 sq m sidewalks replaced
1,612 sq m new sidewalks installed
230 trip hazards repaired

Surface Treatment
12.98 km completed

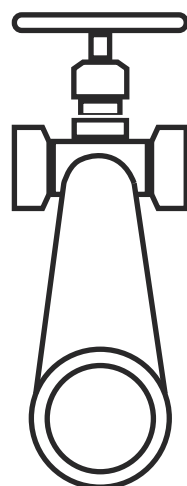
Road Crack Cleaning & Sealing
20.95 km completed

**46.7 km Urban/Rural Resurfacing/
Hot Mix Paving completed**

**9.0 km Cold in Place
Recycling completed**

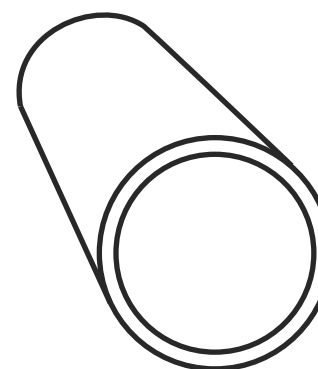
Watermain

1.950 km replaced
0.64 km extended
222 breaks



Concrete Repairs
3,646 m curb

Road Centre Line Painting
968 km/yr



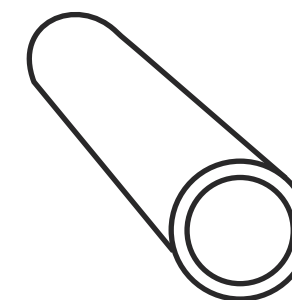
Storm Sewers
1.359 km of sewer replaced
0.54 km of sewer extended



18 Pedestrian Signals
(repair and maintenance)



68 Traffic Signals
(repair and maintenance)



Sanitary Sewers
1.005 km replaced
0.25 km extended

2018-2022 Council Term Priorities



Growth

Our population and economy is growing.

Grow our population to support economic and labour force needs

Expand infrastructure for growth to support local economic development

Expand infrastructure related to recreational facilities

Improve transportation, public transit and active transportation options

Rationalize current inventory of bridges, roads, parks and buildings in support of new infrastructure investment



Environmental Sustainability

Acting today for a better tomorrow.

Develop a climate change strategy to deal with flooding and erosion issues

Promote growth while protecting the environment

Implement strategies to help everyone become stewards and adapt to a changing climate

Reduce cost and environmental impact of energy use



Community Wellness

Everyone is safe and able to thrive.

Support an increase in access to mental health and addiction services

Advance a health and equity in all policies approach to prevent and reduce the impacts of poverty

Ensure there is a variety of affordable housing options to meet needs

Ensure that everyone has access to social infrastructure that enables them to participate fully in their community

Expand trails and active transportation to promote physical activity and a healthy lifestyle



Community Engagement

The voice of the community is reflected in municipal decision-making.

Develop and implement an engagement strategy for the corporation that includes methods to reach vulnerable and/or isolated groups

Build collaborative partnerships to advance the vision of Chatham-Kent

Provide exceptional customer service while fulfilling daily operations

2018-2022
Council Term
Priorities

Growth

Our population
and economy
is growing



2019 Progress

Grow our population to
support economic and
labour force needs

Expand infrastructure for
growth to support local
economic development

Expand infrastructure related
to recreational facilities

Improve transportation,
public transit and active
transportation options

Rationalize current inventory
of bridges, roads, parks and
buildings in support of
new infrastructure investment

“ The definition of
our success will be
strategically growing
our communities to
benefit our existing
residents and business
community while
establishing a platform
to substantiate
new growth. ”

Anthony Ceccacci - Councillor Ward 2



Actions

The municipality is working to leverage Council's
\$18M commitment to secure upper tier government
grant funding to construct a new twin pad/sports
complex for the community.

Private and Municipal investments have been made
in high speed fibre throughout Chatham-Kent.



Environmental Sustainability

Acting today
for a better
tomorrow



2019 Progress

Develop a climate change strategy to deal with flooding and erosion issues

Actions

Completed multiple phases of the Chatham-Kent Lake Erie Shoreline Study, presenting draft adaptation concepts and management options to the community and providing results on the future impacts of climate change on coastal storms. The results of the erosion and flooding vulnerability assessment were presented to the public, along with the risk to existing buildings and infrastructure.

Completed and approved the Climate Change Action Plan's terms of reference.

Promote growth while protecting the environment

Actions

Developed street tree specifications to guide the selection, placement and planting of native Carolinian trees in municipally owned rights of ways during the construction of new developments.

“ Council’s focus on environmental sustainability is both a response to the many climate-related emergencies we have witnessed in the last few years, and a call to action for our future. ”

Melissa Harrigan - Councillor Ward 1



Implement strategies to help everyone become stewards and adapt to a changing climate

Actions

Hosted the “In the Zone” environmental stewardship workshop in partnership with Carolinian Canada.



Community Wellness

Everyone is safe
and able to thrive



2019 Progress

Support an increase in
access to mental health
and addiction services

Actions

Completed a mental health assessment to identify gaps in services and supports.

