



## **City Council Meeting 07-2024**

Tuesday, February 20, 2024 at 4:45 pm  
in the Council Chamber at City Hall.

Council will resolve into the Committee of the Whole  
“Closed Meeting” and will reconvene  
as regular Council at 7:00 pm.

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(Council Chamber)

### **Call Meeting to Order**

### **Roll Call**

### **The Committee of the Whole “Closed Meeting”**

1. **That** Council resolve itself into the Committee of the Whole “Closed Meeting” to consider the following items:
  - a. Personal matters about an identifiable individual including municipal or local board employees – Updates to the CAO Performance Review Process;
  - b. A proposed or pending acquisition or disposition of land by the municipality or local board – Increase the Supply of Employment Lands;
  - c. A proposed or pending acquisition or disposition of land by the municipality or local board – Employment Lands;
  - d. A proposed or pending acquisition or disposition of land by the municipality or local board – Housing Accelerator Initiative; and
  - e. Personal matters about an identifiable individual including municipal or local board employees – Confidential Motion.

### **Approval of Addeds**

### **Disclosure of Potential Pecuniary Interest**

### **Presentations**

### **Delegations**

1. Megan Knott, Chief Executive Officer, Tourism Kingston, Ted Robinson, Business Events Specialist, Tourism Kingston, and Krista LeClair, Executive Director, Kingston Accommodation Partners, will appear before Council to speak to Clause 3 of Report Number 25: Received from the Chief Administrative Officer (Recommend) with respect to Conference Centre Update and Next Steps.

**Briefings**

**Petitions**

1. A petition bearing approximately 160 signatures requesting the City of Kingston express solidarity with Palestinians in Gaza, was submitted to the Clerk's Department on February 12, 2024.

## **Motions of Congratulations, Recognition, Sympathy, Condolences and Speedy Recovery**

Motions of Congratulations, Recognition, Sympathy, Condolences and Speedy Recovery are presented in order of category as one group and voted on as one motion.

**1. Moved by Mayor Paterson**

Seconded by Deputy Mayor Stephen

**That** sincere congratulations of Kingston City Council be extended to Michael Harris, former Executive Director at KEYS, who is welcoming retirement after a 40+ year career with the organization. As a dedicated leader, Michael has spearheaded important projects and supported the growth of an organization that, in his own words, went from “a youth employment centre” to a “large, dynamic, multi-service organization.” Michael’s integrity, compassion and knowledge have been invaluable to Kingston and played a key role in the youth and newcomer members of our community. Congratulations, Michael, and thank you for your immense contributions to our city.

**2. Moved by Mayor Paterson**

Seconded by Deputy Mayor Stephen

**That** sincere congratulations of Kingston City Council be extended to Michael (Mike) Bell, former Kingston Community Health Centres (KCHC) Chief Executive Officer (CEO), who has accepted a new position as the CEO of Lennox and Addington County General Hospital. As an exemplary leader, Mike has propelled the organization forward through numerous innovative and transformative initiatives. During his tenure, KCHC experienced remarkable growth, successfully completed two accreditation processes, and played a pivotal role in shaping the Frontenac Lennox and Addington Ontario Health Team. Congratulations, Mike, and thank you for your ongoing efforts towards the well-being of the Kingston region.

**3. Moved by Councillor Chaves**

Seconded by Councillor M<sup>c</sup>Laren

**That** the sincere condolences of Kingston City Council be extended to the family and friends of the late Don Bristol who passed away on January 29, 2024. Don served nine years on Kingston City Council representing Cataraqui Ward from

1988 to 1997 and he was a strong advocate for his district. Our thoughts are with his family during this time.

**Deferred Motions**

## Reports

### **Report Number 24: Received from the Chief Administrative Officer (Consent)**

Report Number 24

To the Mayor and Members of Council:

The Chief Administrative Officer reports and recommends as follows:

All items listed on the Consent Report shall be the subject of one motion. Any member may ask for any item(s) included in the Consent Report to be separated from that motion, whereupon the Consent Report without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

**That** Council consent to the approval of the following routine items:

**1. Renewal of the Service Level Agreement between the City of Kingston and the Kingston Native Centre and Language Nest (formerly the Kingston Indigenous Languages Nest)**

**That** the Mayor and Clerk be authorized to execute a Service Level Agreement between the City of Kingston and the Kingston Native Centre and Language Nest (KNCLN) that identifies the services to be provided by KNCLN and the associated funding to be issued by the City of Kingston for those services, in a form acceptable to the Director of Legal Services; and

**That** Council approve the release of \$52,020 from the Heritage Services Department's 2024 operating budget to support the Kingston Native Centre and Language Nest (KNCLN) and the services identified as part of a Service Level Agreement between the City of Kingston and KNCLN in 2024; and

**That** Council approve the release of \$18,000 to be drawn from the capital budget for Engage for Change Phase III to support the Kingston Native Centre and Language Nest (KNCLN) in the management of the Katarokwi Indigenous Art and Food Market.

(The Report of the Commissioner, Community Services (24-049) is attached to the agenda as schedule pages 1-26)

**2. Service Level Agreement between the City of Kingston and Sustainable Kingston Corporation**

**That** Council approve a three-year Service Level Agreement to December 31, 2026, between the City of Kingston and Sustainable Kingston for an amount of \$150,000 each year, for the services identified in Report Number 24-063; and

**That** the Mayor and Clerk be authorized to execute a Service Level Agreement between the City of Kingston and Sustainable Kingston that identifies the services to be provided by Sustainable Kingston and the associated funding issued by the City of Kingston for those services, in a form acceptable to the Director of Legal Services.

(The Report of the Commissioner, Growth & Development Services (24-063) is attached to the agenda as schedule pages 27-59)

**3. Request for Delegated Authority – Noise By-Law**

**That** By-Law Number 2004-52 “A By-Law to Regulate Noise”, as amended, be further as amended as per Exhibit A to Report Number 24-011, to allow delegated authority to the Director of Licensing & Enforcement for Amplified Sound noise exemptions; and

**That** By-Law Number 2016-189 “A By-Law to Consolidate the Delegation of Powers and Duties”, as amended, be further as amended as per Exhibit B to Report Number 24-011, to include delegated authority to the Director of Licensing & Enforcement or their designate for amplified noise exemptions; and

**That** By-Law Number 2005-10 “A By-Law to Establish Fees and Charges to Be Collected by The Corporation Of The City Of Kingston”, as amended, be further amended as per Exhibit C to Report Number 24-011, to establish fees for additional types of noise exemptions.

**(See By-Law Number (1), 2024-142 attached to the agenda as schedule pages 67-69)**

**(See By-Law Number (2), 2024-143 attached to the agenda as schedule pages 70-71)**

**(See By-Law Number (3), 2024-144 attached to the agenda as schedule pages 72-73)**



(The Report of the Commissioner, Growth & Development Services (24-011) is attached to the agenda as schedule pages 60-76)

**4. Changes to Committee of Adjustment Membership Composition and Honorarium for Non-Council Members**

**That** By-Law Number 2023-204, "Committee By-Law", as amended, be further amended as per Exhibit A to Report Number 24-040; and

**That** Council direct staff to place on the agenda for the March 5, 2024, Council meeting an item of miscellaneous business requesting the appointment of two Council members to the Committee of Adjustment for a term ending November 30, 2024.

**(See By-Law Number (4), 2024-145 attached to the agenda as schedule pages 83-84)**

(The Report of the Commissioner, Growth & Development Services (24-040) is attached to the agenda as schedule pages 77-84)

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**Report Number 25: Received from the Chief Administrative Officer (Recommend)**

Report Number 25

To the Mayor and Members of Council:

The Chief Administrative Officer reports and recommends as follows:

**1. 2023 Water System Annual Summary Reports and 2023 Wastewater Annual Reports**

**That** Council receive the 2023 Annual Water Summary Reports for the King Street Water Treatment Plant, the Point Pleasant Water Treatment Plant and the Cana Water Treatment Plant as required by the terms and conditions outlined in Schedule 22 of Ontario Regulation 170/03 for Drinking Water Systems.

(The Report of the President & CEO, Utilities Kingston (24-080) is attached to the agenda as schedule pages 85-167)

**2. Update – Partnership Opportunities – École Secondaire Publique Milles-Îles and École Secondaire Catholique Sainte-Marie-Rivier**

**That** Council approve a contribution of \$630,000 towards the development of the outdoor amenities near the north end of École Secondaire Publique Milles-Îles and École Secondaire Catholique Sainte-Marie-Rivier with Conseil scolaire de district catholique du Centre-Est de l'Ontario and Le Conseil des écoles publiques de l'Est de l'Ontario as part of the partnership described in Report 24-084, and to be funded with \$91,350 from the Municipal Capital Reserve Fund and \$538,650 from Development Charges; and

**That** the Mayor and Clerk be authorized to execute any documents or agreements with Conseil scolaire de district catholique du Centre-Est de l'Ontario and Le Conseil des écoles publiques de l'Est de l'Ontario for the contribution for the development of the outdoor amenity and shared use of the outdoor amenities and indoor theatre at École Secondaire Publique Milles-Îles and École Secondaire Catholique Sainte-Marie-Rivier in a form satisfactory to the Director of Legal Services

(The Report of the Commissioner, Community Services (24-084) is attached to the agenda as schedule pages 168-174)

**3. Conference Centre Update and Next Steps**

**That** Council direct staff to initiate the Request for Proposal process with the six pre-qualified proponents identified in Report Number 24-089, as a result of the Request for Expression of Interest process; and

**That** Council authorize the issuance of an honorarium of \$50,000 to each of the pre-qualified proponents that submit a “complete” submission through the Request for Proposal process, to be funded by existing capital budgets; and

**That** Council authorize the Mayor and Clerk, to enter into a contractual agreement with N. Barry Lyons Ltd. to develop, issue and manage the Request for Proposal process on behalf of the City, to be funded from existing capital budgets, in a form satisfactory to the Director, Legal Services.

(The Report of the Commissioner, Growth & Development Services (24-089) is attached to the agenda as schedule pages 175-181)

**4. Municipal Fee Assistance Program Review**

**That** Council direct staff to undertake a communication/marketing campaign for the Municipal Fee Assistance Program; and

**That** Council approve the continuation of the Affordable Transit Program with a discount of seventy-five percent (75%) of the cost of a monthly pass, and that the 2024 operating budget be amended to reflect additional costs for April to December 2024 in the amount \$143,000, funded from Provincial Gas Tax revenues; and

**That** Council approve the redirection of \$67,000 from the operating budget for the Subsidy Program for Affordable Recreation in Kingston (SPARK) program to offset the cost of a food security partnership to support Municipal Fee Assistance Program households; and

**That** the By-Law to Amend By-Law Number 2005-10 “A By-law to Establish Fees and Charges to be Collected by The Corporation of the City of Kingston”, as amended, attached as Exhibit B to Report number 24-095, be presented to Council for all three readings.

**(See By-Law Number (5), 2024-146 attached to the agenda as schedule pages 208-210)**

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(The Report of the Chief Administrative Officer (24-095) is attached to the agenda as schedule pages 182-210)

**Report Number 26: Received from Administrative Policies Committee**

Report Number 26

To the Mayor and Members of Council:

Administrative Policies Committee reports and recommends as follows:

All items listed on this Committee Report shall be the subject of one motion. Any member may ask for any item(s) included in the Committee Report to be separated from that motion, whereupon the Report of the Committee without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

**1. 2024 Tax Ratios**

**That** Council approve the 2024 tax ratios as follows:

- a) the residential property class be set at 1.00;
- b) the new multi-residential property class be set at 1.00;
- c) the multi-residential property class be set at 1.70;
- d) the commercial property class be set at 1.98;
- e) the industrial property class be set at 2.63;
- f) the pipeline property class be set at 1.1728;
- g) the farm property class be set at 0.20; and
- h) the managed forests property class be set at 0.25.

**That** the By-Law, attached as Exhibit A to Report Number AP-24-007, be presented to Council in order to establish the 2024 tax ratios.

**(See By-Law Number (6), 2024-147 attached to the agenda as schedule pages 211-216)**

**2. Administrative Monetary Penalties – Business Licensing**

**That** By-Law Number 2020-69, “A By-Law to Establish a Process for Administrative Penalties”, as amended, be further amended, as per Exhibit A to Report Number AP-24-009; and

**That** By-Law Number 2006-213, “A By-Law to License, Regulate and Govern Certain Businesses”, be amended as per Exhibit B to Report Number AP-24-009.

**(See By-Law Number (7), 2024-148 attached to the agenda as schedule pages 217-218)**

**(See By-Law Number (8), 2024-149 attached to the agenda as schedule pages 219-221)**

**3. Surety Bond Policy**

**That** Council adopt the Surety Bond Policy, attached as Exhibit A to Report Number AP-24-010, to allow City staff to accept surety bonds as securities; and

**That** Council authorize the Chief Financial Officer & City Treasurer to make any amendments required to the Surety Bond Policy to comply with the provisions of the *Planning Act*.

(Exhibit A to Report Number AP-24-010 is attached to the agenda as schedule pages 222-231)

## **Committee of the Whole**

### **Information Reports**

**1. December 2023 Tender and Contract Awards Subject to Delegation of Authority**

The purpose of this report is to provide Council with details of contracts greater than \$100,000 awarded for the month of December 2023 that meet the established criteria of delegated authority for both standard and non-standard procurements.

(The Report of the Chief Financial Officer & City Treasurer (24-065) is attached to the agenda as schedule pages 232-238)

**2. Quarterly Report: Tourism Kingston – Q4 2023**

The purpose of this report is to provide Council with detailed reporting on Q4 2023 for Tourism Kingston.

(The Report of the Chief Administrative Officer (24-077) is attached to the agenda as schedule pages 239-279)

**3. Quarterly Report: Kingston Economic Development Corporation – Q4 2023**

The purpose of this report is to provide Council with detailed reporting on Q4 2023 for the Economic Development Organization.

(The Report of the Chief Administrative Officer (24-094) is attached to the agenda as schedule pages 280-297)

### **Information Reports from Members of Council**

### Miscellaneous Business

Miscellaneous Business Items are voted on as one motion.

1. Moved by Councillor Tozzo

Seconded by Councillor Amos

**That** the resignation of Judi Kirkpatrick from the Kingston & Frontenac Housing Corporation Board of Directors be received with regret; and

**That** in accordance with Section 3.3.2 d. of the Public Appointment Policy, Nancy South be appointed from the reserve pool to the Kingston & Frontenac Housing Corporation Board of Directors for a term ending November 30, 2024.

**(See Communication 07-204)**

2. Moved by Councillor Cinanni

Seconded by Councillor Glenn

**That** as requested by Linda Clouthier, Easter Seals Ontario, Kingston City Council proclaim the month of March 2024 as “Easter Seals Month” in the City of Kingston.

**(See Communication 07-206)**

### New Motions

1. Moved by Mayor Paterson

Seconded by Deputy Mayor Stephen

**Whereas** current provincial-municipal fiscal arrangements are undermining Ontario’s economic prosperity and quality of life; and

**Whereas** nearly a third of municipal spending in Ontario is for services in areas of provincial responsibility and expenditures are outpacing provincial contributions by nearly \$4 billion a year; and

**Whereas** municipal revenues, such as property taxes, do not grow with the economy or inflation; and

**Whereas** unprecedented population and housing growth will require significant investments in municipal infrastructure; and



**Whereas** municipalities, like Kingston are being asked to take on complex health and social challenges – like homelessness and addressing the mental health and addictions crises; and

**Whereas** inflation, rising interest rates, and provincial policy decisions are constraining municipal fiscal capacity; and

**Whereas** property taxpayers – including people on fixed incomes and small businesses – can't afford to subsidize income re-distribution programs for those most in need; and

**Whereas** the province can, and should, invest more in the prosperity of communities; and

**Whereas** municipalities and the provincial government have a strong history of collaboration;

**Therefore Be It Resolved That** Ontario commit to undertaking with the Association of Municipalities of Ontario a comprehensive social and economic prosperity review to promote the stability and sustainability of municipal finances across Ontario; and

**That** a copy of this motion be sent to the Honourable Doug Ford, M.P.P. Premier of Ontario, the Honourable Paul Calandra, M.P.P. Minister of Municipal Affairs and Housing, the Honourable Peter Bethlenflavy, M.P.P. Minister of Finance, the Association of Municipalities of Ontario, Ted Hsu M.P.P. Kingston and the Islands and John Jordan M.P.P. Lanark-Frontenac-Kingston.

**(See Communication 07-209)**

## **Notices of Motion**

### **Minutes**

**That** the Minutes of City Council Meeting Number 06-2024, held Tuesday, February 6, 2024 be confirmed.

(Distributed to all Members of Council on February 16, 2024)

### **Tabling of Documents**

2024-12 Kingston Police Services Board Meeting Number 24-02 Agenda. The meeting is scheduled for February 15, 2024 at 12:30 pm at the Kingston Police Headquarters.

(Distributed to all members of Council on February 8, 2024)

2024-13 Kingston Police Services Board Minutes. The meeting was held January 18, 2024 at 12:00 pm at Kingston Police Headquarters.

(Distributed to all members of Council on February 8, 2024)

### **Communications**

**That** Council consent to the disposition of Communications in the following manner:

#### **Filed**

07-208 Notice of Technical Consent with respect to Lot Addition at 780 Gardiners Road. Written comments are due Monday, February 26, 2024.

(Distributed to all members of Council on February 12, 2024)

07-227 Notice of a Public Meeting with respect to Permission at 1584 St. Lawrence Avenue. The meeting is scheduled for February 26, 2024 at 5:30 pm in a hybrid format.

(Distributed to all members of Council on February 13, 2024)

07-228 Notice of a Public Meeting with respect to Minor Variance at 62 Hatter Street. The meeting is scheduled for February 26, 2024 at 5:30 pm in a hybrid format.

(Distributed to all members of Council on February 13, 2024)

07-229 Notice of a Public Meeting with respect to Permission at 115 Lower Union Street. The meeting is scheduled for February 26, 2024 at 5:30 pm in a hybrid format.

(Distributed to all members of Council on February 12, 2024)

07-230 Notice of a Public Meeting with respect to Minor Variance at 300 Bayfield Lane. The meeting is scheduled for February 26, 2024 at 5:30 pm in a hybrid format.

(Distributed to all members of Council on February 13, 2024)

**Referred to All Members of Council**

07-135 Correspondence received from Heather Macfarlane with respect to rezoning of 100 Napier Street, dated January 30, 2024.

(Distributed to all members of Council on January 31, 2024)

07-137 Correspondence received from Association of Municipalities Ontario with respect to AMO WatchFile, dated February 1, 2024.

(Distributed to all members of Council on February 2, 2024)

07-138 Resolution received from the Town of Hanover with respect to Social and Economic Prosperity Review, dated February 1, 2024.

(Distributed to all members of Council on February 2, 2024)

07-139 Resolution received from the Corporation of the Municipality of Calvin with respect to Provincial National Fire Fighting Strategy, dated January 30, 2024.

(Distributed to all members of Council on February 2, 2024)

07-142 Resolution received from the City of Brantford with respect to Reliable and Accessible Public Rail Transit – CN Rail, dated February 2, 2024.

(Distributed to all members of Council on February 5, 2024)

07-143 Correspondence received from Wendy Erickson-Gray with respect to Extendicare Purchase, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-144 Correspondence received from Jen Brierley with respect to “Request for Public Consultation”, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-145 Correspondence received from Shawn Farrell with respect to City's Proposed Plan for Transitional Housing Hub at Extendicare property, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-146 Correspondence received from Aleris Cronk with respect to "Against City's proposal of moving integrated care hub to Queen Mary Road", dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-147 Correspondence received from Alan McCaugherty with respect to "Report to Council on the possible uses of the Extendicare property", dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-148 Correspondence received from Gary Keates with respect to public meeting and consultation, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-149 Correspondence received from Kathryn Kyle with respect to "Request for public consultation – possible uses of Extendicare on Bath Road", dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-150 Correspondence received from Kathy Marrocco with respect to Extendicare - Report to Council on the possible uses of the Extendicare property", dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-152 Correspondence received from Scott Yam with respect to "Request for public consultation – possible uses of Extendicare on Bath Road", dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

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07-153 Correspondence received from Julie Levac with respect to Extendicare property (309 Bath Road) – Request for public consultation, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-154 Correspondence received from Jane Latimer with respect to future of Extendicare of property, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-155 Correspondence received from Linda Dennis with respect to “Requesting public meetings on possible uses of Extendicare land before a report to council is drafted”, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-156 Correspondence from Perry Dennis with respect to Extended Health Care proposal Queen Mary Road, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-158 Correspondence received from Norma Jarvis with respect to Extended Care Hub, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-159 Correspondence received from Dagmar Freiwilling with respect to Extendicare property, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-160 Correspondence received from Carlos Saavedra with respect to 309 Queen Mary Road, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-161 Correspondence received from Cindy Wales with respect to “Possible Repurposing of property at 309 Queen Mary Road”, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

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- 07-162 Correspondence received from Ryan Moore with respect to Public Meeting/Consultation Request – Extendicare, dated February 6, 2024.  
(Distributed to all members of Council on February 8, 2024)
- 07-163 Correspondence received from Lynn Richards with respect to “Transitional and Supportive Housing Options – Extendicare Options”, dated February 6, 2024.  
(Distributed to all members of Council on February 8, 2024)
- 07-164 Correspondence received from Jagoda Sobiesiak with respect to “NO to Extendicare Use”, dated February 6, 2024.  
(Distributed to all members of Council on February 8, 2024)
- 07-165 Correspondence received from Renata Sobiesiak with respect to “Extendicare – Grenville Park objects!”, dated February 6, 2024.  
(Distributed to all members of Council on February 8, 2024)
- 07-166 Correspondence received from Teresa Griffin with respect to proposed use of extended care property, dated February 7, 2024.  
(Distributed to all members of Council on February 8, 2024)
- 07-170 Correspondence received from Chris Lake with respect to Extendicare, dated February 6, 2024.  
(Distributed to all members of Council on February 8, 2024)
- 07-173 News Release received from Cataraqui Conservation with respect to “Cataraqui Conservation Updates Watershed Conditions Statement – Water Safety”, dated February 7, 2024.  
(Distributed to all members of Council on February 8, 2024)
- 07-174 Correspondence received from Federation of Canadian Municipalities with respect to FCM Voice” AC2024 study tours, Asset management insights. CEF resource library, and more, dated February 5, 2024.  
(Distributed to all members of Council on February 8, 2024)

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07-175 Correspondence received from Association of Municipalities Ontario with respect to AMO WatchFile, dated February 8, 2024.

(Distributed to all members of Council on February 8, 2024)

07-176 Correspondence received from Donna Shelter with respect to “Proposed Repurposing of Extencicare Home”, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-177 Correspondence received from Steve and Cheryl Paquette with respect to Extencicare Land Proposed Usage, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-178 Correspondence received from Marlene Grant with respect to Extencicare Land, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-179 Correspondence received from Amanda Ross-White with respect to Extencicare Property, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-180 Correspondence received from Sharon Deslaurier with respect to Extencicare Land Purchase, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-181 Correspondence received from Jason Herrington with respect to Extencicare (Request for Public Meetings), dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-182 Correspondence received from Terena Grice with respect to “Please stop Extencicare land proposed plan”, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-183 Correspondence received from Erin Burnettski with respect to Extencicare Facility, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

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07-184 Correspondence received from Sherona Kaur with respect to Queen Mary Road – Proposed Transitional Housing Hub, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-185 Correspondence received from Sherona Goulden with respect to purchase of Extendicare and proposal, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-186 Correspondence received from Rebecca Moussa with respect to concerns regarding Extendicare land purchase, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-187 Correspondence received from Joni Ellen Clark with respect to “Request for transparency and consultation – Extendicare Project”, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-188 Correspondence received from Dorothy Davy with respect to “concerned owner”, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-189 Correspondence received from Gilles Simard and Anne McAndrews with respect to Extendicare Land purchase, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-190 Correspondence received from Jeremy Dalglish with respect to 309 Queen Mary Road, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-191 Correspondence received from Olga Xenodochidou with respect to “concerns in my neighbourhood”, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-192 Correspondence received from Kathryn Galt with respect to Plans for Extendicare Revitalization, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)



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07-193 Correspondence received from Lyn McCarthy with respect to “Request for a public meeting”, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-194 Correspondence received from Craig Smith with respect to Extendicare property, dated February 6, 2024.

(Distributed to all members of Council on February 8, 2024)

07-196 Correspondence received from Darlene Thompson with respect to Extendicare usage of property, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-197 Correspondence received from Patrick Palmer with respect to “In support of Transitional Housing at Extendicare”, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-198 Correspondence received from Rev. Elizabeth Boehm-Wilson with respect to “The Sleeping Cabin Community”, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-200 Correspondence received from Karen Greven with respect to Extedicare repurposing, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-202 Correspondence received from Ryan Wilkinson with respect to Extendicare/Integrated Care Hub News – Queen Mary Road, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-203 Correspondence received from Gus van Hal with respect to Extendicare property, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

City Council Meeting 07-2024  
Agenda  
Tuesday, February 20, 2024

07-204 Correspondence received from Judi Kirkpatrick with respect to resignation from Kingston Frontenac Housing Corporation Board, dated February 7, 2024.

(Distributed to all members of Council on February 8, 2024)

07-205 Resolution received from the Town of Petrolia with respect to return to combined ROMA and OGRA conference, dated February 8, 2024.

(Distributed to all members of Council on February 9, 2024)

07-206 Proclamation Request Form received from Linda Clouthier, Easter Seals Ontario, requesting Council proclaim March 2024 as “Easter Seals Month”, dated February 8, 2024.

(Distributed to all members of Council on February 12, 2024)

07-207 Resolution received from the Township of Ramara with respect to Social and Economic Prosperity Review, dated February 9, 2024.

(Distributed to all members of Council on February 12, 2024)

07-209 Correspondence received from Association of Municipalities Ontario with respect to Social and Economic Prosperity Review.