Brought together 70 key community partners that work in substance use and harm reduction, to share findings from the Opioid Use and Related Harms Situational Assessment, and to discuss next steps.

Conducted vaping prevention education sessions for 2,754 students and 78 cessation interventions to youth and young adults.

Advance a health and equity in all
policies approach to prevent and
reduce the impacts of poverty

Actions

Provided 1,538,492 meals to over 10,000 students through the Chatham-Kent Student Nutrition Program.

Conducted a phone survey with over 700 residents on the topic of social attitudes towards inequalities.

Developed a health equity communication campaign to raise awareness about the social determinants of health and health inequities.

Ensure there is a variety of
affordable housing options
to meet needs

Actions

Housed 156 households in community housing units, provided 26 new Portable Housing Benefits as well as \$105,053 in down payment assistance in the form of forgivable loans to 11 new homeowners.

Provided 43 households a monthly "Housing Allowance" which gave \$135,000 to assist with the cost of market rent.

Ensure that everyone has
access to social infrastructure
that enables them to
participate fully in their
community

Actions

Provided 254,800 minutes with 37,535 unique logins through the Chatham-Kent Public Library's wireless network as well as

streaming access for over 150,000 minutes on platforms such as Kanopy, HOOPLA, CloudLibrary, OverDrive and Gale Courses.

Supported the vulnerable population through 1,448 one-to-one appointments with the Community Navigators resolving 1,875 issues.

Expand trails and active
transportation to promote
physical activity and a
healthy lifestyle

Actions

Increased municipal trails from 42.7 kms in 2018 to 43.4 kms in 2019.

Completed the Bloomfield and Keil Drive multi-use pathways using funding from the Ontario Municipal Commuter Cycling Grant.

Awarded \$755,202 from the Ministry of Transportation and the Ontario Municipal Commuter Cycling Program to fund the installation of multi-use pathways and bike lanes within the community.

Public Health partnered with Chatham-Kent Public Library and ARTspace for the "CK Public Art Project" to design and install unique bike racks throughout Chatham-Kent.

Community
Engagement

The voice of the
community is
reflected in
municipal
decision-making



2019 Progress

Build collaborative partnerships
to advance the vision of
Chatham-Kent

Actions

Worked with RM Classic Cars, Chatham-Kent Health Alliance, Chatham-Kent Hospice, Historic Downtown Chatham BIA and the Children’s Treatment Centre Foundation of Chatham-Kent to host the Retrofest and RM Anniversary weekend resulting in charitable funds for those groups and the community wide services they provide.

Worked with Four Diamond Events, Chatham-Kent Health Alliance and Community Living of Wallaceburg for the Home for the Holidays Community Events and Light Show.

Collaborated on the SWIFT (Southwestern Integrated Fibre Technology) project, a partnership to improve access to high-speed internet services across Southwestern Ontario.

Public Health co-hosted a community engagement workshop with the Prosperity Roundtable during Poverty Awareness Week titled, “Building Connections: Engaging diverse communities to create change.” The workshop provided an opportunity for participants to learn more about the theory and practice behind engaging equity-

seeking populations in our community, to identify the community connections and relationships that are required for effective engagement, and to share resources and learnings.

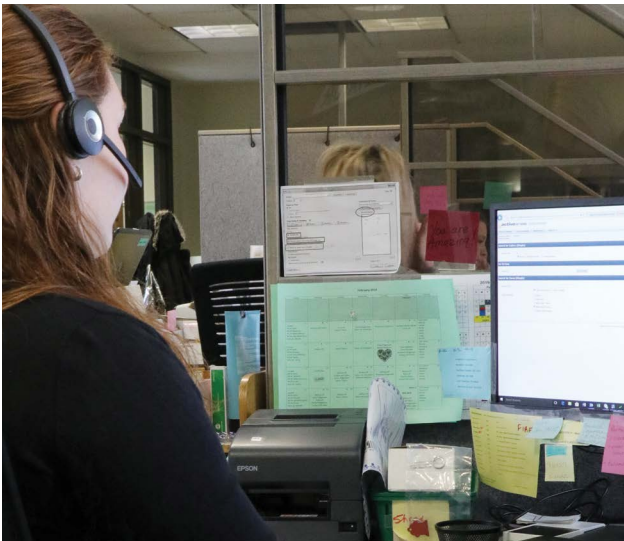
Chatham-Kent Public Library hosted Book Bash Canadian Children’s Literature Festival with funds from Muller Scholastic Endowment. 668 students from all three local school boards participated in author and illustrator presentations as well as interactive stations.

Provide exceptional customer
service while fulfilling daily
operations

Actions

- 251,500 customers served by Customer Service
- 8,900 emails received
- 94,000 transactions processed
- 19,000 walk-in customers
- 92,500 calls managed by Customer Service
- 11,100 services at Dresden ServiceOntario
- 15,000 services at Chatham ServiceOntario
- 7,000 service requests processed

Due to an increase of service requests in 2019, Council invested additional funds to Public Works to allow them to complete open action item requests.





Think clean and green. Please recycle me!

To compost, simply remove the binding and shred.



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