(Distributed to all members of Council on February 12, 2024)

07-210 Proclamation Request Form received from Brittney Veley, Tourism Kingston, requesting April 15 – 19, 2024 be proclaimed “Tourism Awareness Week”.

(Distributed to all members of Council on February 12, 2024)

07-211 Proclamation Request Form received from Paola Hunter, KHSC – Clinical Nutrition Department, requesting March 20, 2024 be proclaimed “Dietitian’s Day”.

(Distributed to all members of Council on February 12, 2024)

07-212 Correspondence received from Bernard Daoust with respect to Extendicare Repurposing, dated February 8, 2024.

(Distributed to all members of Council on February 12, 2024)

07-213 Correspondence received from Edith Bridgen with respect to Extendicare property, dated February 8, 2024.

(Distributed to all members of Council on February 12, 2024)

07-214 Correspondence received from Association of Municipalities Ontario with respect to AMO President's Board Update, dated February 8, 2024.

(Distributed to all members of Council on February 12, 2024)

07-215 Correspondence received from Stu MacAulay with respect to "counter to an inflammatory flyer", dated February 11, 2024.

(Distributed to all members of Council on February 12, 2024)

07-216 Correspondence received from Matt Murphy with respect to Extendicare property purchase – NO!, dated February 11, 2024.

(Distributed to all members of Council on February 12, 2024)

07-217 Correspondence received from MG Cowan with respect to "stop the relocation of homeless", dated February 11, 2024.

(Distributed to all members of Council on February 12, 2024)

07-218 Correspondence received from Tom Hawk with respect to "I really don't like this idea", dated February 10, 2024.

(Distributed to all members of Council on February 12, 2024)

07-219 Correspondence received from Kaur Golden with respect to "Urgent: Concerns regarding proposed homeless facility in our neighbourhood", dated February 9, 2024.

(Distributed to all members of Council on February 12, 2024)

07-220 Correspondence received from Ian Malcolm with respect to Extendicare building, dated February 9, 2024.

(Distributed to all members of Council on February 12, 2024)

City Council Meeting 07-2024  
Agenda  
Tuesday, February 20, 2024

- 07-221 Correspondence received from Janique Dyba with respect to Extendicare property, dated February 9, 2024.  
(Distributed to all members of Council on February 12, 2024)
- 07-222 Correspondence received from Steve and Cheryl Paquette with respect to proposed use of Extendicare, dated February 10, 2024.  
(Distributed to all members of Council on February 12, 2024)
- 07-223 Correspondence received from Zoltan Boka with respect to Bath and Queen Mary, dated February 7, 2024.  
(Distributed to all members of Council on February 12, 2024)
- 07-224 Correspondence received from Kathryn Swain with respect to Extendicare, dated February 12, 2024.  
(Distributed to all members of Council on February 12, 2024)
- 07-225 Correspondence received from Paul Andrews with respect to Development Plans – 309 Queen Mary Road, dated February 13, 2024.  
(Distributed to all members of Council on February 13, 2024)
- 07-226 Correspondence received from Donna Forster and Joe Fardella with respect to 309 Queen Mary Road, dated February 12, 2024.  
(Distributed to all members of Council on February 13, 2024)
- 07-231 Correspondence received from Carl Reid with respect to transitional housing facility at 309 Queen Mary Road, dated February 13, 2024.  
(Distributed to all members of Council on February 13, 2024)
- 07-232 Correspondence received from Michael Green and Taylor MacPherson with respect to Support for AMHS-KFLA and Integrated Care Hub Location, dated February 13, 2024.  
(Distributed to all members of Council on February 13, 2024)

07-233 Correspondence received from Leslie Cronk with respect to former Extendicare building, dated February 13, 2024.

(Distributed to all members of Council on February 13, 2024)

07-234 Correspondence received from Federation of Canadian Municipalities with respect to FCM Voice: New GMF funding, Municipal Trailblazers, Combatting auto-theft, and more, dated February 12, 2024.

(Distributed to all members of Council on February 13, 2024)

07-235 Correspondence received from Michael and Catherine Hefferon with respect to Extendicare sale, dated February 13, 2024.

(Distributed to all members of Council on February 13, 2024)

07-236 Correspondence received from Albert Symmonds with respect to "HUB", dated February 13, 2024.

(Distributed to all members of Council on February 13, 2024)

## **Other Business**

### **By-Laws**

a) **That** By-Laws (1) through (8), (10), and (11) be given their first and second reading.

b) **That** By-Laws (5), and (9) through (11) be given their third reading.

1) A By-Law to Amend City of Kingston By-Law Number 2004-52, A By-Law to Regulate Noise

First and Second Reading  
**(Clause 3, Report Number 24)**

Proposed Number 2024-142

2) A By-Law to Amend City of Kingston By-Law Number 2016-189, A By-Law to Consolidate the Delegation of Powers and Duties

First and Second Reading  
**(Clause 3, Report Number 24)**

Proposed Number 2024-143

- 3) A By-Law to Amend City of Kingston By-Law Number 2005-10, A By-Law to Establish Fees and Charges to be Collected by the Corporation of the City of Kingston

First and Second Reading  
**(Clause 3, Report Number 24)**

Proposed Number 2024-144

- 4) A By-Law to Amend City of Kingston By-Law Number 2023-204 Committee By-Law

First and Second Reading  
**(Clause 4, Report Number 24)**

Proposed Number 2024-145

- 5) A By-Law to Amend City of Kingston By-Law Number 2005-10, A By-Law to Establish Fees and Charges to be Collected by the Corporation of the City of Kingston, as Amended

Three Readings  
**(Clause 4, Report Number 25)**

Proposed Number 2024-146

- 6) 2024 Tax Ratios By-Law

First and Second Reading  
**(Clause 1, Report Number 26)**

Proposed Number 2024-147

- 7) A By-Law to Amend City of Kingston By-Law Number 2020-69, A By-Law to Establish a Process for Administrative Penalties

First and Second Reading  
**(Clause 2, Report Number 26)**

Proposed Number 2024-148

- 8) A By-Law to Amend City of Kingston By-Law Number 2006-213, A By-Law to License, Regulate and Govern Certain Business

First and Second Reading  
**(Clause 2, Report Number 26)**

Proposed Number 2024-149

- 9) A By-Law to Amend City of Kingston By-Law Number 2003-209, A By-Law to Regulate Traffic

Third Reading  
**(Clause 2, Report Number 19, February 6)**

Proposed Number 2024-137

10) A By-Law to Exempt Certain Lands on Registered Plan 13M-111 from the provisions of Section 50(5) of the Planning Act, R.S.O. 1990, Chapter P.13, as amended (Block 73 on Registered Plan 13M-111, municipally known as 950-956 Stonewalk Drive)

Three Readings  
**(Delegated Authority)**

Proposed Number 2024-150

**(See schedule pages 298-299)**

11) A By-Law to confirm the proceedings of Council at its meeting held on Tuesday, February 20, 2024

Three Readings  
**(City Council Meeting Number 07-2024)**

Proposed Number 2024-151

**Adjournment**



**City of Kingston  
Report to Council  
Report Number 24-049**

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**To:** Mayor and Members of Council  
**From:** Jennifer Campbell, Commissioner, Community Services  
**Resource Staff:** Kevin Gibbs, Director, Heritage Services  
**Date of Meeting:** February 20, 2024  
**Subject:** Renewal of the Service Level Agreement between the City of Kingston and the Kingston Native Centre and Language Nest (formerly the Kingston Indigenous Languages Nest)

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**Council Strategic Plan Alignment:**

Theme: 4. Foster a Caring and Inclusive Community

Goal: 4.5 Promote and support diversity.

**Executive Summary:**

The purpose of this report is to ask Council to approve the renewal of the existing Service Level Agreement (SLA) between the City of Kingston and the Kingston Native Centre and Language Nest (KNCLN).

On September 7, 2021, Council approved the first SLA with KNCLN (then known as the Kingston Indigenous Languages Nest or KILN) covering the last quarter of 2021 and all of 2022 ([Report Number 21-215](#)). This agreement included financial support transferred from the City of Kingston to KNCLN to fund initiatives that align with City-approved strategies and plans as well as Council's direction to support the potential for Indigenous cultural space.

Funding for the SLA in 2021 and in 2022, totaling \$62,500 (prorated to \$12,500 for 2021 and \$50,000 for 2022), was approved by Council to be drawn from the capital budget for Engage for Change Phase III. Through [Report Number 21-215](#) staff committed to including funding for the renewal of this SLA in the annual operating budget of the Heritage Services Department. To address inflationary pressures, the SLA funding for 2023 included a 2% inflationary increase to \$51,000. It is proposed that for 2024, the SLA funding will again include a 2% inflationary



February 20, 2024

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increase to \$52,020 for KNCLN operational funding. The operating budget for Heritage Services has been developed to include this SLA funding (\$52,020).

In addition, for 2024 KNCLN has agreed to take on the additional responsibility of managing the Katarokwi Indigenous Art and Food Market held weekly on Sundays from June 2<sup>nd</sup> to September 29<sup>th</sup> in Springer Market Square. For 2024, an additional \$18,000 is proposed to cover expenses related to managing the market to be drawn from the capital budget for Engage for Change Phase III, bringing the total amount proposed as part of the 2024 SLA to \$70,020.

The 'SLA 2023 Report' (Exhibit A) provides an overview of KNCLN's activities for the year. The report has been reviewed by staff who are satisfied KNCLN has met its obligations as required by the 2023 SLA. Staff are requesting that Council support the renewal of the SLA with KNCLN in 2024. The renewed agreement will continue to include several deliverables, notably the development and delivery of Indigenous language and cultural programming and educational opportunities.

Through a separate agreement ([Report Number 22-006](#)), the City has also leased to KNCLN property at 610 Montreal Street for a period of 5 years (beginning in January 2022) for delivery of services as outlined in the 2022 SLA and beyond, including Indigenous language and cultural programs.

**Recommendation:**

**That** the Mayor and Clerk be authorized to execute a Service Level Agreement between the City of Kingston and the Kingston Native Centre and Language Nest (KNCLN) that identifies the services to be provided by KNCLN and the associated funding to be issued by the City of Kingston for those services, in a form acceptable to the Director of Legal Services; and

**That** Council approve the release of \$52,020 from the Heritage Services Department's 2024 operating budget to support the Kingston Native Centre and Language Nest (KNCLN) and the services identified as part of a Service Level Agreement between the City of Kingston and KNCLN in 2024; and

**That** Council approve the release of \$18,000 to be drawn from the capital budget for Engage for Change Phase III to support the Kingston Native Centre and Language Nest (KNCLN) in the management of the Katarokwi Indigenous Art and Food Market.

February 20, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

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**Jennifer Campbell,  
Commissioner, Community  
Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	

February 20, 2024

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**Options/Discussion:****Background**

On September 7, 2021, Council approved the first SLA with KNCLN (then known as the Kingston Indigenous Languages Nest or KILN) covering the last quarter of 2021 and all of 2022. Council also approved leasing the City-owned property at 610 Montreal Street to KNCLN for the delivery of Indigenous language and cultural programming. This initial SLA and the lease of 610 Montreal aligned with Council direction to support the potential for Indigenous cultural space. While physical spaces for delivering Indigenous-focused programming are crucial for language revitalization efforts, a major barrier to provisioning learning opportunities is a lack of sustainable operational funding.

The initial SLA between the City of Kingston and KNCLN provided funding to address this barrier. Funds came from capital budget for Engage for Change Phase III administered by the Heritage Services Department. The first SLA funding totalled \$62,500 (\$12,500 for the last quarter of 2021 and \$50,000 for 2022). Through [Report Number 21-215](#) staff committed to including funding for the renewal of the SLA in the annual operating budget of the Heritage Services Department. To address inflationary pressures, the SLA funding for 2023 included a 2% inflationary increase to \$51,000.

**Analysis**

Through this report, it is being recommended that the City's SLA with KNCLN be renewed again in 2024. It is proposed that for 2024, the SLA funding will again include a 2% inflationary increase to \$52,020. The operating budget for Heritage Services has been developed to include this SLA funding.

It is anticipated that the services to be included as part of the 2023 agreement will be as follows:

- Develop and implement programs that support Indigenous language learning, including land-based cultural teachings and relevant community gatherings.
- Develop and maintain partnerships with Indigenous-led organizations and initiatives in the Kingston region to support Indigenous-focused cultural programming and community-led events.

In addition, for 2024 KNCLN has agreed to take on the additional responsibility of managing the Katarokwi Indigenous Art and Food Market held from June 2<sup>nd</sup> to September 29<sup>th</sup> in Springer Market Square. For 2024, an additional \$18,000 is proposed to cover expenses related to managing the market to be drawn from the capital budget for Engage for Change Phase III, bringing the total amount proposed as part of the 2024 SLA to \$70,020.

As in previous years, the agreement will include specific language related to the management and expenditure of the funding KNCLN receives. It will also outline reporting requirements, including the submission of quarterly reports as well as a year-end report. The agreement will

February 20, 2024

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also include general terms and conditions typical of all such agreements the City of Kingston uses when entering partnerships with external organizations like KNCLN.

### **KNCLN SLA and Lease of 610 Montreal Street**

Through a separate agreement, the City has leased to KNCLN property at 610 Montreal Street for a period of 5 years (beginning in January 2022) for the delivery of services, including Indigenous language and cultural programs. Supporting KNCLN through an SLA and the property lease at 610 Montreal Street is a demonstrated commitment by the City of Kingston to support Indigenous-led community programming, associated smaller events and cultural gatherings.

### **KNCLN 'Year-End Report'**

In January 2024, KNCLN submitted a year-end report: 'The Kingston Native Centre and Language Nest Year-End Report 2023' (Exhibit A). This report provides an overview of the services identified for delivery as part of the 2023 SLA along with activities that are in keeping with the principles and intent of various City-approved heritage and cultural strategies.

Staff have reviewed the report and are satisfied KNCLN has met its obligations as required by the 2023 SLA. As a result, staff are recommending that the City of Kingston renew its SLA with KNCLN in 2024 so the organization can continue to provide Indigenous language and cultural programming. Language is a vital part of cultural connection and revitalization. KNCLN is dedicated to supporting language learning and is a well-established and respected organization within the Indigenous community and with Indigenous residents in Kingston. KNCLN continues to grow and expand the services it provides. In 2023, KNCLN was ratified as a member of the Ontario Federation of Indigenous Friendship Centres (OFIFC), increased staff numbers, and developed new programs and learning opportunities.

### **Next Steps**

With Council's approval to renew the City of Kingston's SLA with KNCLN, staff will meet with KNCLN staff to review the outcomes of the 2023 agreement and to discuss alterations, changes and/or additions that need to be made to finalize the 2024 Service Level Agreement. Once that work has been completed, the 2024 SLA can then be executed by the Mayor and Clerk in a form that is acceptable to the Director of Legal Services.

### **Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations**

A renewed SLA with KNCLN aligns with Council Strategic Priority 4.5.2 to Advance Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) in the Community by supporting programs for Indigenous language learning, cultural teachings and community gatherings. More specifically, Strategic Priority 4.5.2 includes the renovation of 610 Montreal Street in partnership with KNCLN for its enduring use as a centre of Indigenous language revitalization and cultural learning. A renewed SLA will provide operational funding to carry out these programmatic goals.

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**Existing Policy/By-Law:**

Investing in KNCLN through an SLA helps to fulfill various City-approved strategies and plans as well as Council's Strategic Priorities, particularly 4.5.2, in advancing Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) in the community.

**Financial Considerations:**

Operational funding for the SLA with KNCLN in 2024 was included as part of the development of the 2024 operating budget for the Heritage Services Department. Funding for the management of the Katarokwi Indigenous Art and Food Market will be drawn from the capital budget for Engage for Change Phase III.

**Contacts:**

Kevin Gibbs, Director, Heritage Services, 613-546-4291 extension 1354

**Exhibits Attached:**

Exhibit A – The Kingston Native Centre and Language Nest Year-End Report 2023



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# The Kingston Native Centre and Language Nest Year-End Report 2023

In accordance with our Service Level Agreement

with the

City of Kingston

January 2024

Prepared by Constance Carrière-Prill  
Executive Director



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## Strategic Plan

In July 2023, the Kingston Indigenous Language Nest (KILN) became known as the Kingston Native Centre and Language Nest (KNCLN). We carry on the work of Indigenous language revitalization, foundational to our roots, while also expanding into full urban Indigenous programs and services.

### Organizational Mission

Strengthening connection to each other, the land, our cultures, and our identity.

### Vision

Guided by our ancestors’ love and wisdom, KNCLN is an organization that connects the urban Indigenous communities on this territory by growing safe and inclusive spaces to support one another and revitalize our cultures, languages, and worldview, for generations to come.

### Strategic Priorities

- Expanding Community Services
- Restoring Our Languages and Cultures
- Strengthening Our Organizational Resilience
- Nurturing Land & Food Spaces



## Governance

### Ratification under the Ontario Federation of Indigenous Friendship Centres

2023 saw a significant milestone for our organization as we applied to become an official Friendship Centre under the Ontario Federation of Indigenous Friendship Centres. In July 2023,

our application was accepted, and we were formally ratified as the 31<sup>st</sup> OFIFC member Centre in the province of Ontario. This change allows us to access core government funding and expand into service delivery to enhance community programs and services available to members of the urban Indigenous community.

## Board of Directors

2023 saw a changeover in our Board of Directors as former members transitioned off at the end of their term and new members joined us. We added core competences and strengths to best position our organization for the anticipated increased growth and operational capacity due to our transition to a Friendship Centre. Our board members are all members of the Indigenous community.

- **PRESIDENT: Carol Ann Budd**, Founder, Financial Advisor, Woodland Wealth.
- **VICE PRESIDENT: Laura Maracle**, Cultural Coordinator, Family and Child Services Lennox & Addington.
- **TREASURER: Aaron St. Pierre**, Chief Administrative Officer, Moose Deer Point First Nation
- **SECRETARY: Vicki Babcock**, RECE, Language & Cultural Leader, Kahwá:tsire Indigenous-Led Child & Family Programs
- **MEMBER: Grandmother Kate Brant**, Grandmother, Katarokwi Grandmother's Council; Indigenous Community Development Worker, Kingston Community Health Centre
- **MEMBER: Tracy Johnston**, Firekeeper, Katarokwi community; Elder's helper, Correctional Service of Canada.

## Committees

### Program Committee

Our Program Committee oversees existing programming and our program expansion. The committee meets monthly, is Chaired by board member Tracy Johnston, and comprises the Executive Director Constance Carrière-Prill, Anishinaabemowin Language Warrior team leader Dr. Lindsay Morcom and all KNCLN Program staff.

### Finance Committee

The Finance Committee provides financial oversight to the organization. The Committee meets monthly, is Chaired by Aaron St. Pierre, Board Treasurer and comprises Executive Director Constance Carrière-Prill, member at large Jacquie Costron and our assistant bookkeeper Kevin Vertatschitsch.

## Members

KNCLN currently has **60 official members** of the Corporation, an increase from 49 in 2022. The membership slate was renewed in September 2023 as per our corporation bylaws.

## Staff

### Senior Staff

The organization continues to be led by **Executive Director, Constance Carrière-Prill**, whose family has been associated with our organization since 2018. Constance is an Anishinaabemowin language learner. The Executive Director oversees the operations and expansion of the organization and represents KNCLN around multiple community tables. Constance holds a Bachelor of Honours degree from Queen's University in Global Development Studies, is a JD Candidate at Queen's Law and has an extensive career in business, management, consulting, and criminal justice.

### Staff

Our staff compliment has increased significantly in the past quarter with our transition to a Friendship Centre. Staff at the end of 2023 comprised:

1. **Lynda Gerow** – Operations Manager. Lynda is from the Wet'suwet'en Nation in Burns Lake, British Columbia. Her teachings are mostly Anishinaabe and Mohawk. Mukade Miiagan is her spirit name which means Black Wolfe. Lynda was one of the founding members of our precursor organization, the Kingston Indigenous Language Nest. Lynda's education and professional experience are in social work, community programming, harm reduction and early childhood education. Lynda holds many positions of responsibility throughout the community, is a Firekeeper and Powwow Dancer and is a member of the Katarokwi Grandmother's Council. Lynda manages the physical operations of our Centre, supervises on-site staff, and manages and coordinates drop-in programming.
2. **Deborah St. Amant** – Elder in Residence / Cultural Knowledge Keeper - Deb is Métis from Penetanguishene and Ojibwe (Bear Clan) from Henvey Inlet First Nation. An author and retired educator, Deb has spent decades learning Indigenous knowledge, providing community and education-based cultural teachings and leading ceremony. Deb came to this role alongside her current role as the Elder in Residence for Queen's University and the work she continues to do with youth in our community. As a lover of languages, Deb is one of our root organization's (KILN) original founders. Deb speaks English, French, Michif and Anishinaabemowin and is also a member of our Anishinaabemowin Language

Warrior team. Deb provides cultural support and guidance to our River ASSP Program, Indigenous Languages Program and the Intergenerational Early Childhood Pilot Program coming in 2024.

3. **Mandy Wilson** – Cultural Coordinator, Gardens, Medicines, and Youth. Mandy is a member of the Shabot Obaadjiwan First Nation and is a language learner of both her family's traditional languages, Anishinaabemowin and Kanyen'kéha. Mandy coordinates our Bundles cultural healing program and programming related to our community gardens, plants and medicines and Indigenous food sovereignty. Mandy also facilitates the KNCLN Youth Connections Program and leads the KNCLN Indigenous Youth Council. Mandy holds knowledge in Indigenous Food Sovereignty and has professional experience in horticulture.
4. **Lindsey Pilon** – Coordinator of Children's Programming and On-the-Land Education. Lindsey is a member of the Oneida Nation (Turtle Clan) from Six Nations of the Grand River and is a learner of her family's On'nyota'aka (Oneida) language. Lindsey's professional background is in outdoor educational, cultural consulting and early childhood education. Lindsey is developing and piloting an Intergenerational Early Years program under funding from the Canadian Red Cross and coordinates our land-based learning events.
5. **Taylor Arndt** – Alternative Secondary School Program Coordinator. Taylor is a certified teacher with the Ontario College of Teachers and a graduate of the Queen's University Faculty of Education Indigenous Teacher Education Program. Taylor is Anishinaabe, does professional beadwork, has worked as a local journalist and is an Anishinaabemowin language learner. Taylor coordinates and facilitates the Alternative Secondary School Program, known as the River School, at the Katarokwi Learning Centre, in partnership with the Limestone District School Board.
6. **Breanna Berry – Indigenous Languages Program Coordinator.** Breanna is of mixed Kanyen'kehá:ka, Algonquin Anishinaabe, and Celtic/Euro-Settler heritage with familial roots in Kenhtè:ke (Tyendinaga) and Pikwàkanagàn. She holds a bilingual International Honours Bachelor of Arts in Sociology and Gender and Women's Studies, and she is also an avid language learner and is currently completing her University Certificate in Mohawk Language and Culture through Tsi Tyónnheht Onkwawén:na & Queen's University. Breanna holds a professional background in Indigenous program design, development and recruitment.
7. **Christine Allan – Executive Assistant.** Christine is a member of the Métis community, with a professional background in administration and bookkeeping. She holds an

associate degree in applied science in Medical Assisting from Ross Medical Education Centre in Minnesota.

8. **Ocean-Sea Lebrun** – Administrative Assistant. Ocean has professional experience in administration, community organizing and social services. She holds a Social Service Worker and Indigenous Wellness & Addiction Prevention Diploma and a Community Health Care Worker Certification.
9. **Annie Wapachee** – Kitchen Worker. Annie is a member of the Cree community and a fluent Cree first speaker. She has a professional background in food services and preparation and began with us full time in November 2023.
10. **Summer Students** – This summer, through a Canada Summer Jobs grant, KNCLN employed two full-time Indigenous students, Ryder Hughson and Stephanie Tiffe. Both students engaged with land-based programming, garden work, language resource development and assisted with our KYC Youth Connections group.

## Volunteers

This year, KNCLN coordinated a large number of volunteers across our various programs and events. Volunteers continue to play a key role in the delivery of KNCLN programs, either as traditional knowledge teachers, language warriors, in event support or in support of our Indigenous-led community gardens. The following list comprises some of this year's key program volunteers:

### **Kanien'kéha Language Warrior Volunteers:**

- Olivia Rondeau – Team Leader
- Breanna Berry – Indigenous Languages Program Coordinator
- Logan Maracle
- Jennie Hill
- Natasha Darling
- Laura Maracle
- Jurnee Maracle
- Lisa Cadue
- Otsistohkwí:yo Melissa Elliot, Kanyen'kehá:ka from Six Nations of the Grand River – Kanyen'kéha Program Mentor

### **Anishinaabemowin Language Warrior Volunteers:**

- Lindsay Morcom – Team Leader
- Grandmother Maureen Buchanan
- Grandmother Deborah St. Amant

- Grandmother and Board President Carol Ann Budd
- Vicki Babcock, KNCLN Board member
- Kimberly Debassige, past KNCLN Board member
- Albert Owl – Anishinaabemowin Language Mentorship Program Mentor

**Indigenous Teachings, Land Teachings, Cultural Support and Sacred Ceremonies:**

- Jayme Blondin, Sexual Assault Centre Kingston – mental health supports
- Kim Debassige – Anishinaabe water teachings, water songs, shaker teachings, medicine teachings
- Dionne Nolan – circle teachings, grief teachings
- Lorie Young - medicine teachings
- Becky Brant – garden and food support
- Lindsey Pilon – Oneida language support
- Carol Ann Budd – sweetgrass teachings, strawberry teachings, cultural support
- Liv Rondeau – Kenyen'kéha water teachings, bead teachings, seed teachings
- Laura Maracle – moon teachings, hide teachings, drumming, cultural support, language teachings
- Vicki Babcock – plant teachings
- Tracy Johnston – firekeeping, drumming, singing
- Diane Labelle – 2-Spirit teachings
- Roderick MacDonald – firekeeping
- Ash Kaduck – firekeeping
- Sebastian DeLine - firekeeping
- Albert Mills – men's drum
- Randy Cadue – cleaning services, firekeeping
- Donald Martin – firekeeping
- Taylor Rain Tobabandung – lacrosse teaching
- Kendall Tabobandung – lacrosse teaching
- Grandmother Kathy Brant – cultural support, justice teachings, food teachings and grief teachings
- Jaylene Cardinal – paint teachings
- Katrina Perritt and Sheri Revelle – childcare support
- Lynda Gerow – firekeeping, drumming, corn husk doll teachings
- Hilbert Buist – plant education
- Deborah St. Amant – feast bundles, hide teachings, dreamcatcher teachings, drum teachings, tobacco teachings, ribbon skirt and sewing teachings
- Lisa Cadue – food teachings, dreamcatcher teachings, hide teachings, water teachings, water songs, medicine pouch and moccasin teachings
- Caitlyn Newey – food teaching
- Willow Prue – hat burning, turtle teachings
- Mireille Lapointe – cultural support

- Colleen Jackson – cultural support
- Autumn Watson – wellness teachings
- Maureen Buchanan - Sweetwater teachings, language teachings
- Penni-Dawn Kernot – drumming and singing
- Billie Kerns – poetry teachings
- Sheldon Travis – tomato canning teaching
- Ross Saunders – animal hide teachings
- Judi Montgomery – dreamcatcher teachings
- Damian Kigutaa – Inuit Games teaching
- Aalla Lnu – Inuit Games teaching
- Crystal Loft – youth cultural support
- Mandy Smart – youth cultural support
- Breanna Berry – youth language teaching
- Jurnee Maracle – drumming and singing
- Jaida Maracle – drumming and singing

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## Programs

### Summary

**Number of Programs: 14**

**Number of Events: 255**

**Number of Participants: 6,897**

**Total Program Hours: 1,530**

### KNCLN Centre Drop-In & Hot Food Program

Participant Total: 426

In October, KNCLN began opening to the public for regular drop-in hours Monday through Friday. We also hired a full-time kitchen staff member, Annie Wapachee, who cooks daily soups, hot snacks and goodies for those attending, and for our programs, events and workshops. Community members come to the drop-in for a hot beverage, food, community or to seek support and services from our staff.

## KNCLN On-the-Land and In the Community

Participant Total: 1402

The KNCLN On-the-Land Program saw a variety of programs out in our urban community and on the land, led by KNCLN Childhood Education and On-the-Land Coordinator, Lindsey Pilon. This included a 5 session Indigenous STEM program in collaboration with the Kingston Frontenac Public Library with themes focused on seeds and sprouts, vision boards, numeracy and target practice, stamp carving and balloon powered cars. KNCLN also launched Family Nights at the Centre, led in the first part of the year by staff volunteering after-hours and with food-preparation donated by staff and supported by community members with potluck. Themes included crafting, collages, beading, a plant walk and boundaries in co-parenting with a special guest instructor.

In March, KNCLN offered a three days of Water Teachings workshops, guided by knowledge keepers, grandmothers and community elders and attended by community members of all-ages. In August, KNCLN, with financial support from the City of Kingston, organized a Tyendinaga Powwow Bus Trip, which provided transportation and food for 39 members of the community to travel and participate in our nearest powwow.

KNCLN held our Annual General Meeting on Sunday, April 23 at the Kingston Community Health Centre Site. The event was attended by the Corporation's membership and included activities for all ages, along with a sacred fire to help us turn over our year and welcome in the new.

KNCLN organized two large-scale community events, in support of National Indigenous Peoples' Day on June 21, and the National Day for Truth and Reconciliation on September 30. NIPD received financial and logistical support from the City of Kingston and financial contributions from the Limestone District School Board. The organizing working group included collaborators from many local Indigenous organization.

NIPD was a tremendous success, with 12 hours of celebration including Corn Husk Doll making, a lacrosse demonstration, a hockey demonstration with the Kingston Frontenacs, a visit from the Kingston Fire Department, children's games and a community language scavenger hunt, bouncy-castles and climbing wall, live entertainment, the LDSB Indigenous Youth open-mic showcase, strawberry teachings, meal tickets for on-site food vending, a youth art showcase, vendors and more. The evening ended with a concert by Juno-award winning group Digging Roots in Springer Market Square.

NDTR reflected the sentiment of the day, with activities and events before and after focused on healing and grief, and the day included the reading of the Truth and Reconciliation Calls to Act,



with guest lecturer Dr. Kelly Maracle from Queen's University. Multiple members of the KNCLN staff and board participated as speakers and educators throughout the community on NDTR.

### Gardens & Medicines Program

Total Participants: 229

This year, KNCLN installed another new community garden under our care, at City Park. This was implemented under a CIHR-funded collaboration with the Indigenous Diabetes Health Circle, and with financial support from the Limestone District School Board. We also collaborated with the City to install and plant four traditional medicine planters, in the colours of the Anishinaabe medicine wheel. This has been a process of reclamation and restoration that holds tremendous significance to our community and situates community gardens within the urban centre in accessible spaces.

It has also increased opportunities for collaborating with LDSB students, who have been able to attend City Park for land-based programming. We expanded the LDSB collaboration with 14 sessions held inside of LDSB schools, with a focus on bringing traditional plant and medicine knowledge to LDSB students.

Garden volunteers and program participants include community members of all ages, both Indigenous and non-Indigenous. Garden work centred language and land-based teachings, including traditional planting methods, traditional knowledge on Indigenous Food Sovereignty, and plant and seed teachings. The program was primarily taught through kinetic learning and mentorship.

Our Cultural Coordinator Gardens and Medicines also facilitated 20 engaging and educational forest foraging walks throughout the spring, summer and fall. The intended audience is urban Indigenous people of all ages; however the program remains open to include non-Indigenous participants as well. They continue to be especially popular with the youth and young adult demographic.

Foraging walks were held in urban parks throughout the City. Methods of teaching included storytelling, information on Indigenous Food Sovereignty, written materials which contained Indigenous language, information on plant identification, uses and recipes. Participants engaged in learning to identify plants, walking through spaces together, tasting edible plants, identifying harmful (toxic) plants and look-alikes, and physically harvesting items. The groups would then learn to cook the harvested items together using trail-cooking methods.

Garden and foraging activities included seed saving, seed teachings, seed ceremony, the sustainable/honorable harvest, plant names in Anishinaabemowin, sweet-water harvest and ceremony, maple teachings, tree tapping, plant identification walks, canning sessions, sustainable and water wise gardening., garden planning, garden care and working bees or volunteer days at the garden. Foraged Plants included dandelion, elderberry, cattail, raspberry, wild carrot, wild mushrooms, strawberry, serviceberry, curly dock buckthorn, sweetgrass, tobacco. Mandy also created a “Forage to table” game to teach traditional foraging to young adults and developed a Forage to Table Guide to facilitate plant-based knowledge education.

### Building your Bundles

Total Participants: 1,874

The Building your Bundles Program commenced as part of our CIHR-funded work, aimed at healing and reconnection to land, language and culture following the Covid-19 pandemic. It now continues under OFIFC funding as a core program. 43 Bundles workshops were held throughout the year, with attendees spanning all age groups.

The workshops are facilitated by the Cultural Coordinator Gardens and Medicines, in collaboration with Language Warriors and knowledge teachers. Methods of teaching include song, dance, drumming, traditional teachings, mentorship, printed materials, audio-visual materials, referencing library resources, encouraging imitation, memorization and repetition, skills building and hands-on learning.

Bundles activities this year have included an Inuit Games weekend, traditional cooking classes, hide cleaning, tanning and hide processing, a 6 week indigenous mindful wellness program in collaboration with Sexual Assault Centre Kingston, shaker making, family nights, animal teachings (deer, moose, turtle), sweet grass braiding, regalia and ceremonial garb making, Indigenous poetry and Storytelling workshops, traditional games, natural fiber dyeing, weaving, rope-making, community ceremonies such as sweet-water.

### The Indigenous Languages Program

This year, we created a position for an Indigenous Language Program Coordinator, which is funded through the Ontario Trillium Foundation and staffed by Breanna Berry. Breanna coordinates our Centre’s growing Indigenous Languages Program, is developing our online language resources, recruiting new Warriors, establishing a fee-for-service program for interpreting services and creating professional development opportunities for our language team members.

### *Beginner Anishinaabemowin*

Total participants: 360

On Thursday evenings through the fall and winter months, KNCLN hosted Anishinaabemowin language classes, facilitated by Queen's University Professor, linguist, and educator Dr. Lindsay Morcom. Intended participants are mature youth and adults 16+. Teaching methods include slides, repetition exercises, games, songs, written work, homework, and the use of Google classroom in between classes and modules. We successfully integrated the 'Anki' app as part of a collaborative pilot project with the University of Toronto, to facilitate adult learning. Groups regularly see between 12 and 20 participants weekly. We also developed a full 12 week KNCLN Beginner Anishinaabemowin language class, which has now been integrated online in a D2L platform that will be accessible to language learners through KNCLN.

### *Language Mentorship Program*

Participant Total: 140

11 Language Warriors (teachers) were partnered in two language teams with advanced Indigenous Language Mentors or First Speakers in both Anishinaabemowin and Kanyen'kéha for a series of group mentoring sessions as part of our continued growth of the Mentoring Program. The Program is designed to help build the skill level and language competency of our Language Warrior Team members within our core Indigenous Languages program. The program is funded through 2025 under the Ontario Trillium Foundation's Resilient Communities Fund.

### *Language Learning Workshops*

The Kanyen'kéha Language Warrior Team enjoyed an immersion weekend at Elbow Lake Education Centre. Participants enjoyed paddling, braiding corn, having a shared dinner, and participating in a storytelling workshop, all while learning new vocabulary in Kanyen'kéha. Participants expressed that their experiences during this weekend contributed greatly to their language learning.

KNCLN hosted Tony Drews, Co-Founder of Nashke Native Games, an organization whose mission is to teach Anishinaabemowin through engaging game play. 3 separate games events were held over a weekend in December, included sharing a meal, with staff, families and all-ages attendance.

## KNCLN Youth Connections

Total Participants: 323

Our KNCLN Youth Connections Program, initially funded under United Way and now a core program supported by OFIFC, has grown significantly since its humble beginnings in 2022. The drop-in group program supports urban Indigenous youth aged 12-19 and runs weekly on Mondays after school. The program is facilitated by Cultural Coordinator Mandy Wilson, Language Warriors and knowledge keepers. In 2023, we held 46 drop-in sessions. Youth engage in a variety of activities, events and projects in an effort to strengthen community relationships, increase exposure to Indigenous languages and cultural teachings and create a sense of belonging. We now regularly see weekly attendance of approximately 20 youth.

Methods of teaching include song, dance, drumming, traditional teachings, mentorship, printed materials, audio-visual materials, referencing library resources, encouraging imitation, memorization and repetition, skills building and hands-on learning.

Programming this past year has included: foraging walks, land stewardship teachings, invasive species removal and remediation, language learning, traditional and modern cooking classes, hide cleaning, tanning and hide processing, dreamcatcher making, seed teachings, animal teachings, ribbon skirts & ribbon shirts, feast bundles, medicine pouch making, medicine teachings, rights of passage, field trips and weekend workshops at places like beaches, Indigenous themed museums, Indigenous art galleries, movie nights, Toronto Zoo, escape rooms, Laser tag, youth dances and youth socials.

## The KNCLN Youth Mountain-Biking Program

This year saw the launch of our KNCLN Youth Mountain Biking Program, in partnership with MTB Mountain Biking Kingston. The purpose of the program is to promote activity, healthy living and connection the land and nature. Through OFIFC funding, KNCLN purchased 8 quality mountain bikes and riding equipment, and youth attended an introductory workshop, familiarizing themselves with the MTB riding trails and pump track, and getting education on bike safety and riding tips. KNCLN has since purchased 5 youth memberships to MTB and youth have access to KNCLN bikes and equipment to ride trails whenever they wish.

## KNCLN Indigenous Youth Council

This fall saw the founding of the KNCLN Indigenous Youth Council, comprised of local Indigenous youth who will represent our community at the OFIFC table and as members of the Ontario Indigenous Youth Council. The Council is in the early stages has had two planning events and a total of 14 attendees.

### The Katarokwi 2 Spirit and Indigiqueer Group

KNCLN was proud to secure funding through OFIFC to support the establishment of the Katarokwi 2 Spirit and Indigiqueer Group. It held its first two events at our Centre, led by a member of the community and in collaboration with Enchanté.

### The Alternative Secondary School Program

In September 2023 the KNCLN launched the Alternative Secondary School Program (River School) in collaboration with Limestone District School Board. The program runs out of the Katarokwi Learning Centre and replaced the previous program run with another agency. Diverging from the approach of its predecessor program, KNCLN staffed the position of ASSP Coordinator with a certified teacher, to create an equitable teaching partnership with the LDSB staffed teacher position in the classroom. Our Coordinator, Taylor Arndt, is a graduate from the Queen's University Faculty of Education Indigenous Teacher Education Program, and coordinates and facilitates cultural training and the infusion of cultural knowledge into classroom learning.

In the first term of the 2023-24 academic year, 13 Indigenous students were enrolled in this secondary school program. In addition to completing OSSD courses, students engaged in the following activities: a 5-day animal hides collaborative workshop on KLC property, drum circles with local knowledge keepers, a multi-session mural painting with local Indigenous artists, sewing sessions with our Elder in Residence to craft drum bags, making healing blankets, Christmas gift delivery, class gatherings around the fire, a Girls Inc. gathering with local Mohawk knowledge keepers, a field trip to Wynn Farms for Kanien'keha harvest teachings, pumpkin harvesting, carving, and corn maze. Youth also participated in a collaborative smoking-cessation/Traditional Tobacco use program.

Students are supported through the following: the KNCLN Nutrition Program (daily snacks and lunches), the KNCLN/LDSB Take what you Need Station, the LDSB Food Share Program, the LDSB Indigenous Education Team, a KNCLN funded Youth Mental Health Counsellor, the KNCLN Elder-in-Residence, the LDSB Adolescent Care Worker, Social Workers (LDSB & KFLA), and a KAIROS Addictions Counsellor.

### The Gibanemindimin/ Teyakwatatyenawá:se

Those who attend our Centre regularly take what they need from our community sharing centre - Gibanemindimin/ Teyakwatatyenawá:se ("we all share"). The centre provides fresh produce from Loving Spoonful as well as plants and traditional medicines (tobacco, cedar, sage and sweetgrass) harvested from our community garden program, cultural items (smudge kits, medicine bags), diapers, personal protective equipment, Covid-19 rapid tests, hygiene items,

lice kits and a variety of other useful household items, toys and clothing that anyone attending programming at KNCLN may take home with them.

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## Community Partnerships

KNCLN has collaborated with the following community partners, organizations, funders and grassroots initiatives during 2023:

- Mutual Aid Katarokwi
- Katarokwi Grandmother's Council
- Kingston Frontenac Public Library
- Belle Park Project
- Belle Island Caretakers
- Odemin Collective
- Kewaywin Circle
- KASSI
- Walking the Path of Peace Together
- Youth Diversion Program
- Queen's Law
- Queen's Faculty of Education
- Hockey Diversity Alliance
- Extend-a-Family Kingston
- Sexual Assault Centre Kingston
- Interval House
- Elizabeth Fry Society
- Juvenis Festival
- Queen's University
- Limestone District School Board
- Tipi Moza
- Kingston Community Health Centre
- Family and Children's Services Lennox and Addington
- Community Foundation of Kingston and Area
- Freedonia
- Ontario Trillium Foundation
- Canadian Red Cross
- The City of Kingston
- 4 Directions Student Centre
- Métis Nation of Ontario
- Tsi Tyónnheht Onkwawén:na

- Indigenous Diabetes Health Circle
- United Way KFLA
- University of Toronto
- Loving Spoonful
- MTB Mountain Biking Kingston
- One Roof
- The Food Sharing Project
- Khalsa Aid Canada
- Wynne Farms
- Katarokwi Learning Centre
- Kingston Jewish Council
- KAIROS

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## Outcomes

In regard to Indigenous language revitalization, the core program which commenced 2023, a variety of measurements are used to analyze how participants' language skills may be improving. A key measure is the ease at which a learner begins to introduce themselves in the language, as well as efforts to expand the introduction to include culturally relevant norms such as clan and Nation. Other indicators are: word count, spontaneous use of language, conversations about language (demonstrates comprehension of concepts), self-reported confidence and improvements, increased access of KNCLN's language library resources, increased exposure to our pre-determined vocabulary, joining in with songs, singing and drumming along in ceremony. In addition, KNCLN continues in its partnership with lead researcher and neuro-linguist Jed Meltzer from Baycrest/University of Toronto in the 3-year pilot of language acquisition software for learners of the Anishinaabemowin language.

Outcomes of other programming are analyzed through trends in program attendance, responsiveness and uptake of new events and workshops, feedback from community when soliciting input, requests for expanded services, waitlists and the deepening of our community partnerships.

## Impact

Program impacts this past year have comprised feedback from community consultation, research initiatives and self-reports. Primarily, this past year saw us engaged in an Indigenous-led research project with Queen's University and the Indigenous Diabetes Health Circle focused on the impacts of our community-based programming, with particular focus on our gardens,

medicines and bundles programs. Feedback was collected via questionnaires, personal interviews and participation in a number of community circles.

This collective feedback has enabled us to monitor trends and be responsive to community needs in our program planning and organizational decision-making. It was this ongoing feedback that informed our needs-based analysis of existing programs in 2023, and formed the consideration of solutions for expansion to meet growing needs. Our application to become a friendship centre under OFIFC was the direct response to communicated community needs, to create greater impact as we expand from the program space into Indigenous-focused community services.

Research participants shared the deep-rooted meaning that access to KNCLN's programs has contributed to their lives, the healing power of language and land-based learning and the life-line that is community. Members spoke of their evolution throughout program participation, the meaningful relationships formed and the transformation among their youth and in their families.

When the ASSP program commenced in September, the classroom regularly saw only 3 of the 12 enrolled students. Through the hard work of our Coordinator to create a welcoming and safe environment, provide added food, cultural and mental health supports and taking a direct interest, student engagement is up, and this past term ended with 11 students still enrolled and regular high attendance rates of 9+ students.

The KNCLN Youth Connections group has engaged with hundreds of youth throughout this past year. By reaching into the community for increased collaborations with LDSB and other youth agencies, the fledgling group which initially saw 3-5 participants is now regularly seeing groups of 20 or more youth, with some having to be turned away. This increased engagement demonstrates the tremendous impact of creating a youth-focused, culturally safe and welcoming environment of community for our children.

We have also seen an increase in family participation in events and programs, contributing to strengthening of family ties and learning together. In response, 2024 has already seen a flurry of new programming added which directly supports families, women and men. We are also set to begin piloting parenting education and family-based early years programming. We look forward to reporting on these numbers at the end of this next year.

Our drop-in hours has created a warm and welcoming environment for those eager to connect with their Indigenous roots and community, but without existing connections. Our close proximity to the Integrated Care Hub, which hosts a large number of people who identify as Indigenous, has created increased opportunity for relationship and connection from those who may hold distrust of formal organizations. Since our drop-in opened, we have seen a slow



increase in the number of ICH residents who feel safe coming to our Centre for a bowl of soup, conversation and engagement.

Clients continue to share that the lack of land-access for urban Indigenous people is overcome by being able to attend on-the-land programs; people want to get out and spend time on the land and this gives them the confidence to do so. They want to know our plant relations better. Those attending foraging walks regularly comment on the increase in self sufficiency and autonomy the knowledge gives them, as well as how learning to forage can positively impact their financial and food security in the midst of a financial crisis and rising costs of living.

Overall, KNCLN program participants express appreciation for the increased visibility of Indigenous languages and cultural representation in the community, gratitude for a space that they can gather in to call their own, and a desire to see increased services as we continue to grow.

We continue to recognize the importance and relevance of being unapologetically Indigenous, normalizing the expression of Indigenous culture in our urban areas.



**City of Kingston  
Report to Council  
Report Number 24-063**

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**To:** Mayor and Members of Council  
**From:** Paige Agnew, Commissioner, Growth & Development Services  
**Resource Staff:** Julie Salter-Keane, Manager, Climate Leadership  
**Date of Meeting:** February 20, 2024  
**Subject:** Service Level Agreement between the City of Kingston and Sustainable Kingston Corporation

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**Council Strategic Plan Alignment:**

Theme: 2. Lead Environmental Stewardship and Climate Action

Goal: See above

**Executive Summary:**

The purpose of this report is to request Council to approve the renewal of the existing Service Level Agreement between the City of Kingston and Sustainable Kingston.

Since 2012, the City of Kingston has entered into a Service Level Agreement with Sustainable Kingston. These agreements also include financial support transferred to Sustainable Kingston from the City's operating budget to fund initiatives that align with the strategic priorities identified in the Sustainable Kingston Plan and various City-approved strategies and plans including Council's Strategic Priorities. This relationship has been renewed with increased funding each year in exchange for an increased level of service.

In 2023, Sustainable Kingston received \$90,000 in funding through their Service Level Agreement with the City of Kingston that was funded from the Climate Leadership Division budget. As a component of their 2023 agreement, Sustainable Kingston actively participated on the Climate Leadership Working Group and the four respective Issue Tables – Building and Energy Production, Transportation, Food and Forestry and Adaptation as one of the

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deliverables. The Sustainable Kingston Year End Report to the City of Kingston - 2023 (Exhibit A) provides an overview of all Sustainable Kingston's activities over the past year. The Year End Report has also been reviewed by staff who are satisfied Sustainable Kingston has met its obligations as required by the 2023 Service Level Agreement.

Sustainable Kingston submitted a three-year funding proposal for 2024-2026 (Exhibit B) which sets out the vision to play an increased role in supporting sustainable initiatives in Kingston. The renewal of a Service Level Agreement between the City of Kingston and Sustainable Kingston for 2024-2026 will include a number of deliverables, such as the implementation of the City's Climate Leadership Plan, actively participating on the four Climate Leadership Working Group Issue Tables, the sustainably.eco web platform, promotion of plastic-free alternatives, and creating a Sustainable Kingston Knowledge Centre with data compiled from sustainably.eco users that depict the values shared by our collective community. An increase in funding to \$150,000 has been approved as part of the 2024 operating budget that will enable Sustainable Kingston to hire an additional staff member dedicated to communications and community engagement. This will provide funding for Sustainable Kingston to expand their existing content development. Anchored by their 6 key priority areas, SK will continue to produce a monthly podcast, a monthly blog article, social media content and increase the amount of video content for all relevant platforms.

**Recommendation:**

**That** Council approve a three-year Service Level Agreement to December 31, 2026, between the City of Kingston and Sustainable Kingston for an amount of \$150,000 each year, for the services identified in Report Number 24-063; and

**That** the Mayor and Clerk be authorized to execute a Service Level Agreement between the City of Kingston and Sustainable Kingston that identifies the services to be provided by Sustainable Kingston and the associated funding issued by the City of Kingston for those services, in a form acceptable to the Director of Legal Services.

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

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**Paige Agnew, Commissioner,  
Growth & Development Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	

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**Options/Discussion:**

Sustainable Kingston was created in 2012 as an arm's length community organization that would implement the City's Sustainable Kingston Plan. Between 2012 and 2015, the organization worked on the implementation of the extensive plan by running various community activities and events.

Since December 2016, Council has renewed annually the Service Level Agreement for the continued implementation of the Sustainable Kingston Plan. Sustainable Kingston has focused its work around the following six priority areas:

1. Climate Action
2. Sense of Community
3. Growth and Prosperity
4. Environmental Stewardship
5. Sustainable Transportation
6. Food Security

At this time, it is being recommended that the Service Level Agreement be renewed again for a three-year term for 2024-2026. It is anticipated that the services to be identified as part of the 2024-2026 agreement will include the following:

- **Climate Leadership Plan Implementation of Community Actions** - The implementation of the Climate Leadership Plan Community Actions was a new addition to the City's Service Level Agreement with Sustainable Kingston in 2022. The Climate Leadership Plan includes numerous community short-term actions where Sustainable Kingston is identified as the community partner in the implementation. Working in partnership with the City's Climate Leadership Division, Sustainable Kingston has developed an implementation plan and has launched the outreach with the community.
- **Climate Leadership Working Group and Issue Tables** – Council appointed the Climate Leadership Working Group in 2022, and Sustainable Kingston was one of fifteen organizations appointed. In addition to the Climate Leadership Working Group, four Issue Tables have been established tasked with advancing the community actions of the Climate Leadership Plan. Sustainable Kingston has taken an active role on each of the Issue Tables to ensure advancement of the actions.
- **Sustainable Transportation:** Active and sustainable transportation enhances physical, mental, and emotional health, and provides economic and environmental benefits. Sustainable Kingston will continue to organize and adapt the annual Commuter Challenge in support of Cycle Kingston's World Cycling Week. Sustainable

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Kingston will help implement the Climate Leadership Working Group Issue Table recommendations and host an annual Electric Vehicle event in cooperation with Plug-N-Ride, the City of Kingston and local businesses.

- **Food Security and Sustainable Food Systems:** A strong local food system is important for local economic development, climate resilience, and for providing healthy and sustainable food to our community. Sustainable Kingston sits as the lead for the CLWG Food and Forestry Issue Table and will continue to provide leadership in creating a local food awareness campaign with a focus on food sovereignty and security.
- **Energy Efficiency:** Sustainable Kingston intends to lead initiatives that address energy poverty, increase access to incentive programs, while continuing their work in supporting home and business owners in reducing their greenhouse gas emissions and their energy expenses through workshops, digital content, and one-on-one coaching.
- **Biodiversity:** Sustainable Kingston is dedicated to making biodiversity awareness a priority in SK's content calendar including their monthly blog, the sustainably.eco podcast, and in collaboration with conservation-focused organizations throughout Kingston.
- **Climate Change Adaptation and Resilience:** Sustainable Kingston will work collaboratively with community partners to help implement the recommended action items from the Climate Leadership Working Group Climate Change Adaptation and Resilience Issue Table.
- **Waste Reduction:** Waste Reduction and Diversion will remain a priority for Sustainable Kingston. Sustainable Kingston will continue to organize Spring and Fall Pitch-In events and continue to support Underwater Clean-up initiatives in Kingston. Sustainable Kingston will host an annual Sustainable Hospitality Summit that will partly focus on waste reduction and support small businesses through sustainably.eco program. Sustainable Kingston has sought funding from the Ontario Trillium Foundation to hire a waste reduction specialist to support local businesses and community event planners in their efforts to organize zero-waste events.
- **Sustainably.eco** – The sustainably.eco program is about connecting people who care with those businesses that are making a measurable difference in sustainability. The program supports businesses in making a commitment to sustainability, measures and awards their successes, and shares their sustainable practices with the greater community. Sustainable Kingston will continue to promote the program to increase their membership and advance the reductions of GHG emissions within the business community. Throughout 2023 Sustainable Kingston worked on improvements to the sustainably.eco program that now include grant writing support, commercial energy audit capacity, and a renewed focus on digital marketing and content.

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- **Sustainable Kingston Communications** - In 2023, Sustainable Kingston has used a variety of communication channels to engage the community, including having a presence at events hosted virtually throughout 2023, maintaining a current and relevant website, maintaining and updating social media (Facebook, twitter, Instagram, LinkedIn), writing monthly blogs and newsletters, as well as creating media releases and providing media interviews on both radio and television. In 2023, Sustainable Kingston continued with their monthly newsletters which have 850 subscribers.

In hiring an additional staff member dedicated to communications and community engagement, Sustainable Kingston will be able to expand their existing content development. Anchored by their 6 key priority areas, SK will continue to produce a monthly podcast, a monthly blog article, social media content and increase the amount of video content for all relevant platforms.

- **Podcasts and Blogs** - The Sustainable Kingston Podcast hosted by Sustainable Kingston, Chief Operating Officer, Geoff Hendry continued in 2023. The [sustainably.eco](#) podcast had 751 downloads in 2023. [Episode 32: Sustainable Buildings & Geothermal Energy](#) was the most downloaded episode (81).
- **Sustainable Kingston Events** - Sustainable Kingston events will be used to promote the Sustainable Kingston brand and maintain a “top of mind” awareness of community sustainability in Kingston. Celebration and promotion of community successes will be a central focus of communications as this rewards leadership and innovation and inspires others to act and contribute to a more sustainable lifestyle.
  - Kingston Climate Change Symposium - The 2023 Kingston Climate Change Symposium was held online for its third year in response to the global pandemic. Over 550 individuals registered for the live event on Zoom, while over 400 people watched the event on YouTube. The theme of the 2023 symposium was Climate Action and Innovation and featured keynote speakers Paul Taylor, Hon. Catherine McKenna, host Ali Hassan, and a panel of local energy-management experts from, the City of Kingston, CFB Kingston and KEDCO. The event attracted attention from the media with 4 major news stories and 4 radio features.
  - Sustainable Kingston Awards - The award winners were recognized through an event at Market Square in September 2023. Winners of the 2023 Sustainable Kingston Awards were honoured for their hard work in mitigating the climate emergency and fostering a culture of sustainability in our community.
  - In-person events - Sustainable Kingston will continue producing in-person events such as Pitch-In (both Spring and Fall), commuter challenge, Roll-in Breakfasts, Energy Efficiency on a Budget workshops and the Sustainable Kingston Awards. New events for 2024-2026 will include a Sustainable Hospitality Summit, Sustainable Business Pitch Competition, and an Electric Vehicle event created in partnership with local industry leaders.

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- Workshops: Sustainable Kingston will host 6 workshops for businesses and individuals for each year for the term of the Service Level Agreement to learn more about sustainability and how to take local action. Topics for each will be aligned with Sustainable Kingston's 6 Priority areas and provide an opportunity for collaboration with local businesses and institutions.
- **Community Partners:** Building strong relationships with community partners is critical to Sustainable Kingston's success and its progress towards its sustainability goals. SK will continue to partner with St. Lawrence College, CFB Kingston, Queen's University, the Kingston Frontenac Public Library, the Limestone and Algonquin School districts, Utilities Kingston, and other non-profits and community organizations throughout Kingston.

Specifically, Sustainable Kingston is able to offer collaborators subject matter expertise in energy efficiency and building science, access to an engaged audience of newsletter subscribers and podcast listeners, and access to a network of local businesses and institutions through sustainably.eco.

As in previous years, the agreement will include language specifically related to the management and expenditure of the funding Sustainable Kingston receives. It will also outline what is required related to reporting that includes providing quarterly reports as well as a year-end report. The agreement will also include general terms and conditions typical of all such agreements the City of Kingston uses when entering into partnerships with external organizations like Sustainable Kingston.

### **Sustainable Kingston "End of Year Annual Report 2023"**

Sustainable Kingston submitted the 'End of Year Annual Report 2023' (Exhibit A). This report provides an overview of its activities, including the services identified as part of their 2023 Service Level Agreement, and activities that are in keeping with the principles and intent of the Sustainable Kingston Plan and the Kingston Climate Leadership Plan. Highlights included as part of this Year End Report are as follows:

- Continuing to deliver energy services that will help to further reduce greenhouse gas emissions throughout the Kingston region.
- Continuing to foster participation from the community in taking action on climate change through events such as Pitch-In, Commuter Challenge and the Climate Change Symposium.
- Developed a new Food Waste on-line education program.
- In 2023, Sustainable Kingston provided monthly on-line networking events for the community which included contests, webinars, blogs and podcasts.



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- Implemented a Media and Public Relations strategy which significantly increased Sustainable Kingston's profile on social media platforms, including twitter, Facebook, Instagram, LinkedIn and Sustainable Kingston's updated website.

Despite being significantly understaffed since 2021, Sustainable Kingston has remained a leader in producing informative and insightful digital content focused on sustainability. The monthly sustainably.eco podcast has built a loyal following and provides a platform for sustainability champions in our community. Sustainable Kingston's monthly newsletter is sent to over 850 individuals in our community and regularly enjoys an open rate of 35% - 40%. Sustainable Kingston.com remains an important resource for knowledge sharing and guest blog contributions.

City staff have reviewed the Annual Year End Report and are satisfied that Sustainable Kingston has met its obligations as required. As a result, staff are recommending that the City of Kingston renew its Service Level Agreement with Sustainable Kingston for a three year term of 2024-2026, for the services identified in the Sustainable Kingston funding proposal (Exhibit B) so that the organization can continue to build upon what has been achieved to date and continue to develop and promote sustainably.eco.

Such an agreement is also necessary to support the work in the implementation of the community actions of the Climate Leadership Plan and the Climate Leadership Working Group including participation on the four Issue Tables.

### **Next Steps**

With Council's approval to renew the City of Kingston's Service Level Agreement with Sustainable Kingston, staff will meet with representatives of the Sustainable Kingston Board and administrative staff to review the outcomes of the 2023 agreement and to discuss any alterations, changes and/or additions that need to be made to finalize the 2024-2026 agreement.

### **Financial Considerations**

Funding for Sustainable Kingston in 2024, in the amount of \$150,000, was included in the City's 2024 operating budget. An initial 25% of this funding will be released pending Council's approval to renew the Service Level Agreement between the City of Kingston and Sustainable Kingston, and the balance of the funding will be released on a monthly payment schedule when a new agreement has been finalized and signed by both parties. Operating budget projections for 2025 and 2026 also incorporated the respective funding for this agreement.

### **Contacts:**

Julie Salter-Keane, Manager, Climate Leadership 613-546-4291 extension 1163

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**Other City of Kingston Staff Consulted:**

None

**Exhibits Attached:**

Exhibit A Sustainable Kingston Year End Report, 2023

Exhibit B Sustainable Kingston Service Level Agreement Proposal 2024-2026



# 2023 ANNUAL REPORT

## OUR MISSION

Sustainable Kingston's mission is to enhance the livability and resiliency of Kingston.

We do this by sharing knowledge and providing programs that drive community action.

## OUR VISION

To be an organization that facilitates the effective transition towards environmental, social, cultural, and economic sustainability. To raise awareness and establish strategic partnerships, to inspire community engagement and foster more livable and resilient communities.

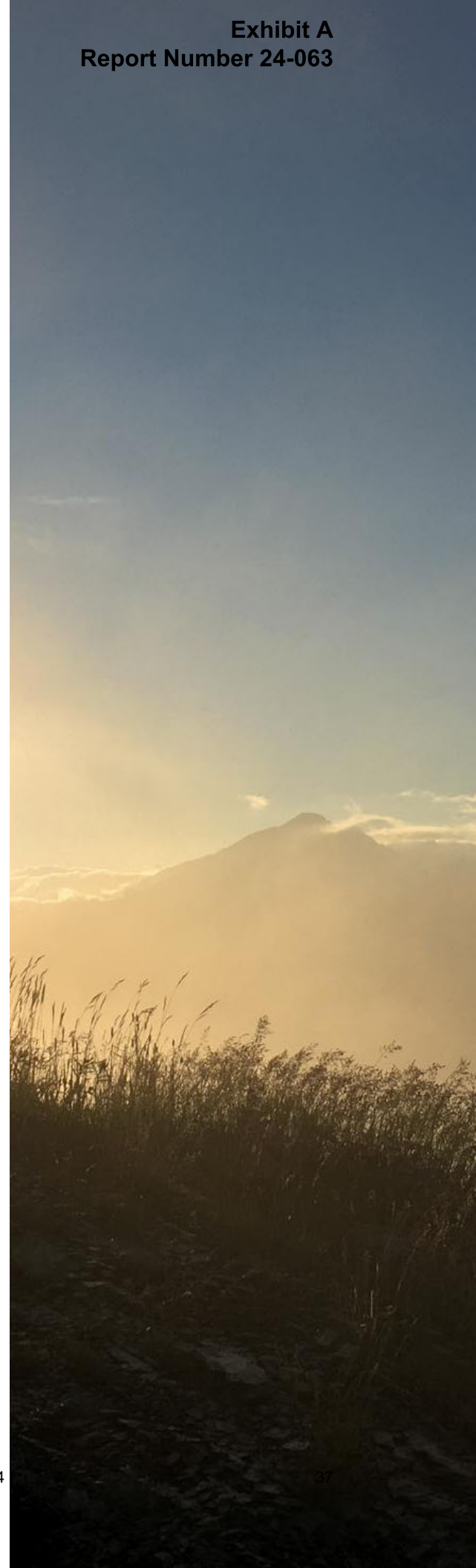
## OUR VALUES

We are **INCLUSIVE** - Sustainability is for everybody. It's a mind-set, not a demographic. We value diversity of background, perspective and thought. We empower others to help fulfill our mission. We believe in the power of collaboration.

We are **RESOURCEFUL** - We hate waste of any variety. We spend our money very carefully, and time is our most precious asset so we guard it well.

We **CARE** - We're caring in our actions and words within our community, towards each other, ourselves, and the planet.

We are **AMBITIOUS** - We're mission obsessed, we get stuff done, and we're constantly learning and improving.



## OUR TEAM

The Sustainable Kingston Board of Directors consists of a group of voluntary members of the Kingston community working together to provide strategic leadership, direction, and long-term planning for Sustainable Kingston. Along with these volunteers, the City of Kingston may appoint one voting City Council representative and one staff representative.

### **The 2022 Board of Directors includes:**

Farai Chirima - Treasurer

Matt Knowles - Secretary

Wendy Stephen - City Council Member

Julie Salter-Keane - City Staff Representative

Shannon Claggett - Director

Lisa Munday - Director

Johanna Whitehead - Director

### **Our Staff**

Geoff Hendry- Chief Operating Officer

Pankaj Madaan - Customer Service & Accounting Clerk

Wes Kerr - Energy Coach

Caroline Kirkwood - Registered Energy Advisor

Jessica Kocur - Registered Energy Advisor

Gabriel Nadeau - Registered Energy Advisor

## 2023 COMMITTEES

### Legal/ Finance Committee

Farai Chirima  
Matt Knowles  
Shannon Claggett  
Matt Knowles

### Marketing Committee

Matt Knowles  
Julie Salter-Keane  
Matt Knowles

### Strategic Committee

Johanna Whitehead  
Julie Salter-Keane  
Matt Knowles  
Wendy Stephen

### HR Committee

Shannon Claggett  
Lisa Munday  
Julie Salter-Keane  
Matt Knowles  
Wendy Stephen



# THE 2023 KINGSTON CLIMATE CHANGE SYMPOSIUM



Kingston  
**CLIMATE  
CHANGE**  
Symposium

*Action and Innovation*  
Jan. 19 9 a.m. – 12 p.m.



2023  
SPONSORS



The sold-out 2023 Kingston Climate Change Symposium took place on January 19th and was an enlightening and engaging exploration of topics ranging from energy efficiency to environmental racism to envisioning a low-carbon future.

Presenters included the former Minister for the Environment and Climate Change Hon. Catherine McKenna, Activist Paul Taylor our Energy Panel featuring Kyla Tienhaara ([Queen's University](#)) Abdul Razak Jendi ([Kingston Economic Development Corporation \(KEDCO\)](#)) Russell Horne ([City of Kingston](#)) & Lukas Duchaine (@CFB Kingston). The event was hosted by broadcaster and comedian Ali Hassan.

The 2023 Kingston Climate Change took place online and welcomed a number of classrooms. This was supported by a 2023 KCCS Teacher's guide.



# Energy Services

## SUSTAINABLE KINGSTON CONTINUES TO MAKE SIGNIFICANT IMPACT IN HOME ENERGY SECTOR

### Home Energy Evaluations in 2023

- Number of home energy Evaluations: 467
- Estimated energy savings from evaluations: 2,577 Gigajoules
- Estimated GHG reduction from evaluations: 145 tonnes annually.



## SUSTAINABLE KINGSTON SUPPORTS BETTER HOMES KINGSTON

Sustainable Kingston has been playing a key role in supporting The City of Kingston's "Better Homes Kingston" program, which launched on April 11th 2022 and has been a tremendous success.

Sustainable Kingston is proud to provide Energy Coaching Services in support of this program through a Service Level Agreement with the City of Kingston.



### Better Homes Kingston - by the numbers

- 555 BHK Applicants signed up.
- 640 Coaching Sessions completed
- 257 Funding Requests approved
- 150 Project Completion Reports approved
- \$5,694,000 in funding approved through BHK loans



## EVENTS AND CAMPAIGNS

### HOME ENERGY EFFICIENCY ON A BUDGET

Sustainable Kingston partnered with the Kingston Frontenac Public Library to present an in-person workshop series in order to share energy efficiency strategies for homeowners and renters who may not have the resources to do a full home energy retrofit.



### HOME ENERGY EFFICIENCY ON A BUDGET

Come listen to Home Energy Coach, Wes Kerr of Sustainable Kingston, discuss more energy efficient ways to run your home!



Hosted at Kingston Frontenac Public Library



Council Meeting 07 February 20, 2024

### CYCLING WEEK



Sustainable Kingston partnered with Cycle Kingston and Pathways to Education to host the Reideau Heights Roll-In Breakfast as part of Cycling Week 2023.

### IN THE COMMUNITY



## EVENTS AND CAMPAIGNS (CONT.)

### Spring and Fall Pitch-In 2023

Over 3,600 volunteers rolled up their sleeves and took part in Pitch-In events in March and November of this year. Over 350 KG's of trash was picked up.



### Rain Garden Project Completed!

Over \$15,000 was raised through the 2022 Kingston Community Climate Action Fund for the installation of two Rain Gardens. In 2023, SK worked closely with Bombus Ecoscapes and Kingston Fronteanc Housing Corporation to install rain Gardens at 645 Brock St. and 20 Cliff Crescent.

### Kingston Waters Clean-up

.Sustainable Kingston was thrilled to help participate in the 4th Annual Kingston Waters Clean-up in cooperation with the Marine Museum of the Great Lakes. More than 70 divers, kayakers and shorelines volunteers are bagging up garbage to keep it out of the water and drawing awareness to the issue.



## EVENTS AND CAMPAIGNS (CONT.)



### 2023 Commuter Challenge

Sustainable Kingston led a coalition of community partners to once again make Kingston the highest-ranked Ontario city in this year's Commuter Challenge.

24 businesses and organizations participated. 408 participants logged 17,768 KM's of sustainable commuting. They avoided 2,960 KG's of CO2.

Thanks to everyone who participated!

## SUSTAINABLY.ECO PODCAST

The sustainably.eco podcast was downloaded **over 751 times in 2023.**

To listen to all sustainably.eco podcast episodes, please visit [www.sustainablekingston.com/podcast](http://www.sustainablekingston.com/podcast)

- Episode 27: Author/Actor/Comedian Ali Hassan & Planting Seeds of Hope with Jackie Ryan
- Episode 28: Carissa MacLennan (Toy Exchange Club) & Dr. Bertrand Malsch (Queen's University)
- Episode 29: Sustainable Fashion with Stephanie Sarka and Jesse Whale
- Episode 30: EV Q+A with Cara Clairman and François Lefèvre
- Episode 31: Kingston School Streets and Hamilton's Community Fossil Free Plan
- Episode 32: Sustainable Buildings & Geothermal Energy
- Episode 33: Experiencing Climate Change Through XR Theatre & Sustainable Tourism
- Episode 34: Retrofitting Canada's Homes with Kai Millyard / Greenovations at Queen's University



# 2023 Sustainable Kingston Awards



Sustainable Kingston recognized sustainability leaders in the Kingston community at the 2023 Sustainable Kingston Awards on Wednesday, September 13 at Springer Market Square.

Recipients include:

- Sustainability Champion - Roger Healy (For his work in promoting active transportation)
- Youth Sustainability Champion (under 18) - Isiah McGonegal (Pathways to Education Climate Resilience team)
- Youth Sustainability Champion (post-secondary) - Marwa Naime, Queen's University (For work in helping the City of Kingston integrate UN Sustainable Development Goals)
- Innovation Award - The Memorial Centre Farmers Market (For significantly reducing waste)
  
- Better Homes Kingston Award: Most Heat Pumps Installed by a Contractor - ECM
- Better Homes Kingston Award: Most Homes Insulated by a Contractor - Reitzel Bros. Insulation Inc.
- Better Homes Kingston Award: Greatest Single Home Greenhouse Gas Reduction - Jessica Lock

The event also featured Mayor Bryan Paterson, who congratulated the winners and Sustainable Kingston Board Chair Matt Knowles, who spoke about Sustainable Kingston's recent achievements and thanked the many volunteers who make our mission possible.

# KINGSTON COMMUNITY CLIMATE ACTION FUND



Sustainable Kingston was chosen as one of three non-profits to participate in the Kingston Community Climate Action fund.

The campaign, which concluded in March of 2023, raised over \$17,000 in support of the purchase of an electric vehicle used by our Residential Energy Advisors to conduct home energy assessments throughout Kingston and the Surrounding area. A 2018 Nissan Leaf was leased in the Fall of 2023 and has been in almost daily use to this day.

This was made possible with matching funds from both the City of Kingston and The Kingston Community Credit Union.

## SUSTAINABLE KINGSTON FUNDERS/GRANTORS/SPONSORS

Through a service-level agreement, the City of Kingston provides financial support for Sustainable Kingston's core staff, operations, and programming.





Service Level Agreement Proposal  
2024-2026



Submitted to: Julie Salter-Keane, City of Kingston  
Submitted by: Geoff Hendry, Sustainable Kingston

## Contents

About Sustainable Kingston	2
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Service Level Agreement Spending Breakdown	12

## **About Sustainable Kingston**

Sustainable Kingston's mission is to enhance the livability and resiliency of Kingston by sharing knowledge and providing resources and programs that drive community action.

Our vision is to be an organization that facilitates the effective transition towards environmental, social, cultural, and economic sustainability. We are committed to raising awareness and establishing strategic partnerships to inspire community engagement and foster more livable and resilient communities.

Sustainable Kingston is dedicated to sharing knowledge, raising awareness, and building community—starting with our own organization. Our mission is only possible when everyone feels represented, valued, and empowered to share their experiences and ideas, so we actively work to create a culture of listening, learning, and inclusion. We believe diverse voices and different perspectives lead to deeper understanding, stronger partnerships, and better innovation.

Sustainable Kingston is a proud participant of Green Communalities Canada's Acting Together on Equity, Diversity, Inclusion, and Indigenization (EDII) project.

## **Energy Services**

In December of 2021, Sustainable Kingston engaged in an Asset Transfer Agreement with Red Squirrel Conservation Services.

We now also offer several programs under our energy services umbrella. These include home energy assessments for homeowners looking to access home energy retrofit incentives through the Home Efficiency Rebate Plus Program and the City of Kingston's Better Homes Kingston program, and a separate Energy Coaching service for applicants to the Better Homes Kingston program. Thanks to our work in this space, Sustainable Kingston has played an integral role in reducing GHG emissions from residential homes in our region. In 2023, SK provided either home energy assessments or energy coaching to over 660 home-owners.

## **Governance Structure and Staffing**

The Sustainable Kingston Corporation (SKC) is a non-profit organization with a governing board of directors that is driven by the vision articulated in the SK Plan to foster a local culture and self-identity around being a sustainable and smart city.



The current Board of Directors are a group of voluntary members with diverse backgrounds that are working together to provide strategic leadership, direction and long-term planning for Sustainable Kingston. This group includes one non-voting City of Kingston Staff Member (Julie Salter-Keane), and one voting City of Kingston Councillor (Councillor Wendy Stephen). City staff and SK staff meet on a bi-weekly basis to ensure that the priorities of the Service level agreement between the City and Sustainable Kingston are being met.

The staff at Sustainable Kingston is made up of 6 roles staff members that include a Chief Operating Officer, a Customer Service/Accounting Clerk, two Better Homes Kingston Energy Coaches (funded by Better Homes Kingston program), two Residential Energy Advisors

All six team members work collaboratively to achieve the objectives of the organization and to meet the demands of consumers, our existing service level agreements with the City of Kingston, and the members of our sustainably.eco program.

Sustainable Kingston had previously employed a Community Engagement Coordinator, Program Manager, and Business Development Coordinator. These positions have not been filled in recent years due to the financial constraints. As a result, most of the responsibilities of these positions have been assumed by the Chief Operating Officer.

Sustainable Kingston would like to increase staffing to replace the Communications and Community Engagement Coordinator (through this proposal) and the sustainably.eco Program Manager position (through external funding). By doing so, our organization will better meet the increase in demand for our services, increase our impact in the community, and allow us to play a greater role in implementing of the City of Kingston’s Climate Leadership Plan issue table projects.

The Chief Operating Officer position will act at the “Plan Manager” for the Sustainable Kingston Plan and ensure that the objectives are achieved in a timely and comprehensive fashion.

## **Priority Areas**

In 2018, Sustainable Kingston identified 6 priority areas that have been the focus of our work over the last 5 years. They include:

- Sustainable Transportation
- Economic Prosperity
- Climate Action
- Sense of Community
- Environmental Stewardship

- **Food Systems** - In this updated Sustainable Kingston Plan, our priorities have been amended to align with the City of Kingston’s Climate Leadership Plan to better address the challenges we face today. They include:

**Sustainable Transportation:** Active and sustainable transportation enhances physical, mental, and emotional health, and provides economic and environmental benefits. Sustainable Kingston will continue to organize and adapt the annual Commuter Challenge in support of Cycle Kingston’s World Cycling Week. We will help implement the Climate Leadership Working Group Issue Table recommendations and host an annual Electric Vehicle event in cooperation with Plug-N-Ride and local businesses.

**Sustainable Food Systems:** A strong local food system is important for local economic development, climate resilience, and for providing healthy and sustainable food to our community. Sustainable Kingston sits as the lead for the CLWG Food and Forestry Issue Table and will continue to provide leadership in creating a local food awareness campaign.

**Energy Efficiency:** Sustainable Kingston’s significant investment in energy services has made us well placed to be subject matter experts in energy efficiency. Sustainable Kingston intends to leverage this investment to lead initiatives that address energy poverty, increase access to incentive programs, while continuing our work in supporting home and business owners in reducing their greenhouse gas emissions and their energy expenses through workshops, digital content, and one-on-one coaching.

**Biodiversity:** Biological diversity is vital to maintaining life on Earth and to ensuring a clean, safe and sustainable environment. Sustainable Kingston is dedicated to making biodiversity awareness a priority in SK’s content calendar including our monthly blog, the sustainably.eco podcast, and in collaboration with conservation-focused organizations throughout Kingston.

**Climate Change Adaptation and Resilience:** With the effects of climate change at our doorstep, it is imperative that we support our all members of our community in preparing for extreme weather events, help mitigate risks associated with climate change, and support vulnerable populations through education and awareness. Sustainable Kingston will work collaboratively with community partners to help implement the recommended action items from the Climate Leadership Group Climate Change Adaptation and Resilience Issue Table.

**Waste Reduction:** Waste Reduction and Diversion will remain a priority for Sustainable Kingston. We will continue to organize Spring and Fall Pitch-In events and continue to support Underwater Clean-up initiatives in Kingston. Our organization will host an annual Sustainable Hospitality Summit that will partly focus on waste reduction and support small businesses through sustainably.eco program. Sustainable Kingston has sought funding from the Ontario Trillium Foundation to hire a waste reduction specialist to support local businesses and community event planners in their efforts to organize zero-waste events.

## How We Are Funded

Sustainable Kingston is funded and/or receives revenue through three different streams.

- 1) Fee for service (individuals): Residents who book home energy assessments are invoiced a fee for service.
- 2) Fee for service (businesses/organizations): sustainably.eco members pay an annual membership fee to participate in the program.
- 3) **Service Level Agreement:**

Sustainable Kingston is currently engaged the following Service Level Agreement with the City of Kingston:

### Community Engagement

2023: \$90,000  
2024 – 2027: \$150,000 per annum (requested)

### SCHEDULE “B” BUDGET PLAN & DISBURSEMENT SCHEDULE

Sustainable Kingston	2023	2024	2025	Total	Payment Schedule
<b>Energy Coaching Service</b>	\$148,191	\$150,196	\$152,202	\$450,589	monthly
<b>Neighbourhood Level Engagement</b>	\$25,000	\$25,000	\$25,000	\$75,000	quarterly
<b>Totals</b>	<b>\$173,191</b>	<b>\$175,000</b>	<b>\$177,202</b>	<b>\$525,589</b>	

- 4) **Sponsorship:** Sustainable Kingston has successfully procured sponsorship revenue for events such as the Kingston Climate Change Symposium and to support the recent purchase of our electric vehicle.
- 5) **Fundraising:** Projects such as the Rain Garden Project (in collaboration with Kingston Frontenac Housing Corporation) and the Electric Vehicle campaign have been made

possible by donations through the Kingston Community Climate Action Fund. However, outside these campaigns, revenue from fundraising is limited due to the organization's non-profit but non-charitable status.

## The Sustainable Kingston Plan

The Sustainable Kingston Plan sets out a vision to play an increased role in supporting sustainable initiatives in our region through:

1. **Dedicated Resources:** Sustainable Kingston has appointed the Chief Operating Officer as the "Sustainable Plan Manager" but in 2023 SK leadership decided to increase plan dedicated staffing by the addition of a Community Engagement Specialist to support the COO in achieving the plan objectives and interacting with the community.
2. **Leveraging Funding:** SK has had success in securing funding for projects that include the Rain Garden Project with Kingston Frontenac Housing Corporation and the purchase of an Electric Vehicle through the Kingston Community Climate Action Fund. Our organization is active in grant-seeking and, through our Energy Services department, we have created a fee-for service model that generates sustainable revenue for the organization.

In order to reduce staffing cost, Sustainable Kingston has secured placement students from Queen's University through the Experience Venture Program and the Political Science placement program, as well as through St. Lawrence College's Marketing program. These extra unpaid staff members will assist in event planning and community engagement. The SK team has also separately recruited a group of volunteers to assist with community events and workshops.

3. **Community Partners:** Building strong relationships with community partners is critical to Sustainable Kingston's success and its progress towards its sustainability goals. SK will continue to partner with St. Lawrence College, CFB Kingston, Queen's University, the Kingston Frontenac Public Library, KFL&A Public Health, the Limestone and Algonquin School districts, Utilities Kingston, and other non-profits and community organizations throughout Kingston.

Specifically, Sustainable Kingston is able to offer collaborators subject matter expertise in energy efficiency and building science, access to an engaged audience of newsletter subscribers and podcast listeners, and access to a network of local businesses and institutions through sustainably.eco.

4. **Alignment with Climate Leadership Plan:** Sustainable Kingston currently sits on all four of the Climate Leadership Working Group issue tables and serves as an issue table lead

for the Food and Forestry group. The six priority areas that direct our activities for the next three years will be directly aligned with the main components the Climate Leadership Plan.

<b>Climate Leadership Plan Priority</b>	<b>Sustainable Kingston Priority</b>
Buildings and Energy Production	Energy Efficiency
Transportation	Sustainable Transportation
Waste	Waste Reduction
Food and Forestry	Sustainable Food Systems
Food and Forestry	Biodiversity
Climate Change Adaptation and Resilience	Climate Change Adaptation and Resilience

5. **Accountability:** In 2024-2026, Sustainable Kingston will provide the City of Kingston with a bi-annual report detailing measurable efforts in community engagement that will include data from the sustainably.eco platform, social media statistics, event attendance statistics, and program participation metrics. SK staff will continue to meet with the Plan Administrator from the City on a bi-weekly basis and will work collaboratively with the City of Kingston Communications team to align our messaging.

## **Objectives of the Plan Implementation**

1. **Energy Coaching / Consulting:** Sustainable Kingston will leverage our considerable expertise in energy efficiency, building science and related incentive programs to address energy poverty in Kingston. We will do this by collaborating with other community organizations and institutions to share knowledge, offer in person consulting, and create accessible digital content including a video series created specifically for residents of Kingston. Sustainable Kingston will offer free energy coaching for Kingston residents who qualify for the Oil to Heat pump Incentive program.
2. **Digital Content Development and Distribution:** By hiring an additional staff member dedicated to communications and community engagement, Sustainable Kingston will be able to expand our existing content development. Anchored by our 6 key priority areas, SK will continue to produce a monthly podcast, a monthly blog article, social media content and increase the amount of video content for all relevant platforms.
3. **In-Person Events:** Sustainable Kingston will continue producing in-person events such as the annual Kingston Climate Change Symposium, Pitch-In (both Spring and Fall), Roll-in Breakfasts, Energy Efficiency on a Budget workshops and the Sustainable Kingston Awards. We are excited to add additional events to our calendar such as a Sustainable Hospitality Summit, Sustainable Business Pitch Competition, and an Electric Vehicle event created in partnership with local industry leaders.

4. **Sustainably.eco:** This unique program, created to connect people with businesses that care, will be relaunched in January 2024. We have adapted the services to meet the contemporary needs of local business and non-profits. Improvements to the program include grant writing support, commercial energy audit capacity, and a renewed focus on digital marketing and content.

## Sustainable Kingston Scope of Services

### Sustainable Kingston Events

Sustainable Kingston events will be used to promote the SK brand and maintain awareness of community sustainability in Kingston. Celebration and promotion of community successes will be a central focus of communications as this rewards leadership and innovation and inspires others to act and contribute to a more sustainable lifestyle.

1. **Kingston Climate Change Symposium:** An annual full-day event held each January to bring climate champions together, inspire action, and showcase the latest developments on community-based climate initiatives.
2. **Pitch In Kingston:** annual community clean-up events organized by Sustainable Kingston and held in the Spring and Fall that aim to make our city safer and more environmentally responsible. Citizens are encouraged to pick up litter on their streets and in their neighbourhoods.
3. **Sustainable Kingston Awards:** An annual awards ceremony held at Springer Market Square where local sustainability champions are recognized. This event is free to the public.
4. **Commuter Challenge:** Over the past several years, Sustainable Kingston has led the organization of Commuter Challenge in collaboration with other local institutions and organizations. We will continue to leverage this event while using the campaign to promote other sustainable transportation initiatives.
5. **Roll-In Breakfast:** In collaboration with Cycle Kingston and Pathways to Education, Sustainable Kingston will continue to organize a roll-in breakfast to encourage cycling in underserved communities.
6. **Energy Efficiency on a Budget:** Sustainable Kingston will continue to partner with the Kingston Frontenac Public Library to provide energy efficiency workshops intended to address energy poverty. SK will expand these workshops and offer them to other community organizations, faith groups, and in underserved communities.

7. **Electric Vehicle Event:** Sustainable Kingston will introduce an electric vehicle event in collaboration with local industry leaders. The purpose of this event will be to share knowledge, answer consumer questions, and promote sustainable transportation.
8. **Sustainable Hospitality Summit:** Sustainable Kingston will host a sustainable hospitality summit intended to bring together local restaurants, institutional leaders, retailers and food security and waste diversion experts to discuss best practices and sustainable food solutions.
9. **Workshops/Seminars:** In 2024, Sustainable Kingston will hosted 6 workshops for businesses and individuals to learn more about sustainability and how to take local action. Topics for each will be aligned with Sustainable Kingston’s 6 Priority areas and provide an opportunity for collaboration with local businesses and institutions.

**Sustainable Kingston Communications**

Despite being significantly understaffed since 2021, Sustainable Kingston has remained a leader in producing informative and insightful digital content focused on sustainability. The monthly sustainably.eco podcast has built a loyal following and provides a platform for sustainability champions in our community. Sustainable Kingston’s monthly newsletter is sent to over 850 individuals in our community and regularly enjoys an open rate of 35% - 40%. Sustainable Kingston.com remains an important resource for knowledge sharing and guest blog contributions.

Finally, Sustainable Kingston’s social media channels continue to be popular and an important point of community engagement. By filling the Communications and Community Engagement Role, Sustainable Kingston will be able to improve and expand to include a greater emphasis on video content. We will be able to dedicate the necessary time and resources to take an intentional and proactive approach to communications.

**Proposed Timelines for Annual Key Activities**

<b>2024 – 2026 Activities</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Sustainably.eco re-launch (2024 only)	X											

Climate Change Symposium	X											
Sustainable Business Pitch Competition			X									
Spring Pitch-In				X								
Sustainable Hospitality Summit					X							
Commuter Challenge						X						
Electric Vehicle Event								X				
Sustainable Kingston Awards									x			
Fall Pitch-In										X		
Workshop		X				X	X	X	X	X	X	
Newsletter	X	X	X	X	X	X	X	X	X	X	X	
Blog		X		X		X		X		X		X
Social Media	X	X	X	X	X	X	X	X	X	X	X	X
City of Kingston SLA Reporting						X						X

**Proposed Cost for Services for  
Community Engagement SLA & sustainably.eco**

**SK 3 Year Budget**



<b>Revenue</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
SLA Contribution from City of Kingston	\$150,000	\$150,000	\$150,000
Sponsorships	\$18,000	\$21,000	\$24,000
Sustainably.eco Revenue	\$30,000	\$40,000	\$50,000
Event Revenue	\$5,000	\$6,000	\$7,000
<b>Total Revenue</b>	<b>\$198,500</b>	<b>\$217,000</b>	<b>\$231,000</b>
<b>Expenditures</b>			
Wages & Benefits*	\$134,160	\$144,576	\$159,033
Professional Development	\$1,000	\$1,000	\$1,000
Office & General	\$2,500	\$2,500	\$2,500
Rent	\$5,700	\$6,500	\$7,000
Insurance	\$2,820	\$3,200	\$3,500
Professional Services	\$20,000	\$20,000	\$20,000
Travel	\$1,000	\$1,000	\$1,000
Program Resources	\$1,000	\$1,000	\$1,000
Program Development	\$1,000	\$1,000	\$1,000
Volunteer Recognition.	\$1,000	\$1,000	\$1,000
Marketing.	\$5,000	\$5,000	\$5,000
Events	\$20,000	\$20,000	\$20,000
<b>Sub-Total Expenses</b>	<b>\$195,180</b>	<b>\$206,776</b>	<b>\$222,033</b>
<b>Total Expenditures</b>	<b>\$195,180</b>	<b>\$206,776</b>	<b>\$222,033</b>
<b>Surplus / (Deficit)</b>	<b>\$3,320</b>	<b>\$10,244</b>	<b>\$8,967</b>

### Service Level Agreement Spending Breakdown

<b>Item</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
Staffing:			
ED and Community Engagement Specialist	\$121,000	\$121,000	\$121,000
Communications	\$2000	\$2000	\$2000
Events	\$20,000	\$20,000	\$20,000
Program Administration:	\$5,000	\$5000	\$5000
Program Development	\$1000	\$1000	\$1000
Program Resources	\$1000	\$1000	\$1000
<b>Totals</b>	<b>\$150,000</b>	<b>\$150,000</b>	<b>\$150,000</b>

The estimated allocation of fees and budget for 2024-2026



**City of Kingston  
Report to Council  
Report Number 24-011**

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**To:** Mayor and Members of Council  
**From:** Paige Agnew, Commissioner, Growth & Development Services  
**Resource Staff:** Curtis Smith, Director of Licensing and Enforcement Services  
**Date of Meeting:** February 20, 2024  
**Subject:** Request for Delegated Authority – Noise By-Law

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**Council Strategic Plan Alignment:**

Theme: Policies & by-laws

Goal: See above

**Executive Summary:**

The purpose of this report is to request Council to delegate authority to the Director of Licensing and Enforcement Services to approve Amplified Sound noise exemptions. These exemptions would, under the current Noise By-Law, require Council approval, a process which can take up to eight weeks, at a cost of over \$350.00 to the applicant.

Staff have seen the volume of residential noise exemption requests rise as many residents have recommenced small gatherings in private settings, such as their own backyards, or in smaller neighbourhood/community events.

This delegation of authority would dramatically streamline the approval process for awarding an Amplified Sound noise exemption, saving significant staff resources and Council time. If approved, there would remain an option for these requests to be presented to Council, at the discretion of the Director of Licensing and Enforcement, if the nature and timing of the event would have a significant community impact.

February 20, 2024

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**Recommendation:**

**That** By-Law Number 2004-52 “A By-Law to Regulate Noise”, as amended, be further as amended as per Exhibit A to Report Number 24-011, to allow delegated authority to the Director of Licensing & Enforcement for Amplified Sound noise exemptions; and

**That** By-Law Number 2016-189 “A By-Law to Consolidate the Delegation of Powers and Duties”, as amended, be further as amended as per Exhibit B to Report Number 24-011, to include delegated authority to the Director of Licensing & Enforcement or their designate for amplified noise exemptions; and

**That** By-Law Number 2005-10 “A By-Law to Establish Fees and Charges to Be Collected by The Corporation Of The City Of Kingston”, as amended, be further amended as per Exhibit C to Report Number 24-011, to establish fees for additional types of noise exemptions.

February 20, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Paige Agnew, Commissioner,  
Growth & Development Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

\_\_\_\_\_  
**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Jennifer Campbell, Commissioner, Community Services

Neil Carbone, Commissioner, Corporate Services Not required

David Fell, President & CEO, Utilities Kingston Not required

Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives Not required

Brad Joyce, Commissioner, Infrastructure, Transportation  
& Emergency Services Not required

Desirée Kennedy, Chief Financial Officer & City Treasurer Not required

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**Options/Discussion:****Background**

City of Kingston Noise By-Law Number 2004-52 defines two distinct regulated areas within the City of Kingston regarding Amplified Sound - a map located in "[Schedule D](#)" of the by-law illustrates these two areas.

In "residential areas", amplification of sound is always prohibited. Members of the community that live in these designated areas are required to keep their music to a minimum, and if the music can be heard from one premise to another, it could be considered a violation.

In "other areas", amplification of sound is allowed up until 11:00 p.m., seven days a week. There are requirements that music cannot start until 7:00 a.m. each day of the week, except for Sunday which begins at 9:00 a.m. These areas are mostly zoned commercial throughout the city, along with the Downtown Kingston Business Improvement Area.

The City of Kingston's Noise By-Law Sections 3.6 and 3.7 currently delegates authority over specific construction-related exemption applications to the City's Manager of Licensing and Enforcement:

**3.6** Notwithstanding sections 3.3 and 3.4, the Manager of Licensing and Enforcement, or his or her designate, has delegated authority to approve an application for exemption from the noise prohibitions listed in section 1 and section 3 of Schedule B of this by-law to permit the pouring, saw-cutting and finishing of concrete, between 1900 hours and 2300 hours, one day per week, excluding Sundays and Statutory Holidays.

**3.7** Notwithstanding sections 3.3 and 3.4, the Manager of Licensing and Enforcement, or his or her designate, has delegated authority to approve an application for exemption from the noise prohibitions listed in section 1 and section 3 of Schedule B of this by-law to permit construction activity and the operation of construction equipment in connection with construction between 1900 hours and 2100 hours, one day per week, excluding Saturdays, Sundays and Statutory Holidays.

Since the emergence from post-COVID-19 regulations, City staff have seen an increase in requests for residential Amplified Sound noise exemptions. Examples of such are primarily small outdoor family events (gatherings/weddings) held in private homes. In 2023, staff received 24 requests for noise exemptions through the city website. Of those 24, only five reports have been submitted to Council with applicants following through on the process. An additional five exemptions were submitted to staff as re-occurring exemptions (i.e. Queen's Orientation, Richardson Stadium).

For members of the public who are seeking a noise exemption in a "residential area", the process can be onerous, taking a minimum of eight weeks to get a report to Council and costing \$347.80 for permit plus publication costs. This eight-week timeframe is constituted of staff time to write a Report to Council, as well as allowing for the public display/publication of a notice

February 20, 2024

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regarding the event and a requisite period for responses/concerns to be received from the public.

Given this administrative process, staff are seeing a trend where this noise exemption process is being circumvented – rather than undertaking a prolonged and costly process to seek permission for an event, they are instead choosing to risk the receipt of a penalty notice, which for an amplified sound infraction costs \$200. Given the general nature of these events (small gatherings), applicants requesting an exemption are usually doing so outside of the required timeframe, creating an administrative burden on staff who do not have enough time to prepare a request to council for the applicant to make their event timeline.

**Municipal Comparison**

In a jurisdictional scan of other municipalities (Exhibit D), 10 cities have been identified as having non-council delegation clauses in their noise by-laws. The specifics of the delegation clauses vary from city to city, with differences being found in:

- Public and Councillor notification requirements; and
- Nature of noise exemption delegated.

**Special Events**

The City of Kingston has a variety of arenas, sports fields, meeting rooms, community halls and other facilities available for use by individuals, groups, and organizations. Members of the public are allowed to apply for use of these public facilities through a booking system administered by the Recreation and Leisure Services Department. These events can vary in terms of size and type of request, and often request the use of an amplified sound device, which necessitates the need for event organizers to go through the formal noise exemption process.

Staff in Recreation and Leisure Services report similar examples of situations where individuals or groups would like to book City facilities on short notice, without understanding that they would have to still have to obtain approval from Council for a noise exemption. Most organizers either decide not to use amplified sound or cancel their request and find another location. Delegation of authority for amplified sound exemptions will smooth the processes for approval of these events in City facilities.

**Recommended Process**

Considering the history of requests to the City for noise exemptions, as well as what other municipalities are doing, staff are recommending the delegation of authority to authorize Amplified Sound noise exemptions of a minor nature to the Director of Licensing and Enforcement. Amplified Sound noise requests of an other-than-minor nature (i.e. multiple days, significant potential community effect, affecting public property, large number of participants, etc.) would continue to be brought to Council for approval.

Applications for amplified noise exemptions would require the following:

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- Complete application submitted at least 14 days ahead of the event;
- The name and address of the applicant(s);
- Point of contact for the event (if different);
- A description of the source of sound or vibration in respect of which exemption is being sought;
- The period of time for which the exemption is sought;
- The reasons why the exemption is being sought;
- The application fee; and
- Posting on the City's website for a 5-business day period, to elicit any public comments about the proposed noise exemption.

In considering the completed application for any amplified noise exemption, the Director will take into account the following:

- The Director shall consult with the affected District Councillor on an application for an exemption and the consultation shall include any terms and conditions that may be attached to an exemption;
- The prior event history, as well as previous By-Law interactions with the applicant(s) and the property at issue;
- The proximity of the sound to a Residential Area and the likelihood that the sound for which an exemption is requested may negatively affect persons in a Residential Area;
- Whether any negative impacts can be reduced with the use of mitigation measures including limiting the sound to certain days or times of the day; and
- Any comments received during the public consultation period.

In an effort to promote compliance, staff are also recommending that the fee for amplified noise exemption requests be reduced to \$100 per event. This fee would be for cost recovery on staff time to review all requirements of the noise exemption and would be 50% of the possible penalty an applicant could receive for contravention of the Amplified Sound noise sections of the Noise By-Law.

#### **Existing Policy/By-Law:**

[City of Kingston Bylaw Number 2004-52, "A By-Law to Regulate Noise"](#)

[City of Kingston Bylaw Number 2016-189, "A By-Law to Consolidate the Delegation of Powers and Duties"](#).

[City of Kingston Bylaw Number 2005-10, "A Bylaw To Establish Fees Collected By The Corporation Of The City Of Kingston"](#).

#### **Notice Provisions:**

None



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**Accessibility Considerations:**

None

**Financial Considerations:**

None

**Contacts:**

Kyle Compeau, Manager, Enforcement Services, 613-546-4291 extension 1343

**Other City of Kingston Staff Consulted:**

Tony Gargaro, Manager, Recreation and Leisure Services

**Exhibits Attached:**

- Exhibit A     Amendment to City of Kingston By-Law 2004-52, "A By-Law to Regulate Noise"
- Exhibit B     Amendment to City of Kingston, Bylaw 2016-189, "A By-Law to Consolidate the Delegation of Powers and Duties"
- Exhibit C     Amendment to City of Kingston By-Law 2005-10, "A By-Law to Establish Fees and Charges to be collected by the Corporation of the City of Kingston".
- Exhibit D     Jurisdictional Scan

# City of Kingston By-Law Number 2024–...

## *By-Law to Amend City of Kingston By-Law Number 2004–52, A By-Law to Regulate Noise*

### **Whereas:**

The Corporation of the City of Kingston (the “**City**”) is a single-tier municipality incorporated pursuant to an order made under section 25.2 of the *Municipal Act*, R.S.O. 1990, c. M.45.

The powers of a municipality must be exercised by its council (*Municipal Act*, 2001, S.O. 2001, c. 25 (the “**Municipal Act, 2001**”), s. 5 (1)).

A municipal power must be exercised by by-law unless the municipality is specifically authorized to do otherwise (*Municipal Act*, 2001, s. 5 (3)).

A single tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public (*Municipal Act*, 2001, s. 10 (1)).

On March 2, 2004, council for the *City* passed *City of Kingston By-Law Number 2004–52*, “*A By-Law to Regulate Noise*”.

Council for the *City* (“**council**”) considers it necessary and desirable for the public to amend *City of Kingston By-Law Number 2004-52*.

**Therefore**, *council* enacts:

### **1. Amendment**

1.1 *City of Kingston By-Law Number 2004–52* is amended as follows:

- (a) Section 1 is amended by adding the following definition in alphabetical order:

“**Director**” means the Director of the Licensing and Enforcement Department and includes the Director’s designate or, in the event of organizational changes, the director of the successor division or department responsible for the administration of this by-law;

*By-Law to Amend By-Law 2004–52*

- (b) Section 1 is amended by deleting the following definitions in their entirety:

**“Licensing and Enforcement Division”** means the administrative unit of the Planning, Building and Licensing Services Department that is responsible for enforcing the general by-laws of the City or, in the event of organizational changes, another administrative unit designated by Council to carry out this responsibility;

**“Manager of Licensing and Enforcement”** means the Manager of the Licensing and Enforcement Division, of the Planning, Building and Licensing Services Department, his or her designate or, in the event of organizational changes, another employee designated by City Council.

- (c) Section 3.1 is deleted in its entirety and replaced with:

The Director is responsible for the administration of this By-Law.

- (d) Section 3.8 is deleted in its entirety and replaced with:

Notwithstanding sections 3.3 and 3.4, the Director, or his or her designate, has delegated authority to approve an application for exemption from the noise prohibitions listed in section 4 of Schedule B of this by-law to permit the amplification of sound.

- (e) Section 3.9 is deleted in its entirety and replaced with:

Exemptions approved by the Director shall be in effect for the dates specified, and the Director may impose any conditions that he or she considers appropriate.

- (f) Section 3.10 is added to state:

An exemption approved by the Director shall be invalid if these conditions are contravened.

## **2. Coming into Force**

- 2.1 This by-law will come into force and take effect on the day it is passed.

*By-Law to Amend By-Law 2004–52*

1 <sup>st</sup> Reading	date
2 <sup>nd</sup> Reading	date
3 <sup>rd</sup> Reading	date
Passed	date

Janet Jaynes  
City Clerk

Bryan Paterson  
Mayor

# City of Kingston By-Law Number 2024–...

## ***By-Law to Amend City of Kingston By-Law Number 2016-189, A By-Law to Consolidate the Delegation of Powers and Duties***

### **Whereas:**

The Corporation of the City of Kingston (the “**City**”) is a single-tier municipality incorporated pursuant to an order made under section 25.2 of the *Municipal Act*, R.S.O. 1990, c. M.45.

The powers of a municipality must be exercised by its council (*Municipal Act, 2001*, S.O. 2001, c. 25 (the “**Municipal Act, 2001**”), s. 5 (1)).

A municipal power must be exercised by by-law unless the municipality is specifically authorized to do otherwise (*Municipal Act, 2001*, s. 5 (3)).

A single tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public (*Municipal Act, 2001*, s. 10 (1)).

On date, council for the *City* passed *City of Kingston By-Law Number 2016–189, “A By-Law to Consolidate the Delegation of Powers and Duties”*.

Council for the *City* (“**council**”) considers it necessary and desirable for the public to amend *City of Kingston By-Law Number 2016–189*.

**Therefore**, *council* enacts:

### **1. Amendment**

1.1 *City of Kingston By-Law Number 2016–189* is amended as follows:

- (a) Schedule A is amended by adding the following delegation in alphabetical order:

<b>Delegate</b>	<b>Delegated Authority Description</b>	<b>Enabling By-Law or Council Motion/Resolution</b>
Director of Licensing and	Authority to approve noise exemptions for amplified	By-Law 2024-xx

*By-Law to Amend By-Law 2016–189*

Enforcement or their designate	sound	
--------------------------------	-------	--

**2. Coming into Force**

2.1 This by-law will come into force and take effect on the day it is passed.

1<sup>st</sup> Reading            date

2<sup>nd</sup> Reading            date

3<sup>rd</sup> Reading            date

Passed                date

Janet Jaynes  
City Clerk

Bryan Paterson  
Mayor

# City of Kingston By-Law Number 2024–...

## ***By-Law to Amend City of Kingston By-Law Number 2005-10, A By-Law to Establish Fees And Charges To Be Collected By The Corporation Of The City Of Kingston***

### **Whereas:**

The Corporation of the City of Kingston (the “**City**”) is a single-tier municipality incorporated pursuant to an order made under section 25.2 of the *Municipal Act*, R.S.O. 1990, c. M.45.

The powers of a municipality must be exercised by its council (*Municipal Act, 2001*, S.O. 2001, c. 25 (the “**Municipal Act, 2001**”), s. 5 (1)).

A municipal power must be exercised by by-law unless the municipality is specifically authorized to do otherwise (*Municipal Act, 2001*, s. 5 (3)).

A single tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public (*Municipal Act, 2001*, s. 10 (1)).

On date, council for the *City* passed *City of Kingston By-Law Number 2005–10*, “*A By-Law to Establish Fees And Charges To Be Collected By The Corporation Of The City Of Kingston*”.

Council for the *City* (“**council**”) considers it necessary and desirable for the public to amend *City of Kingston By-Law Number 2005–10*.

**Therefore**, *council* enacts:

### **1. Amendment**

1.1 *City of Kingston By-Law Number 2005–10* is amended as follows:

- (a) Schedule S “Noise Exemption” is deleted in its entirety and replaced with:

#### **Noise Exemption**

Fees listed in the table below are HST (Harmonized Sales Tax) exempt.

*By-Law to Amend By-Law 2005–10*

Fee Description	Unit	Fee
Application for noise exemption (Delegated Authority)	Each	\$100.00
Re-application for noise exemption (Delegated Authority)	Each	\$60.00
Application for noise exemption (Council authority)	Each	\$347.80
Re-application for noise exemption (Council authority)	Each	\$218.35

**2. Coming into Force**

2.1 This by-law will come into force and take effect on the day it is passed.

1<sup>st</sup> Reading            date  
2<sup>nd</sup> Reading            date  
3<sup>rd</sup> Reading            date  
Passed                 date

Janet Jaynes  
City Clerk

Bryan Paterson  
Mayor



**Jurisdictional Scan – Noise Exemption Authorities**

<b>Municipality</b>	<b>Noise By-Law URL</b>	<b>Are there any delegations? If so, to whom and what are they?</b>
Kingston	<a href="https://www.cityofkingston.ca/documents/10180/16904/Noise%20Bylaw">https://www.cityofkingston.ca/documents/10180/16904/Noise%20Bylaw</a>	Yes – Manager of Licensing and Enforcement may authorize time extensions to the Noise By-Law for specific construction activities.
Ottawa	<a href="https://ottawa.ca/en/living-ottawa/laws-licences-and-permits/laws/laws-z/noise-law-no-2017-255#section-9de41796-47a5-43fc-b5f8-764ab9a32c54">https://ottawa.ca/en/living-ottawa/laws-licences-and-permits/laws/laws-z/noise-law-no-2017-255#section-9de41796-47a5-43fc-b5f8-764ab9a32c54</a>	Yes - Manager of By-law & Regulatory Services may issue noise exemptions for City Construction Projects with certain noise limits, public & Councillor notification.
Mississauga	<a href="https://www.mississauga.ca/wp-content/uploads/2024/01/Noise-Control-By-law-0360-1979.pdf">https://www.mississauga.ca/wp-content/uploads/2024/01/Noise-Control-By-law-0360-1979.pdf</a>	Yes - Commissioner of Transportation and Works may issue general noise exemptions with public & Councillor notification.
Brampton	<a href="https://www.brampton.ca/en/city-hall/bylaws/all%20bylaws/noise.pdf">https://www.brampton.ca/en/city-hall/bylaws/all%20bylaws/noise.pdf</a>	Yes - Chief of Planning and Infrastructure Services may issue general noise exemptions with public notification.
London	<a href="https://london.ca/by-laws/sound-law-pw-12">https://london.ca/by-laws/sound-law-pw-12</a>	Yes - Director, Municipal Compliance for the City may issue general noise exemptions.

<b>Municipality</b>	<b>Noise By-Law URL</b>	<b>Are there any delegations? If so, to whom and what are they?</b>
Markham	<a href="https://www.markham.ca/wps/wcm/connect/markham/de741ff6-5882-46c6-88e4-ab828fb9c9c1/2017-74-Consolidated.pdf?MOD=AJPERES&amp;amp;CONVERT_TO=url&amp;amp;CACHEID=ROOTWORKSPACE.Z18_2QD4H901OGV160QC8BLCRJ1001-de741ff6-5882-46c6-88e4-ab828fb9c9c1-o1dck5P">https://www.markham.ca/wps/wcm/connect/markham/de741ff6-5882-46c6-88e4-ab828fb9c9c1/2017-74-Consolidated.pdf?MOD=AJPERES&amp;amp;CONVERT_TO=url&amp;amp;CACHEID=ROOTWORKSPACE.Z18_2QD4H901OGV160QC8BLCRJ1001-de741ff6-5882-46c6-88e4-ab828fb9c9c1-o1dck5P</a>	Yes - Clerk of the Corporation of the City of Markham may issue noise exemptions for specific types of noise (both construction and otherwise).
Vaughan	<a href="https://www.vaughan.ca/sites/default/files/2023-03/121-2021%20%28Consolidated%29.pdf?file-verison=1680220800102">https://www.vaughan.ca/sites/default/files/2023-03/121-2021%20%28Consolidated%29.pdf?file-verison=1680220800102</a>	Yes - The Director of Enforcement may issue noise exemptions for specific types of noise (both construction and otherwise).
Burlington	<a href="https://www.burlington.ca/en/by-laws-and-animal-services/resources/By-laws/By-law-Search/019-2003-By-law.pdf">https://www.burlington.ca/en/by-laws-and-animal-services/resources/By-laws/By-law-Search/019-2003-By-law.pdf</a>	Yes - Chief Noise Control Officer may issue noise exemptions for construction-related activities if unable to get to Council prior to the undertaking of the activity.
Greater Sudbury	<a href="https://www.greatersudbury.ca/city-hall/by-laws/by-law-2018-29/">https://www.greatersudbury.ca/city-hall/by-laws/by-law-2018-29/</a>	Yes - Manager, Security and By-law Services may issue general noise exemptions.
Whitby	<a href="https://www.whitby.ca/Modules/Bylaws/Bylaw/Download/8a5fdefc-b76d-4bb5-b877-eb21de8bd13d">https://www.whitby.ca/Modules/Bylaws/Bylaw/Download/8a5fdefc-b76d-4bb5-b877-eb21de8bd13d</a>	Yes - Commissioner of Legal and Enforcement Services may issue general noise exemptions.

Municipality	Noise By-Law URL	Are there any delegations? If so, to whom and what are they?
Waterloo	<a href="https://www.waterloo.ca/en/living/noise-by-law.aspx">https://www.waterloo.ca/en/living/noise-by-law.aspx</a>	Yes - Designated Official may issue general noise exemptions.



**City of Kingston  
Report to Council  
Report Number 24-040**

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**To:** Mayor and Members of Council  
**From:** Paige Agnew, Commissioner, Growth & Development Services  
**Resource Staff:** Tim Park, Director, Planning Services  
**Date of Meeting:** February 20, 2024  
**Subject:** Changes to Committee of Adjustment Membership  
Composition and Honorarium for Non-Council Members

---

**Council Strategic Plan Alignment:**

Theme: Corporate business

Goal: See above

**Executive Summary:**

The Committee of Adjustment is a statutory committee established pursuant to Section 44 of the *Planning Act*, R.S.O. 1990, c.P.13. Procedures and composition of the Committee are set out in the Committee By-Law ([By-Law Number 2023-204](#)) under Schedule 14 – Committee of Adjustment. At present, the membership and composition of the Committee is to be comprised of no less than five members and no more than seven members, with no members of Council on the Committee.

This report proposes to change composition of the members that sit on the Committee of Adjustment to include two Councillors given the increasing number of larger and more complex applications proceeding through the Committee and to provide continuity and insight to Council's strategic goals and objectives.

An honorarium program for the non-Council members of the Committee is also proposed to be funded out the Development Approvals budget. This is in line with other like sized municipalities who provide their non-Council members compensation for attending meetings.

February 20, 2024

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**Recommendation:**

**That** By-Law Number 2023-204, "Committee By-Law", as amended, be further amended as per Exhibit A to Report Number 24-040; and

**That** Council direct staff to place on the agenda for the March 5, 2024, Council meeting an item of miscellaneous business requesting the appointment of two Council members to the Committee of Adjustment for a term ending November 30, 2024.

February 20, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

Paige Agnew, Commissioner,  
Growth & Development Services

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

Lanie Hurdle, Chief  
Administrative Officer

**Consultation with the following Members of the Corporate Management Team:**

Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	

February 20, 2024

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**Options/Discussion:****Addition of Councillors to the Committee of Adjustment**

The Committee of Adjustment is a statutory committee established pursuant to Section 44 of the *Planning Act*, R.S.O. 1990, c.P.13. Procedures and composition of the Committee are set out in the Committee By-Law ([By-Law Number 2023-204](#)) under Schedule 14 – Committee of Adjustment. Post amalgamation, the City had two Committees of Adjustment, one for the rural area and one for the urban area. Both committees were comprised of citizen members which did not change in 2009 when the rural and urban committees were merged.

Historically the Committee's work has focused on severance applications (new lot creation) in the rural and urban area with accompanying minor variances, or minor variance applications that would allow homeowners to build a larger deck, accessory structure, or addition onto their home. However, this is changing and applications before the Committee are increasingly becoming larger and more complex.

As the City continues to review and change policies in the Official Plan and regulations in the zoning by-laws, areas of the city are intentionally being upzoned in new streamlined ways in order to expediate the development review timeline for new buildings that are in conformance or near conformance with zoning regulations.

Recent minor variance applications before the Committee have included variances to setbacks, parking, and density for six-storey mid-rise buildings within central Kingston. Examples include sites at 563 Princess Street, 627 Princess Street, and 390 Johnson Street that were upzoned through recent policy work (Williamsville Main Street Study, or the Central Kingston Growth Strategy) to encourage re-development with mid-rise multi-unit buildings. Other applications have included reductions to the number of required parking spaces and increased density for multi-residential buildings across the city.

The current composition of the Committee requires no less than five and no more than seven resident members. Given the increasing complexity of applications at the Committee of Adjustment, staff are recommending that the membership of the Committee be amended to include two Councillors to support the Committee in their decision making. The addition of two members of Council to the Committee of Adjustment will help to provide Council with a greater understanding of what is being processed through the Committee and how it fits into the overall growth and development of the city.

The two Council members on the Committee would be in place of two resident members, meaning the maximum number of members would still be seven. The new composition of the Committee would be no more than five and no less than three residents, and two members of Council. As a new Committee of Adjustment membership was appointed by Council in early 2023, the seven existing resident members will continue to serve on the Committee alongside the two Councillors; however, should two resident members resign at any time, they will not be replaced. Should no mid-term resignations of resident members occur until the expiry of the

February 20, 2024

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current term of appointment (November 15, 2026) the Committee would follow the new composition under the Committee By-Law at the time of re-appointment in November 2026.

If the staff recommendation contained within this report is approved, an item of miscellaneous business will be added to the March 5 Council agenda seeking two members of Council to serve on the Committee of Adjustment. Council member appointments would not come into effect until April 1, 2024 to allow for an orientation to be provided by staff.

### **Honorarium**

In mid 2023, the Committee had three members resign citing meeting length and complexity of applications being more than they had anticipated. Recognizing the commitment that sitting on the Committee has become, it is recommended that non-Council members be compensated for their time through an honorarium for meetings they attend. The honorarium would be funded through an increase to application fees for applications that are processed through the Committee of Adjustment.

Staff have reviewed like sized municipalities to discern if they paid an honorarium and if they did, how much members were compensated. Some cities, like Burlington, Hamilton, and Ottawa, did not provide honorariums. However, Milton provides members a \$75 honorarium, Ajax \$100 for their chair and \$75 for members, Sudbury \$105 for their chair and \$82 for their members, and Guelph \$100 for their chair and \$85 for their members. Larger municipalities like Brampton and Mississauga provide higher compensation of \$175 and \$200 respectively.

Kingston currently holds 12 Committee of Adjustment meetings annually on the third Monday of every month. Similar municipalities also hold monthly meetings, with Ajax and Guelph both holding 12 meetings a year, and Guelph providing a second monthly meeting if required due to application volume.

In 2023, 83 applications were reviewed by the Committee of Adjustment consisting of three different application types, as follows:

- 48 - Category 1 Minor Variance applications which include variances for primary buildings, permissions, and interpretation of uses;
- 11 - Category 2 Minor Variance applications which include variances to accessory uses in the rural and urban areas including garages, decks, swimming pools, and storage barns; and
- 24 - Consent applications that result in new lot creation and require zoning relief.

The honorarium proposed for each of the non-Council members would be \$100 per meeting, with the chair receiving \$120 per meeting. Should all five members attend each of the 12 meetings, each meeting would cost \$520 with a total annual cost of \$6,240. Knowing that all members do not attend every meeting, the overall cost may fluctuate throughout the year.



February 20, 2024

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The honorarium program will be funded from the revenue generated from *Planning Act* applications in the Development Approvals budget. Any adjustment to the fees will be reviewed as part of the annual fee review near the end of 2024.

**Other Considerations**

With the scale and complexity of change being facilitated through the Committee of Adjustment given the strategic objective to accelerate Planning Approvals for new housing, Planning Services is examining ways to increase the notice requirements for Minor Variance applications.

**Existing Policy/By-Law**

Committee By-Law, By-Law Number 2023-204

**Financial Considerations**

The cost of honorariums will be funded by application fee revenues collected under the *Planning Act*. Costs in 2024 will be absorbed within the 2024 approved operating budget. Any subsequent adjustments to fees will be reviewed and incorporated into the 2025 operating budget estimates. Non-council members would be paid at the end of every month.

**Contacts:**

James Bar, Manager, Development Approvals, 613-546-4291 extension 3213

**Other City of Kingston Staff Consulted:**

Andrew Reeson, Senior Legal Counsel, Legal Services

Lana Foulds, Director, Financial Services

Derek Ochej, Deputy City Clerk

**Exhibits Attached:**

Exhibit A     Amendment to the Committee By-Law

# City of Kingston By-Law Number 2024–...

## *By-Law to Amend City of Kingston By-Law Number 2023-204 Committee By-Law*

### **Whereas:**

The Corporation of the City of Kingston (the “**City**”) is a single-tier municipality incorporated pursuant to an order made under section 25.2 of the *Municipal Act*, R.S.O. 1990, c. M.45.

The powers of a municipality must be exercised by its council (*Municipal Act, 2001*, S.O. 2001, c. 25 (the “**Municipal Act, 2001**”), s. 5 (1)).

A municipal power must be exercised by by-law unless the municipality is specifically authorized to do otherwise (*Municipal Act, 2001*, s. 5 (3)).

A single tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public (*Municipal Act, 2001*, s. 10 (1)).

If a municipality has passed a by-law under section 34 of the *Planning Act*, R.S.O. 1990, c. P.13 (the “**Planning Act**”), the council of the municipality may by by-law constitute and appoint a committee of adjustment for the Municipality composed of such persons, not fewer than three, as the council considers advisable (*Planning Act*, s. 44 (1)).

On April 26, 2022, council for the *City* (“**council**”) passed-*City of Kingston By-Law Number 2022–62* pursuant to section 34 of the *Planning Act*.

On November 21, 2023, *council* passed *City of Kingston By-Law Number 2023-204* (the “**Committee By-Law**”).

*Council* considers it necessary and desirable for the public to amend the *Committee By-Law* in order to change the composition of the committee of adjustment.

**Therefore**, *council* enacts:

### **1. Amendment**

1.1 The *Committee By-Law* is amended as follows:

*By-Law to Amend By-Law 2023–204*

- (a) the paragraph titled “Composition” on Schedule 14 – Committee of Adjustment, is deleted in its entirety and is replaced with:

**“Composition:**

- no less than three but no more than five *residents*;
- two members of *council*.”

**2. Coming into Force**

- 2.1 This by-law will come into force and take effect on April 1, 2024.

1 <sup>st</sup> Reading	date
2 <sup>nd</sup> Reading	date
3 <sup>rd</sup> Reading	date
Passed	date

Janet Jaynes  
City Clerk

Bryan Paterson  
Mayor



**Utilities Kingston  
Report to Council  
Report Number 24-080**

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**To:** Mayor and Members of Council  
**From:** David Fell, President & CEO, Utilities Kingston  
**Resource Staff:** Heather Roberts, Director, Water & Wastewater Services  
**Date of Meeting:** February 20, 2024  
**Subject:** 2023 Water System Annual Summary Reports and 2023  
Wastewater Annual Reports

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**Council Strategic Plan Alignment:**

Theme: Regulatory & compliance

**Executive Summary:**

This report provides Council with copies of the Annual Water Summary Reports and Annual Wastewater Reports for the following Water and Wastewater Treatment Facilities and Systems owned by the City of Kingston, and managed, operated, and maintained by Utilities Kingston:

- King Street Water Treatment Plant
- Point Pleasant Water Treatment Plant
- Cana Water Treatment Plant
- Ravensview Wastewater Treatment Plant
- Cataraqui Bay Wastewater Treatment Plant
- Cana Wastewater Treatment Plant
- Kingston Wastewater Collection System

It is a requirement of the [Safe Drinking Water Act, 2002](#) that Council formally receive the Annual Summary Reports for each of the Water Treatment Facilities. The Annual Reports for the Wastewater Treatment Facilities and System are provided for information purposes to Council and require no action. All reports are provided to the Ministry of the Environment, Conservation and Parks.

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**Recommendation:**

**That** Council receive the 2023 Annual Water Summary Reports for the King Street Water Treatment Plant, the Point Pleasant Water Treatment Plant and the Cana Water Treatment Plant as required by the terms and conditions outlined in Schedule 22 of Ontario Regulation 170/03 for Drinking Water Systems.

February 20, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY PRESIDENT

& CEO, UTILITIES KINGSTON

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**David Fell, President & CEO,  
Utilities Kingston**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services	Not required
Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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**Options/Discussion:****Annual Water Summary Reports**

The Annual Water Summary Reports are a statement to satisfy compliance with the terms and conditions of Schedule 22 of [Ontario Regulation 170/03 for Drinking Water Systems](#). There is a compliance report for each water treatment plant. The purpose of this covering report is to provide details related to compliance with the Drinking Water Works Permit (DWWP) and the Municipal Drinking Water License (MDWL). These reports are Exhibits A, B and C, attached to this covering report.

The terms and conditions of the DWWP and MDWL are located under the “Compliance” section of the annual summary reports. The compliance section in each report summarizes the activities of the licensed water system operations as they relate to the water quality parameters outlined within the drinking water regulations.

The reports also summarize specific instances of non-compliance and adverse water quality during the 2023 reporting period which are summarized below.

**King Street Water Treatment Plant**

There were no instances of non-compliance with the terms and conditions of the Drinking Water Works Permit (DWWP) or the Municipal Drinking Water Licenses (MDWL) during the 2023 reporting year.

There were two (2) notifications of adverse water quality reported to the Spills Action Centre and to the Environmental Health Division of the local Ministry of Health during the 2023 reporting period.

1. **June 15, 2023:** Notification for total coliform bacteria with a count of 1 cfu/100mL. Free chlorine residuals at the time of sampling were 2.16 mg/L. Subsequent resampling and testing was undertaken from the same location, upstream and downstream and sent to the lab for analysis. No adverse conditions/results were detected in these samples. With the free chlorine residual present in the original sample and the subsequent resamples not indicating any adverse conditions, a contaminated sample bottle or sampling error is suspected.
2. **July 14, 2023:** Notification for total coliform bacteria with a count of 1 cfu/100mL. Free chlorine residuals at the time of sampling were 1.31 mg/L. Subsequent resampling and testing was undertaken from the same location, upstream and downstream and sent to the lab for analysis. No adverse conditions/results were detected in these samples. With the free chlorine residual present in the original sample and the subsequent resamples not indicating any adverse conditions, a contaminated sample bottle or sampling error is suspected. A free chlorine level lower than 0.05 mg/L must be reported and corrective action taken.

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For context and comparison with the free chlorine residuals noted at the time of the events listed above, a free chlorine level lower than 0.05 mg/L must be reported and corrective action taken.

### **Point Pleasant Water Treatment Plant**

There were no instances of non-compliance with the terms and conditions of the DWWP or the MDWL during the 2023 reporting period, or any adverse sampling results.

### **Cana Water Treatment and Supply System**

There were no instances of non-compliance with the terms and conditions of the DWWP or the MDWL during the 2023 reporting period, or any adverse sampling results.

However, it should be noted that the groundwater supply for the Cana Water Treatment Plant contains a sodium concentration greater than 20 mg/L which requires a notification to the Medical Officer of Health and to the Spills Action Center if a report under subsection 18 (1) of the Safe Drinking Water Act has not been made in respect of sodium in the preceding 57 months. This notification was last completed in July of 2022.

### **Wastewater Annual Reports**

Annual reports for the wastewater facilities and system are a requirement identified in the terms and conditions of the environmental approvals for each treatment facility and the wastewater collection system. The annual reports are required to be submitted to the Ministry of the Environment, Conservation and Parks (MECP) by March 31, 2024. Although the regulation does not compel the Operating Authority to provide the reports to Council to be formally received, Utilities Kingston provides them annually for information purposes. The reports provide a summary of the operations for the previous year at Ravensview, Cataraqui Bay and Cana Wastewater Treatment Plants, and for the Kingston Wastewater Collection System.

As identified last year to Council in the [2022 Water System Annual Summary Reports and 2022 Wastewater Annual Reports report](#), a new Consolidated Linear Infrastructure Environmental Compliance Approval (ECA) for the City's wastewater collection system was approved by the MECP in 2022. As a result, the previous annual report titled River Street Pumping Station and Orchard Street and Collingwood Street Combined Sewer Overflows is now consolidated into a single report for the entire Kingston Wastewater Collection System. Also, to note, in previous years overflows in the wastewater collection system were reported in the Annual Reports for facilities. Those details are also now provided in the Kingston Wastewater Collection System Annual Report.

Information for this annual report is still being compiled but will be finalized to meet the regulatory due date of March 31, 2024. A draft version of the report is attached as Exhibit G.



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### **Ravensview Wastewater Treatment Plant**

In 2023, the Ravensview WWTP was in compliance with all of the conditions outlined in Condition 7 of the Certificate of Approval issued for the plant.

Average flows through the plant were recorded at 61,303 m<sup>3</sup>/day, lower than the 2022 flows recorded at 68,505 m<sup>3</sup>/day.

There were three (3) secondary bypass events during 2023, causing 3,043 m<sup>3</sup> of sewage to be released to the environment.

In the 2023 reporting year, the Ravensview WWTP received one (1) complaint regarding odours from the facility. Staff investigated and no odours were observed at the time of the complaint, however, efforts were made to change some maintenance procedures to reduce the potential for odours. There were no additional odour complaints.

### **Cataraqui Bay Wastewater Treatment Plant**

In October 2023, there was one non-compliant condition reported. The average monthly concentration of Total Phosphorus was 1.07 mg/L, exceeding the limit of 1.00 mg/L as per the ECA. This non-compliant result was reported to the MECP. No actions or directives were provided by the MECP.

No other parameters exceeded the compliance limit as outlined in the Certificate of Approval issued for the plant. However, the following parameters were above the objective concentrations:

- In July 2023, the E.Coli concentration in the final effluent was 109 cfu/100mL, exceeding the objective concentration of 100 cfu/100mL but remained below the compliance limit of 200 cfu/100mL.
- The annual average monthly concentration of Total Suspended Solids (TSS) in the final effluent was 18.88 mg/L, exceeding the objective concentration of 15.00 mg/L, but remained below the compliance limit of 25.00 mg/L.

No other parameters were above objective limits as outlined in the Certificate of Approval issued for the plant.

The non-compliant and elevated concentrations are indicative of the new treatment processes, and the challenges to synchronize processes to achieve optimal operations. Advancements to optimize processes and correct deficiencies have already been made, and a consultant has been retained to assist to improve the quality of the effluent from the plant.

Average flows through the plant were recorded at 28,740 m<sup>3</sup>/day, lower than the 2022 flows recorded at 29,381 m<sup>3</sup>/day.

There were no bypasses at the Cataraqui Bay WWTP in 2023.

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In the 2023 reporting year, the Cataraqui Bay WWTP received no official complaints regarding the facility or treatment process.

### **Cana Wastewater Treatment Plant**

In February 2023, there was one non-compliant condition reported. The average monthly concentration of Total Phosphorus was 0.22 mg/L, exceeding the limit of 0.20 mg/L as per the ECA. This non-compliant result was reported to the MECP. No actions or directives were provided by the MECP.

In addition, there were several months where the Total Suspended Solids, and Total Phosphorous exceeded the monthly objectives, but were below the compliance limit. Staff were able to reduce the effluent concentrations of Total Suspended Solids and Total Phosphorous and have confidence that improvements will be sustained in 2024.

No other parameters were above compliance or objective limits as outlined in the Certificate of Approval issued for the plant.

Average flows through the plant were recorded at 62.7 m<sup>3</sup>/day, the same as the 2022 flows.

There were no bypasses at the Cana WWTP in 2023.

In the 2023 reporting year, the Cana WWTP received no official complaints regarding the facility or treatment process.

### **Kingston Wastewater Collection System**

Certain information to complete the Annual Report for the Kingston Wastewater Collection System is still being compiled. The draft report is attached as Exhibit G to provide the information that is currently available. A complete final Annual Report will be submitted to the MECP by March 31, 2024, and a final version will be available on Utilities Kingston's website.

In 2023, the west collection system collected and conveyed 10,478,205 m<sup>3</sup> of wastewater to the Cataraqui Bay WWTP. The Central and East Collection system collected and conveyed 22,375,448 m<sup>3</sup> of wastewater to the Ravensview WWTP. The Cana Collection system received and moved 22,841 m<sup>3</sup> of wastewater to the Cana WWTP.

The collection system had several wet weather overflow events which released a total of 6,134.82 m<sup>3</sup> of sewage to the environment. The collection system had four spills to the environment from pumping stations due to equipment malfunctions totaling 904.4 m<sup>3</sup>. The overflow and spill locations are provided in Exhibit G. The number of wet weather overflow events and volume of diluted sewage released to the environment in 2023 was less than the number of events and volume reported in 2022. This is due to less severe wet weather events, one combined sewer separation project on Gore Street that also saw the removal of a pollution control point, and past efforts of separation projects. There are two large separation projects planned for 2024 and 2025.

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In the 2023 reporting year, several complaints were received, investigated, and resolved.

There were nine (9) odour complaints connected to the new construction of the Days Road pumping station. These complaints spanned from June to October. Operations staff investigated the complaints and inspected the odour control unit at the facility regularly to ensure it was functioning and being properly maintained. Additional filters are readily available for the odour control unit, and staff continue to monitor the system.

There were seven (7) odour complaints associated with sanitary sewer maintenance holes. Staff responded and investigated all of these complaints. Response and resolution to these complaints included, inspecting infrastructure upstream and downstream of the complaint, installing certain equipment in the maintenance holes to reduce the chance of sewer gasses being released, jetting and cleaning pipes, and inspecting lines with a camera.

Staff responded to fifty-one (51) complaints about lateral and main collection system backups. Operations staff worked with property owners and/or tenants at each site to locate and confirm the source of the backup. Obstructions from materials that should not have been flushed or present into the system, impacted tree roots on pipes, and deformed/degraded pipes were the typical causes. Seventeen (17) of the fifty-one (51) complaints were related to private infrastructure, meaning the portion of the pipe and/or issue was located on private property and the responsible of the home or business owner. Staff responded to relieve backups using different methods, such as rodding lines, camera work to identify locations and used jet trucks to flush materials and blockages.

### **Public Engagement**

In accordance with Schedule 22 of Ontario Regulation 170/03 for Drinking Water Systems, the 2023 annual drinking water quality reports will be available and posted to the Utilities Kingston website. For example, and reference, the 2022 annual reports can be viewed [here](#). Appropriate public notice will be provided in the form of a public news release and on social media. Reports are also available in hard copy at the request of a member of the public.

The Annual Wastewater Reports will be available and posted to the Utilities Kingston website. For example, and reference, the 2022 annual reports can be viewed [here](#).

### **Existing Policy/By-Law**

The Annual Water Summary Reports are a statement to satisfy compliance with the terms and conditions of Schedule 22 of [Ontario Regulation 170/03 for Drinking Water Systems](#), a regulation under the [Safe Drinking Water Act, 2002](#).

As per the Environmental Compliance Approvals, the Annual Reports for the Wastewater Facilities and System are required to be submitted to the MECP by March 31 of each year.

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**Notice Provisions**

Notice to the public on the completion and availability of the annual drinking water reports is required and will be provided by the end of February.

**Financial Considerations**

None

**Contacts:**

Heather Roberts, Director, Water and Wastewater Services, 613-546-1181 extension 2400

**Other City of Kingston Staff Consulted:**

Julie Runions, Manager, Water and Wastewater Treatment Operations

James Patenaude, Supervisor, Water and Wastewater Treatment Operations

**Exhibits Attached:**

Exhibit A – King Street Water Treatment Plant, Annual Summary Report 2023

Exhibit B – Point Pleasant Water Treatment Plant, Annual Summary Report 2023

Exhibit C – Cana Water Treatment Plant, Annual Summary Report 2023

Exhibit D – Ravensview Wastewater Treatment Plant, Annual Report 2023

Exhibit E – Cataraqui Bay Wastewater Treatment Plant, Annual Report 2023

Exhibit F – Cana Wastewater Treatment Plant, Annual Report 2023

Exhibit G – Draft Kingston Wastewater Collection System, Annual Report 2023



# **KING STREET WATER TREATMENT PLANT 2023 ANNUAL SUMMARY REPORT**

**Drinking Water System Number:** 220001860  
**Drinking Water System Owner:** City of Kingston  
**Drinking Water System Category:** Large Municipal Residential

Submitted by:  
David Fell  
President & C.E.O.

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## 1 INTRODUCTION

This report has been prepared as required under Ontario Regulation 170/03 of the Safe Drinking Water Act (SDWA) to acknowledge compliance with the terms and conditions of the Drinking Water Works Permit (DWWP) and Municipal Drinking Water License (MDWL) issued for the King Street Water Treatment Plant, comment on any incidents of non-compliance during the reporting period, summarize the quantities of the water supplied, and compare those quantities to the rated capacity and flow rates as set out in the system's permit and MDWL during the reporting period.

This report is specific to the King Street Water Treatment Plant located at 302 King Street West, in the City of Kingston and its associated distribution system, which serves Kingston's municipal water customers in the areas North to Cataraqui Arena, Hwy#2 west to Westbrook, Bath Road to Coronation Blvd, south of Hwy #401, Hwy#2 east to Milton subdivision, and Hwy #15 north to the St. Lawrence Business Park known as the Kingston Drinking Water System.

The Kingston Drinking Water System receives water from both the King Street Water Treatment Plant and the Point Pleasant Water Treatment Plant. The Water Treatment Plants and its associated distribution system are owned by the City of Kingston, with Utilities Kingston acting as the operating authority.

## 2 NON COMPLIANCE

There were no issues of non-compliance with the terms and conditions of the DWWP or MDWL during this reporting period.

## 3 COMPLIANCE

The Treatment Operations department of Utilities Kingston, for the City of Kingston, operates and maintains the King Street Water Treatment Plant (WTP) and complies with the terms and conditions of the Drinking Water Works Permit (DWWP) and Municipal Drinking Water License (MDWL) issued for the WTP. The Utilities Kingston Systems Operations department and the Treatment Operations department of Utilities Kingston operate and maintain the associated distribution system and storage and pumping facilities. Staffing is maintained at levels to ensure adequate numbers of trained and licensed personnel are available for proper operations during emergency or upset conditions, vacation/sick relief, or to deal with equipment breakdown.

Quality management systems (QMS), contingency plans, and operations manuals are established and are located in the appropriate facilities and available to appropriate staff.

A QMS for the City of Kingston's drinking water supply systems has been developed and implemented by Utilities Kingston management and staff to ensure the continued safety and security of the community's drinking water by meeting or exceeding the requirements of all relevant legislation and regulations, and the Drinking Water Quality Management Standard (DWQMS).

Operations manuals include information necessary for the day-to-day operations and maintenance of the WTP and distribution system as well as information that may not be regularly used but that might be required to be accessed quickly for various purposes. Contingency plans include information that may be required for proper operation of the WTP or distribution system during emergency or upset conditions and contain items such as emergency plans and contact lists, alternate materials supply sources and notification lists.

The operations strategy of Utilities Kingston includes ensuring that permits, approvals, and licenses are in place, that efficient maintenance and operations ensures the quality of water supplied to its customers meets or exceeds the minimum requirements as set out in the SDWA, and that permissible flow rates are not exceeded. The City of Kingston, as a means of source water protection, considers the impact of decisions made within its authority on the drinking water supply source for the WTP.

## DOCUMENT:

King Street Water Treatment Plant Annual Summary Report

Flow measuring devices for measuring the amount of water taken from Lake Ontario, and the amount of water supplied to the distribution system are calibrated annually by a third party. Accuracy in these measurements ensures that treatment chemicals are precisely applied and that flows do not exceed the capacity at which the WTP is designed to be effective. These flows are recorded to provide current and historical information which is used for operational decision making and to allow both the public and the Ministry of the Environment, Conservation and Parks (MECP) the ability to review WTP operations.

Water quality analyzers that monitor parameters such as chlorine residual and turbidity of critical process streams and water directed to the distribution system are alarm equipped and are maintained in accordance with the manufacturer's recommendations as well as the conditions of the DWWP/MDWL.

Water sampling is conducted to a level that exceeds the minimum requirements of schedule 13 of Ontario Regulation 170/03 of the Safe Drinking Water Act, and includes additional sampling as well as sampling recommended in the first Engineers Report for the WTP. Raw water sampling is conducted to give operational staff information required to determine the level of treatment required to make the water potable. In-plant process stream samples provide monitoring of treatment processes. Treated and distribution system sampling provides information regarding the quality of water delivered to customers. All of these samples are analyzed by either licensed staff or by laboratories accredited by the Standards Council of Canada through the Canadian Association for Environmental Analytical Laboratories.

All sampling information, annual reports and all other documentation required by the DWWP, and regulations are available for public viewing at the WTP during normal business hours. Annual Reports are also available on the Utilities Kingston website as well as at the Utilities Kingston and City of Kingston offices. Residents of the City of Kingston are encouraged to review this information, the availability of which is advertised through various local media.

#### 4 NOTIFICATIONS

Under Ontario Regulation 170/03, notifications were required for any instances where a sample result indicated that a parameter used to measure water quality exceeded a Maximum Acceptable Concentration (MAC). Once a notification is received from a laboratory or an observation of any other indicator of adverse water quality is made by operations personnel, corrective action as dictated by the regulations is initiated in an effort to confirm the initial result. If confirmed, further action may be recommended by the Medical Officer of Health (MOH). If not confirmed, sampling will typically return to the normal schedule or depending on the parameter, Utilities Kingston may choose to increase the sampling frequency to monitor the parameter more closely for a period of time. The details of any events requiring notifications are listed below.

##### 4.1 EVENTS REQUIRING NOTIFICATIONS

- Notification of an indicator of adverse water quality was received from Caduceon Environmental Laboratories regarding a sample collected on **June 15<sup>th</sup>** for Total Coliform (TC) with a count of **1 cfu/100mL**. Free chlorine residual at the time of sampling was **2.16 mg/L**. Notifications were made to the Spills Action Centre and to the Environmental Health Division of the local Ministry of Health. Resamples were collected from the same location, upstream and downstream and sent to the lab for analysis. With the free chlorine residual present in the original sample and the subsequent re-samples not indicating any adverse conditions, a contaminated sample bottle or sampling error is suspected.



## DOCUMENT:

King Street Water Treatment Plant Annual Summary Report

- Notification of an indicator of adverse water quality was received from Caduceon Environmental Laboratories regarding a sample collected on **July 14th** for Total Coliform (TC) with a count of **1 cfu/100mL**. Free chlorine residual at the time of sampling was **1.31 mg/L**. Notifications were made to the Spills Action Centre and to the Environmental Health Division of the local Ministry of Health. Resamples were collected from the same location, upstream and downstream and sent to the lab for analysis. With the free chlorine residual present in the original sample and the subsequent re-samples not indicating any adverse conditions, a contaminated sample bottle or sampling error is suspected.

## 5 QUANTITY OF WATER SUPPLIED

Listed in Tables 3 and 4 following this report are the treated water flows for the King Street Water Treatment Plant. The serviced population for the King Street WTP and Point Pleasant WTP is 132,485 (population from Census data for 2021). The annual average daily use was 22,158 m<sup>3</sup>/day from the Point Pleasant WTP and 44,427 m<sup>3</sup>/day from the King Street WTP. Total average per capita use was calculated at 503 litres per person/day. The metered residential use for 2023 is currently pending. The typical Canadian average is 250-350 litres per person/day residential use (source: Environment Canada). The City has imposed limitations or restrictions on water use when necessary. System losses through leakage, mainly due to the age of the distribution system infrastructure, also account for a significant portion of the “unaccounted for” water. Water systems operators perform proactive leak detection throughout the year and perform reactive leak detection based on reports of high water demand.

## 6 FLOW RATE EXCEEDANCES

There were no instances during this reporting period where flows at the King St WTP exceeded the maximum allowable flow rate of 118,000 m<sup>3</sup>/day. Listed in Tables 1 and 2 following this report are the raw water flows (water taken from Lake Ontario) for the King Street Water Treatment Plant.

## 7 TREATMENT CHEMICALS USED

There are two treatment chemicals in use at this treatment plant. Chlorine, in the form of 12% sodium hypochlorite, is used as the disinfectant. Poly Aluminum Chloride (PACl) is used as the coagulant for the WTP.

Chlorine is dosed at the treatment plant at a rate which ensures an adequate residual is maintained at those points in the distribution system that are farthest from the point of entry of treated water to the system and, that an adequate chlorine Contact Time (CT) value is maintained for the rate of flow. Average chlorine dosage for this treatment plant is approximately 2.37 mg/l. Residuals are routinely measured in the distribution system, and the treatment plant chlorine dosage is adjusted as required to ensure the chlorine residual stays above the critical control limit of 0.20 mg/L. The critical control limit is chosen to ensure operators have ample time to respond and correct issues before the chlorine residual reaches the regulatory limit of 0.05 mg/L.

Typical PACl dosages for this treatment plant are in the range of 4.54 – 10.7 mg/l. This dosage is also adjusted to ensure efficiency in the coagulation process as various changes occur in the raw water. Changes are based on things such as pH, temperature, turbidity, and the aluminum residual in the treated water.

Chlorine is also added to the water as it passes through the James St. Booster Station. The booster station is located in Barriefield village, and pumps water from the distribution system at the west of the Cataraqui River into the distribution system located east of the Cataraqui River. Chlorine is added

here to slightly raise the level of chlorine to ensure adequate residual remains in the water in this part of the distribution system.

## 8 SUMMARY

The King Street Water Treatment Plant supplied water to residents of Kingston at flow rates which allowed adequate treatment while not exceeding permitted flows. Water of good quality which is safe to drink was produced by the treatment plant during this reporting period.

Further information is available for this system and is included in the annual reports which can be accessed from the Utilities Kingston Website at <http://www.utilitieskingston.com> or is available at Kingston City Hall, or the Utilities Kingston offices. For further information about this report or any questions regarding accessibility, contact Robert Cooney at [rcooney@utilitieskingston.com](mailto:rcooney@utilitieskingston.com), or call 613-546-1181 Ext 2291.

## 9 FLOWS

Raw, Treated, and Distribution flows are summarized in the following tables.

**UTILITIES KINGSTON – WATER TREATMENT – ANNUALSUMMARY REPORT**

**DOCUMENT:**  
King Street Water Treatment Plant Annual Summary Report

**Table 1 – Raw Water Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	45,200	54,100	53,400	54,900	51,700	52,300	46,100	45,700	47,600	47,900	52,020	54,000
2	45,000	51,600	54,200	54,600	52,400	47,000	46,100	45,400	47,500	47,800	50,700	54,000
3	44,900	48,500	54,600	51,100	46,700	51,500	46,200	49,500	50,100	48,200	51,500	53,800
4	45,000	53,900	54,700	51,500	45,700	47,600	49,900	45,700	55,000	48,400	48,500	53,600
5	45,200	54,000	54,800	51,900	45,500	48,300	51,400	45,500	54,200	49,200	50,500	49,000
6	45,200	54,100	54,700	53,000	45,400	50,800	52,300	45,700	54,300	53,500	48,400	49,200
7	45,100	54,100	54,800	52,500	45,500	49,300	52,500	45,100	54,800	49,500	48,400	50,400
8	45,300	53,800	51,900	52,200	45,300	47,700	52,500	45,800	51,000	47,500	47,000	53,300
9	45,400	53,600	52,200	52,200	46,900	48,200	52,100	45,800	46,000	47,400	44,500	53,200
10	52,000	53,900	52,800	48,200	47,500	46,200	52,600	45,300	46,900	40,400	44,400	52,400
11	51,600	54,100	52,900	47,300	47,700	45,900	48,000	45,600	52,900	32,500	44,500	44,100
12	53,800	53,700	51,000	49,600	48,300	46,100	45,400	45,400	53,300	44,000	44,900	44,400
13	48,000	54,100	52,700	53,000	48,300	46,000	46,000	45,700	52,800	45,000	44,800	47,400
14	47,800	54,300	52,900	53,000	51,500	45,800	46,000	45,600	46,500	41,700	44,700	53,300
15	47,900	54,300	53,800	46,500	45,600	47,200	47,300	45,600	45,900	43,200	44,500	48,700
16	47,700	54,400	54,300	52,700	45,500	47,000	52,700	45,400	46,200	41,100	44,700	45,900
17	47,700	54,300	54,600	52,600	45,500	47,000	54,200	46,200	46,100	44,000	47,000	45,600
18	50,900	54,200	54,500	46,500	45,300	47,200	47,600	46,800	48,700	47,400	52,700	45,900
19	53,500	54,200	54,400	48,600	45,400	47,600	47,300	47,000	54,400	48,300	52,700	46,000
20	52,000	54,100	53,800	51,900	45,500	50,800	47,200	46,900	54,000	50,400	45,700	45,600
21	48,000	54,000	54,300	48,500	45,500	55,200	44,100	47,200	52,800	49,800	45,800	45,200
22	47,400	53,600	40,600	47,800	45,400	49,700	45,900	47,600	52,600	42,100	48,030	45,600
23	47,800	49,600	54,700	48,800	45,600	45,600	46,000	47,300	47,400	49,600	50,600	45,500
24	51,900	49,000	54,800	48,400	45,500	45,500	47,400	47,400	45,100	47,500	52,900	45,700
25	54,300	54,300	54,600	46,900	45,500	43,100	52,700	47,300	44,500	53,800	52,500	45,300
26	54,000	50,300	54,500	51,900	45,700	44,700	52,100	47,100	44,400	53,700	52,900	45,300
27	54,300	51,500	54,700	51,800	45,900	45,900	52,100	47,100	51,700	54,400	53,000	44,500
28	54,000	54,600	54,700	45,700	45,600	46,000	52,000	47,100	54,700	48,600	49,100	45,600
29	49,400	N/A	44,500	45,600	49,400	45,300	52,100	47,400	54,300	51,700	44,100	45,600
30	47,200	N/A	48,600	47,700	51,600	46,100	47,600	47,400	48,400	50,200	48,300	45,600
31	52,500	N/A	55,000	N/A	52,330	N/A	45,200	48,400	N/A	48,300	N/A	45,700
Total	1,520,000	1,490,200	1,644,000	1,506,900	1,459,230	1,426,600	1,520,600	1,441,000	1,504,100	1,467,100	1,449,350	1,489,400
Average	49,032	53,221	53,032	50,230	47,072	47,553	49,052	46,484	50,137	47,326	48,312	48,045
Min	44,900	48,500	40,600	45,600	45,300	43,100	44,100	45,100	44,400	32,500	44,100	44,100
Max	54,300	54,600	55,000	54,900	52,400	55,200	54,200	49,500	55,000	54,400	53,000	54,000

Permit To Take Water (m3/day)	118,000
Yearly Average (m3)	49,125
Yearly Min (m3)	32,500
Yearly Max (m3)	55,200

**UTILITIES KINGSTON – WATER TREATMENT – ANNUALSUMMARY REPORT**

**DOCUMENT:**  
King Street Water Treatment Plant Annual Summary Report

**Table 2 – Peak Raw Water Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	48,490	59,000	103,400	57,820	56,000	61,000	51,000	47,700	49,980	49,990	47,800	58,000
2	48,280	58,000	56,890	57,770	59,000	56,150	50,000	50,000	53,000	50,250	74,680	58,000
3	50,000	58,000	56,850	59,000	53,250	55,020	51,000	57,000	57,240	50,620	67,720	59,000
4	90,000	58,000	59,000	59,000	48,750	52,470	57,000	50,000	57,160	54,000	53,000	57,000
5	47,850	58,000	59,000	59,000	48,490	56,000	57,390	49,000	57,250	57,000	52,000	56,000
6	48,060	93,000	57,360	62,000	48,220	58,000	55,800	49,000	59,000	64,000	52,000	54,000
7	47,670	64,670	57,030	57,000	48,120	54,870	55,930	50,000	73,000	56,000	52,000	58,000
8	48,480	56,000	58,000	57,000	47,780	51,860	55,680	56,000	57,460	55,000	59,000	61,210
9	50,000	56,810	57,000	57,000	51,550	52,000	55,330	50,000	48,220	54,000	47,360	59,000
10	57,000	56,350	58,000	66,150	60,000	53,000	57,000	55,000	55,730	54,000	46,260	59,000
11	55,710	56,550	58,000	50,680	63,000	50,000	56,000	47,530	58,000	38,260	46,440	54,400
12	55,960	56,040	58,000	58,000	54,000	48,770	59,000	47,280	57,000	56,000	46,810	46,710
13	54,670	58,000	58,000	58,000	52,000	49,000	50,000	47,540	56,220	55,950	46,480	58,000
14	54,000	59,000	58,000	58,000	58,000	49,000	48,120	47,780	54,330	56,100	46,400	58,000
15	54,000	81,000	56,900	53,870	49,000	67,000	55,000	47,780	50,000	55,570	48,650	55,560
16	51,070	59,000	56,840	55,930	50,000	53,000	55,610	50,000	50,000	60,000	49,000	48,330
17	50,420	58,000	57,020	57,000	47,950	52,000	57,730	48,620	51,000	89,100	55,810	47,720
18	57,000	59,000	57,530	54,000	48,580	53,000	54,870	49,480	60,100	56,000	57,000	52,000
19	57,000	58,000	57,340	55,970	47,970	53,000	54,000	53,000	57,140	56,000	59,000	53,000
20	58,000	56,470	70,000	66,420	47,890	60,000	56,000	52,000	58,000	57,140	52,740	48,790
21	57,000	56,380	56,740	52,000	47,820	58,220	47,490	52,000	57,000	56,910	48,470	48,420
22	54,000	61,000	65,000	53,000	51,000	57,050	48,130	53,000	57,000	61,000	52,000	51,000
23	54,000	57,000	59,000	53,000	50,000	47,630	47,900	53,000	56,000	55,480	70,130	50,000
24	58,000	56,630	60,000	52,000	50,000	47,980	57,000	53,000	48,820	55,860	59,000	50,000
25	56,300	56,350	59,000	52,000	50,000	46,940	57,000	53,000	46,400	71,000	59,000	50,000
26	56,260	56,960	59,000	57,000	48,500	47,580	58,790	52,000	46,310	57,000	1,200	49,000
27	56,740	57,000	59,000	57,000	49,000	48,090	55,380	49,460	57,840	57,110	57,000	53,000
28	56,650	58,000	60,000	50,000	49,000	51,000	57,000	52,000	56,960	56,050	57,000	52,000
29	55,240	N/A	47,300	50,000	54,760	58,000	57,000	53,000	56,430	60,890	46,510	51,000
30	50,260	N/A	57,060	57,000	55,130	51,000	57,000	53,000	55,240	56,000	54,960	50,000
31	56,480	N/A	57,660	N/A	61,660	N/A	48,440	59,000	N/A	59,000	N/A	50,000
Monthly Max	90,000	93,000	103,400	66,420	63,000	67,000	59,000	59,000	73,000	89,100	74,680	61,210

Permit To Take Water (m3/day)	118,000
Yearly Max (m3)	103,400

**UTILITIES KINGSTON – WATER TREATMENT – ANNUAL SUMMARY REPORT**

**DOCUMENT:**

**King Street Water Treatment Plant Annual Summary Report**

**Table 3 – Treated Water Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	41,500	48,600	47,800	48,600	47,500	48,200	41,900	41,500	41,700	41,800	41,600	48,600
2	41,300	45,700	48,400	48,300	48,300	42,800	41,800	41,100	41,600	41,700	42,700	48,900
3	41,200	43,000	49,000	44,200	43,100	47,200	41,800	45,200	44,100	42,000	44,000	48,700
4	41,300	48,200	49,000	45,300	41,600	43,300	45,600	41,400	48,300	42,100	44,300	48,300
5	41,400	48,300	49,000	46,000	41,400	44,200	47,700	41,200	47,800	45,400	46,300	42,000
6	41,400	48,600	48,900	47,800	41,400	46,600	48,000	41,100	48,400	48,400	44,100	42,200
7	41,300	48,800	49,100	48,400	41,400	45,100	48,200	41,300	48,600	43,300	44,100	45,300
8	41,500	48,500	49,000	48,100	41,200	43,500	48,200	41,500	45,300	41,500	43,500	49,000
9	41,600	48,700	48,300	48,200	42,800	44,000	47,900	41,600	41,800	41,500	41,900	48,500
10	48,100	48,600	48,700	43,000	44,300	42,300	48,200	41,100	42,800	35,800	41,800	48,200
11	46,600	48,600	48,800	41,600	43,700	41,700	43,700	41,300	48,600	29,900	41,800	41,000
12	48,200	48,300	47,000	44,900	44,220	41,800	41,600	41,200	48,800	40,200	42,000	41,800
13	42,200	48,300	48,700	48,800	44,200	41,800	41,700	41,400	48,500	41,300	41,900	44,300
14	42,000	48,700	48,800	48,800	47,300	41,700	41,700	41,300	42,300	38,400	42,840	48,800
15	42,100	48,600	48,700	42,400	41,400	42,300	43,000	41,400	41,800	39,700	42,000	44,600
16	41,900	48,900	48,300	48,600	41,400	41,300	48,300	41,100	42,100	37,000	51,500	41,600
17	41,800	48,600	48,500	48,400	41,500	41,300	48,200	41,400	41,900	40,800	45,100	41,400
18	45,400	48,300	48,400	42,300	41,300	41,500	41,800	41,300	44,000	43,500	48,100	41,700
19	48,200	48,200	48,200	44,500	41,400	41,700	41,500	41,400	49,200	44,300	46,800	41,600
20	46,200	48,200	47,700	47,400	41,400	44,600	42,700	41,200	48,900	45,700	41,700	41,300
21	42,400	48,100	48,300	44,300	41,400	48,600	40,500	41,200	48,500	44,900	32,200	41,600
22	41,800	48,100	44,600	44,400	41,300	44,400	41,600	41,600	48,300	44,600	43,170	41,600
23	41,900	43,800	48,900	44,500	41,600	41,300	41,600	41,500	43,300	45,100	45,600	41,500
24	46,000	43,600	48,600	44,100	41,300	41,200	43,100	41,600	45,100	43,100	48,500	41,600
25	48,800	48,400	48,500	42,800	41,400	39,500	48,400	41,500	41,900	49,300	48,300	41,300
26	48,200	44,400	48,000	47,900	41,500	41,100	47,700	41,300	41,900	49,000	48,600	41,100
27	48,600	45,300	48,300	47,500	41,500	41,500	47,700	41,300	47,100	48,800	48,700	41,300
28	48,300	48,900	48,500	41,500	41,400	41,700	47,800	41,300	48,800	43,400	45,100	41,500
29	43,400	N/A	41,500	41,400	45,200	41,400	47,800	41,600	48,700	46,000	41,500	41,500
30	41,400	N/A	43,000	43,700	47,500	41,800	43,300	41,500	42,300	43,400	43,200	41,500
31	47,100	N/A	48,800	N/A	48,000	N/A	41,000	42,600	N/A	41,300	N/A	41,600
Total	1,363,100	1,332,300	1,487,300	1,367,700	1,332,920	1,289,400	1,384,000	1,287,000	1,362,400	1,323,200	1,322,910	1,353,900
Average	43,971	47,582	47,977	45,590	42,997	42,980	44,645	41,516	45,413	42,684	44,097	43,674
Min	41,200	43,000	41,500	41,400	41,200	39,500	40,500	41,100	41,600	29,900	32,200	41,000
Max	48,800	48,900	49,100	48,800	48,300	48,600	48,400	45,200	49,200	49,300	51,500	49,000

Municipal Drinking Water Licence Max (m3/day)	118,000
Yearly Average (m3)	44,427
Yearly Min (m3)	29,900
Yearly Max (m3)	51,500

**UTILITIES KINGSTON – WATER TREATMENT – ANNUALSUMMARY REPORT**

**DOCUMENT:**  
King Street Water Treatment Plant Annual Summary Report

**Table 4 – Peak Treated Water Flow Daily Totals**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	42,680	51,230	50,690	50,110	50,040	49,800	42,930	42,290	42,530	42,870	42,640	51,260
2	42,430	52,100	50,740	49,800	50,410	49,700	43,040	42,680	42,730	42,920	46,300	51,080
3	42,560	50,040	51,000	49,990	47,490	49,100	42,870	50,380	49,970	42,940	45,620	50,740
4	42,690	50,150	50,790	48,800	42,650	47,820	50,400	42,640	50,340	43,340	45,590	50,900
5	42,510	50,550	50,930	50,820	42,540	48,380	49,670	42,700	50,360	50,460	45,640	47,970
6	42,510	50,850	50,720	50,620	42,670	50,180	49,170	42,570	50,640	50,840	45,130	43,020
7	42,430	51,050	50,820	50,330	42,360	48,820	49,830	42,610	50,740	48,280	45,480	50,830
8	42,320	50,330	55,690	50,940	42,590	45,040	49,330	42,740	50,510	42,640	58,360	50,650
9	47,680	50,420	50,820	50,150	45,200	45,510	49,940	42,760	42,870	42,900	43,230	50,920
10	50,490	50,370	50,710	49,390	45,380	49,970	50,790	45,680	49,920	45,430	43,230	50,970
11	49,580	50,230	51,030	42,480	45,820	43,020	49,850	42,300	50,940	46,003	42,930	47,430
12	50,680	49,860	51,050	50,930	45,870	42,760	45,490	42,440	50,900	50,480	43,160	43,090
13	47,220	50,660	50,920	53,160	49,640	42,570	42,920	42,420	50,400	49,990	43,200	51,220
14	43,050	50,930	50,980	50,810	50,170	42,770	42,640	42,390	48,660	50,020	43,090	50,600
15	43,200	50,990	50,180	50,310	42,720	57,230	51,110	42,300	43,060	49,870	42,870	49,560
16	42,860	50,550	50,170	50,460	42,740	42,230	50,740	47,980	43,110	49,890	43,120	42,780
17	42,620	50,750	49,850	50,830	42,640	42,490	49,600	42,660	43,120	50,900	50,450	42,550
18	50,430	50,150	49,940	48,570	42,510	42,600	47,040	42,670	50,480	50,700	51,170	42,940
19	50,820	50,540	50,750	50,080	42,510	42,520	48,810	42,610	51,200	52,500	51,220	42,750
20	50,080	49,740	54,890	50,080	42,330	50,680	51,030	42,360	50,860	50,900	42,860	42,670
21	50,390	49,420	50,490	46,010	42,330	50,200	42,460	42,460	50,760	51,020	42,570	42,690
22	43,080	50,740	61,770	45,740	42,480	50,100	42,690	42,780	50,480	50,970	42,720	42,740
23	43,170	49,130	50,890	45,650	42,660	42,460	42,460	42,750	49,890	49,660	50,950	42,510
24	49,770	49,610	50,890	46,310	44,910	42,300	49,960	42,660	51,000	49,900	51,150	42,650
25	50,520	50,360	50,770	48,830	42,790	41,740	50,720	42,750	43,040	61,610	51,200	42,470
26	50,370	49,890	50,220	50,015	42,500	42,400	52,480	42,500	43,290	52,980	51,080	42,310
27	50,290	50,610	50,840	50,260	42,500	42,800	49,510	42,230	51,690	50,070	51,040	50,110
28	50,390	51,160	51,260	42,700	42,900	42,970	50,230	42,560	50,940	49,650	50,940	42,800
29	47,770	N/A	49,100	42,760	49,270	43,170	49,980	42,660	50,790	50,260	43,080	42,610
30	42,480	N/A	49,400	56,200	48,580	43,000	48,730	42,650	49,600	49,390	49,220	42,640
31	50,240	N/A	50,310	N/A	51,000	N/A	42,380	49,830	N/A	42,860	N/A	42,600
Monthly Max	50,820	52,100	61,770	56,200	51,000	57,230	52,480	50,380	51,690	61,610	58,360	51,260

Municipal Drinking Water Licence Max (m3/day)	118,000
Yearly Max (m3)	61,770

**UTILITIES KINGSTON – WATER TREATMENT – ANNUALSUMMARY REPORT**

**DOCUMENT:**  
King Street Water Treatment Plant Annual Summary Report

**Table 5 – Net to Distribution System Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	40,910	47,971	46,389	45,864	41,849	46,570	39,045	40,513	43,628	43,655	43,024	46,613
2	41,804	45,342	47,863	48,651	47,267	47,669	44,490	41,948	43,190	41,919	43,316	48,357
3	41,372	46,405	48,868	46,075	43,663	44,961	43,648	45,021	43,179	42,682	44,166	48,157
4	43,142	48,034	49,272	45,068	43,064	45,929	45,858	41,910	48,115	43,074	45,512	48,313
5	40,426	50,062	49,219	48,148	43,725	45,273	44,659	41,578	46,283	44,234	48,241	45,160
6	41,374	47,646	49,761	46,217	41,049	43,804	48,431	41,623	46,625	45,558	40,814	44,082
7	43,009	48,681	49,186	48,897	43,282	45,252	46,663	42,022	48,004	43,751	42,152	44,445
8	42,414	47,844	49,696	47,597	41,578	44,043	48,260	41,725	48,328	41,818	44,070	49,000
9	43,614	48,687	47,333	46,285	44,456	43,768	47,754	41,143	43,032	42,547	42,576	47,526
10	47,424	47,898	49,296	44,709	40,842	40,723	49,353	41,968	42,422	40,530	42,628	48,200
11	44,295	49,309	48,740	45,310	44,674	43,177	44,323	40,565	48,540	37,771	42,211	45,002
12	46,882	48,698	46,112	45,317	44,902	43,377	44,124	42,717	46,773	41,061	43,723	43,529
13	43,797	49,923	48,899	48,760	43,842	41,999	41,872	40,592	48,030	41,300	42,291	45,413
14	44,895	48,263	48,747	46,601	44,041	42,846	43,363	40,074	44,871	38,400	43,218	44,421
15	43,962	46,904	49,482	44,335	43,778	42,830	41,774	42,791	43,523	39,700	41,483	46,024
16	41,582	48,098	49,049	48,295	40,386	41,492	45,643	43,273	42,279	37,000	53,574	43,581
17	41,409	49,501	49,255	46,929	40,473	40,836	48,352	40,128	43,702	40,800	44,868	47,323
18	44,757	49,724	48,102	45,825	43,201	42,772	43,662	40,293	42,755	43,500	45,821	42,667
19	44,391	48,094	49,459	45,838	43,679	44,165	43,322	43,361	46,663	44,300	44,945	41,381
20	45,451	48,856	46,415	44,664	40,883	41,943	42,574	40,942	49,437	45,700	44,218	42,532
21	45,063	45,881	48,797	44,247	42,082	46,308	41,792	41,412	48,480	44,900	33,909	42,236
22	44,483	47,855	47,091	42,803	41,631	44,937	40,308	43,005	47,286	44,600	44,899	39,261
23	42,987	46,622	46,773	44,666	43,369	41,585	42,985	40,997	44,546	45,100	44,547	42,984
24	45,424	44,276	49,176	45,869	41,664	42,697	45,346	41,209	46,081	41,696	46,632	40,818
25	48,336	47,188	47,612	44,788	41,758	39,169	46,956	42,414	43,364	43,682	49,327	42,247
26	46,146	47,792	49,126	45,469	40,460	39,563	49,164	42,546	44,431	43,693	48,342	42,922
27	48,156	46,738	46,041	46,049	43,011	42,977	44,666	42,897	46,212	42,851	47,951	41,598
28	48,227	48,238	48,487	44,024	41,692	42,926	47,568	40,644	46,594	43,400	46,670	41,056
29	45,633	N/A	44,581	45,627	44,511	43,480	46,515	41,911	46,236	46,000	42,792	41,361
30	44,077	N/A	45,862	45,177	46,930	41,204	44,082	39,903	45,414	47,375	46,267	43,176
31	45,020	N/A	46,733	N/A	46,523	N/A	42,305	43,064	N/A	44,944	N/A	41,501
Total	1,370,460	1,340,528	1,491,421	1,378,103	1,334,265	1,298,277	1,388,856	1,294,188	1,368,018	1,327,539	1,334,186	1,370,887
Average	44,208	47,876	48,110	45,937	43,041	43,276	44,802	41,748	45,601	42,824	44,473	44,222
Min	40,426	44,276	44,581	42,803	40,386	39,169	39,045	39,903	42,279	37,000	33,909	39,261
Max	48,336	50,062	49,761	48,897	47,267	47,669	49,353	45,021	49,437	47,375	53,574	49,000

Yearly Average (m3)	44,676
Yearly Min (m3)	33,909
Yearly Max (m3)	53,574

**UTILITIES KINGSTON – WATER TREATMENT – ANNUALSUMMARY REPORT**

**DOCUMENT:**

**King Street Water Treatment Plant Annual Summary Report**

**Table 6 – City East Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	8,281	10,134	10,116	10,453	9,101	11,151	8,294	8,053	8,617	8,076	6,904	8,120
2	8,414	8,957	9,599	10,583	9,659	11,249	9,028	7,928	8,350	7,547	6,872	7,829
3	9,507	9,598	11,399	9,270	9,662	9,798	9,617	7,660	8,102	8,100	6,866	7,696
4	8,021	9,487	10,744	10,598	9,206	11,323	10,227	7,459	8,669	8,106	6,961	7,647
5	9,496	10,897	10,747	10,650	9,966	10,795	9,881	7,283	9,517	8,169	7,653	7,476
6	8,294	9,602	10,776	9,580	8,921	9,659	10,471	7,412	8,143	6,871	6,809	7,425
7	8,986	10,349	10,181	10,712	10,476	10,462	9,526	7,520	8,812	6,719	6,917	7,209
8	9,896	10,610	11,145	9,618	9,582	9,582	10,636	7,855	9,594	6,822	6,758	7,713
9	8,528	9,527	10,088	10,041	11,264	9,201	9,437	7,332	8,851	7,229	7,163	7,490
10	10,087	10,213	10,489	10,761	9,096	8,734	10,420	7,677	8,757	7,067	7,077	7,652
11	8,225	9,997	10,663	9,681	10,515	8,279	9,886	7,000	8,492	5,894	7,142	7,590
12	8,429	9,620	10,536	10,224	9,388	8,836	10,547	7,412	9,180	7,307	7,156	7,536
13	9,095	10,514	10,765	10,612	10,047	8,729	9,430	6,931	9,139	6,626	7,135	7,693
14	8,516	10,476	10,855	10,062	10,416	8,640	10,351	7,155	8,982	6,215	7,304	7,729
15	9,058	9,555	10,777	9,313	9,114	8,319	9,018	7,890	7,743	7,267	7,025	7,753
16	9,707	10,564	9,644	10,663	8,112	8,030	7,852	8,247	7,632	6,681	7,024	7,684
17	8,648	9,052	10,471	10,467	8,570	6,571	9,292	8,056	8,205	6,726	7,017	7,141
18	8,955	10,528	10,779	9,150	8,786	8,789	9,918	7,364	8,425	8,053	7,135	7,455
19	9,588	9,666	10,135	10,429	9,504	9,755	9,178	7,105	8,522	6,370	7,149	6,991
20	8,693	9,894	9,819	9,635	7,684	9,560	10,641	7,201	8,492	7,475	6,551	7,644
21	9,955	10,688	10,678	9,867	7,520	10,886	8,232	7,868	8,055	6,662	7,517	7,535
22	9,614	9,908	10,394	9,431	7,780	9,943	9,316	8,494	8,885	6,983	7,779	7,539
23	10,557	9,862	10,517	10,259	8,917	9,297	9,134	7,822	7,599	7,114	7,012	7,546
24	10,494	10,655	9,671	9,344	8,928	8,840	10,308	8,323	8,212	7,201	7,169	7,650
25	11,169	9,987	10,715	10,144	8,839	8,322	9,773	7,174	8,337	6,648	7,601	7,485
26	9,456	10,083	10,132	9,906	8,692	8,636	8,729	7,744	7,916	6,813	7,376	7,550
27	9,639	10,785	9,907	9,296	10,246	9,347	7,201	7,576	9,443	6,963	7,293	7,494
28	9,515	10,682	10,706	10,271	9,955	9,452	8,032	8,321	8,839	6,121	7,329	7,376
29	9,964	N/A	10,250	8,791	10,478	8,528	7,659	8,070	8,421	7,080	6,714	7,654
30	10,229	N/A	9,721	10,737	11,128	8,599	7,214	7,828	8,572	7,671	7,689	8,165
31	8,517	N/A	10,455	N/A	11,061	N/A	7,740	7,887	N/A	6,832	N/A	8,109
Total	287,532	281,889	322,872	300,550	292,614	279,312	286,988	237,646	256,501	219,405	214,095	235,577
Average	9,275	10,067	10,415	10,018	9,439	9,310	9,258	7,666	8,550	7,078	7,136	7,599
Min	8,021	8,957	9,599	8,791	7,520	6,571	7,201	6,931	7,599	5,894	6,551	6,991
Max	11,169	10,897	11,399	10,761	11,264	11,323	10,641	8,494	9,594	8,169	7,779	8,165

Yearly Average (m3)	8,818
Yearly Min (m3)	5,894
Yearly Max (m3)	11,399





# **POINT PLEASANT WATER TREATMENT PLANT 2023 ANNUAL SUMMARY REPORT**

**Drinking Water System Number:** 220001851  
**Drinking Water System Owner:** City of Kingston  
**Drinking Water System Category:** Large Municipal Residential

Submitted by:  
David Fell  
President & C.E.O.

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**DOCUMENT:**

Point Pleasant Water Treatment Plant Annual Summary Report

## 1 INTRODUCTION

This annual summary report has been prepared as required under Ontario Regulation 170/03 of the Safe Drinking Water Act (SDWA) to acknowledge compliance with the terms and conditions of the Drinking Water Works Permit (DWWP) and Municipal Drinking Water License (MDWL) issued for the Point Pleasant Water Treatment Plant, to comment on any incidents of non-compliance during the reporting period, to summarize the quantities of the water supplied and to compare the summaries to the rated capacity and flow rates approved in the system's permits and approvals during the reporting period.

This report is specific to the Point Pleasant Water Treatment Plant located at 80 Sunny Acres Road in the City of Kingston, the associated distribution system, which serves Kingston's municipal water customers in the areas North to Cataraqui Arena, Hwy #2 west to Westbrook, Bath Road to Coronation Blvd, south of Hwy #401, Hwy #2 east to Milton subdivision, and Hwy #15 north to the St. Lawrence Business Park is known as the Kingston Drinking Water System.

The Kingston Drinking Water System receives water from both the King Street Water Treatment Plant and the Point Pleasant Water Treatment Plant. The Water Treatment Plants and its associated distribution system are owned by the city of Kingston, with Utilities Kingston acting as the operating authority.

## 2 NON COMPLIANCE

There were no issues of non-compliance with the terms and conditions of the DWWP or MDWL during this reporting period.

## 3 COMPLIANCE

The Treatment Operations Department of Utilities Kingston, for the City of Kingston, operates and maintains the Point Pleasant Water Treatment Plant (WTP) and complies with the terms and conditions of the Drinking Water Works Permit (DWWP) and Municipal Drinking Water License (MDWL) issued for the WTP. The Utilities Kingston Systems Operations department and the Treatment Operations department of Utilities Kingston operate and maintain the associated distribution system as well as the storage and pumping facilities. Staffing is maintained at levels to ensure adequate numbers of trained and licensed personnel are available for proper operations during emergency or upset conditions, vacation/sick relief, or to deal with equipment breakdown.

Quality management systems (QMS), contingency plans, and operations manuals are established and are located in the appropriate facilities and available to appropriate staff. A QMS for the City of Kingston's drinking water supply systems has been developed and implemented by Utilities Kingston management and staff to ensure the continued safety and security of the community's drinking water by meeting or exceeding the requirements of all relevant legislation and regulations, and the Drinking Water Quality Management Standard (DWQMS).

Operations manuals include information necessary for the day to day operations and maintenance of the WTP and distribution system as well as information that may not be regularly used but that might be required to be accessed quickly for various purposes. Contingency plans include information that may be required for proper operation of the WTP or distribution system during emergency or upset conditions and contain items such as emergency plans and contact lists, alternate materials supply sources and notification lists.

The operations strategy of Utilities Kingston includes ensuring that permits, approvals, and licenses are in place, that efficient maintenance and operations ensures the quality of water supplied to its customers meets or exceeds the minimum requirements as set out in the SDWA, and that permissible

**DOCUMENT:**

Point Pleasant Water Treatment Plant Annual Summary Report

flow rates are not exceeded. The City of Kingston, as a means of source water protection, considers the impact of decisions made within its authority on the drinking water supply source for the WTP.

Flow measuring devices for measuring the amount of water taken from Lake Ontario, and the amount of water supplied to the distribution system are calibrated annually by a third party. Accuracy in these measurements ensures that treatment chemicals are precisely applied and that flows do not exceed the capacity at which the WTP is designed to be effective. These flows are recorded to provide current and historical information, which is used for operational decision making, and to allow both the public and the Ministry of the Environment, Conservation and Parks (MECP) the ability to review WTP operations.

Water quality analyzers that monitor parameters such as chlorine residual and turbidity of critical process streams and water directed to the distribution system are alarm equipped and are maintained in accordance with the manufacturer's recommendations as well as the conditions of the DWWP/MDWL.

Water sampling is conducted to a level that exceeds the minimum requirements of schedule 13 of Ontario Regulation 170/03 of the Safe Drinking water Act, and includes additional sampling as well as sampling recommended in the first Engineers Report for the WTP. Raw water sampling is conducted to give operational staff information required to determine the level of treatment required to make the water potable. In-plant process stream samples provide monitoring of treatment processes. Treated and distribution system sampling provides information regarding the quality of water delivered to customers. All of these samples are analyzed by either licensed staff or by laboratories accredited by the Standards Council of Canada through the Canadian Association for Environmental Analytical Laboratories.

All sampling information, annual reports, and all other documentation required by the DWWP, and regulations are available for public viewing at the WTP during normal business hours. Annual Reports are also available on the Utilities Kingston website as well as at the Utilities Kingston and City of Kingston offices. Residents of the City of Kingston are encouraged to review this information, the availability of which is advertised through various local media.

## **4 NOTIFICATIONS**

Under Ontario Regulation 170/03, notifications were required for any instances where a sample result indicated that a parameter used to measure water quality exceeded a Maximum Acceptable Concentration (MAC). Once a notification is received from a laboratory or an observation of any other indicator of adverse water quality is made by operations personnel, corrective action as dictated by the regulations is initiated in an effort to confirm the initial result. If confirmed, further action may be recommended by the Medical Officer of Health (MOH). If not confirmed, sampling will typically return to the normal schedule or depending on the parameter, Utilities Kingston may choose to increase the sampling frequency to monitor the parameter more closely for a period of time. The details of any events requiring notifications are listed below.

### **4.1 EVENTS REQUIRING NOTIFICATIONS**

- There were no events within the Point Pleasant Water Treatment Plant that required notification during this reporting period.

## **5 QUANTITY OF WATER SUPPLIED**

Listed in Tables 3 and 4 following this report are the treated water flows for the Point Pleasant Water Treatment Plant. The serviced population for the King Street WTP and Point Pleasant WTP is 132,485 (population from Census data for 2021). The annual average daily use was 22,158 m<sup>3</sup>/day

**DOCUMENT:**

Point Pleasant Water Treatment Plant Annual Summary Report

from the Point Pleasant WTP and 44,427 m<sup>3</sup>/day from the King Street. Total average per capita use was calculated at 503 litres per person/day. The metered residential use for 2023 is currently pending. The typical Canadian average is 250-350 litres per person/day residential use (source: Environment Canada). The city has imposed limitations or restrictions on water use when necessary. System losses through leakage, mainly due to the age of the distribution system infrastructure, also account for a significant portion of the “unaccounted for” water. Water systems operators perform proactive leak detection throughout the year and perform reactive leak detection based on reports of high water demand.

## 6 FLOW RATE EXCEEDANCES

There were no instances during this reporting period where flows at the Point Pleasant WTP exceeded the daily maximum allowable flow rate of 80,000 m<sup>3</sup>/day. Listed in Tables 1 and 2 following this report are the raw water flows (water taken from Lake Ontario) for the Point Pleasant Water Treatment Plant.

## 7 TREATMENT CHEMICALS USED

There are two treatment chemicals in use at this treatment plant. Chlorine is used as the disinfectant, and Poly Aluminum Chloride (PACl) is used as the coagulant for the WTP. A more detailed description of the function of each of these chemicals and where they fit in the treatment processes is contained in the annual reports produced for this treatment plant.

Chlorine is dosed at the treatment plant at a rate which ensures an adequate residual is maintained at those points in the distribution system that are farthest from the point of entry of treated water to the system and, that an adequate chlorine Contact Time (CT) value is maintained for the rate of flow. Average chlorine dosages for this treatment plant are approximately 2.65 mg/L. Residuals are routinely measured in the distribution system, and the treatment plant chlorine dosage is adjusted as required to ensure the chlorine residual stays above the critical control limit of 0.20 mg/L. The critical control limit is chosen to ensure operators have ample time to respond and correct issues before the chlorine residual reaches the regulatory limit of 0.05 mg/L.

Typical PACl dosage for this treatment plant is 6.57 mg/L. This dosage is also adjusted to ensure efficiency in the coagulation process as various changes occur in the raw water. Changes are based on things such as pH, temperature, turbidity, and the aluminum residual in the treated water.

## 8 SUMMARY

The Point Pleasant Water Treatment Plant supplied water to residents of Kingston at rates which allowed adequate treatment. Water of good quality which is safe to drink was produced by the treatment plant during this reporting period.

Further information is available for this system and is included in the annual reports which can be accessed from the Utilities Kingston Website at <http://www.utilitieskingston.com> or is available at Kingston City Hall, or the Utilities Kingston offices. For further information about this report or any questions regarding accessibility, contact Robert Cooney at [rcooney@utilitieskingston.com](mailto:rcooney@utilitieskingston.com), or call 613-546-1181 Ext 2291.

## 9 FLOWS

Raw, Treated, and Distribution Flows are summarized in the following tables.

**UTILITIES KINGSTON – WATER TREATMENT – ANNUAL REPORT**

**DOCUMENT:**

**Point Pleasant Water Treatment Plant Annual Summary Report**

**Table 1 – Raw Water Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	20,896	23,706	28,423	25,957	25,321	28,292	30,988	25,686	22,320	24,331	19,443	17,357
2	23,586	26,201	24,964	21,313	17,083	28,886	22,154	21,287	22,168	26,668	21,148	14,524
3	24,435	24,131	25,375	23,471	20,868	29,438	24,322	16,680	25,527	25,885	17,575	17,098
4	21,187	23,747	24,024	25,012	21,678	30,225	27,934	21,259	24,876	26,420	16,432	16,018
5	25,988	26,538	26,412	20,465	20,716	28,886	29,790	19,566	27,045	23,046	17,536	18,818
6	24,916	26,512	23,665	20,625	22,424	28,254	26,754	20,368	23,471	18,099	23,729	18,455
7	24,709	24,992	23,703	18,892	23,529	25,502	25,636	22,510	21,623	17,933	17,183	20,247
8	26,756	27,719	25,220	18,013	24,682	26,832	23,082	21,116	21,303	16,942	18,957	20,314
9	26,229	25,772	25,890	19,908	23,399	24,491	22,024	19,732	25,723	18,001	19,828	14,408
10	23,061	24,725	21,522	22,669	26,354	27,402	21,309	20,229	26,465	20,858	21,722	19,296
11	25,351	25,675	23,438	22,644	22,479	22,347	32,026	23,054	19,183	23,129	21,852	19,451
12	21,882	26,208	24,193	22,001	22,866	24,370	32,112	17,853	22,546	27,480	19,712	20,235
13	23,924	24,323	23,591	19,340	22,195	23,804	30,385	19,971	21,876	18,141	19,243	19,037
14	23,578	26,809	23,982	22,268	25,171	21,957	27,699	25,591	24,137	22,180	22,555	21,218
15	28,279	27,176	21,875	24,890	21,881	22,472	28,480	20,987	23,617	23,270	21,513	16,720
16	29,599	26,303	22,497	20,545	24,445	24,103	18,841	21,718	23,307	26,248	18,312	19,061
17	29,609	20,457	21,319	22,033	26,675	25,370	22,519	24,520	26,849	23,553	18,962	23,264
18	24,481	20,805	23,331	20,153	23,205	24,406	27,625	23,424	26,681	20,014	16,613	18,488
19	26,218	22,132	24,235	22,791	21,505	24,423	27,494	17,197	21,095	18,357	15,942	24,332
20	23,617	22,014	25,813	23,031	21,865	31,614	30,325	22,186	19,013	17,743	18,942	21,345
21	30,436	26,999	22,648	23,489	20,716	28,528	24,476	21,370	22,418	18,095	20,314	17,796
22	27,066	22,726	24,398	24,920	23,733	28,731	25,606	24,515	21,233	19,373	19,110	20,624
23	28,075	22,388	24,467	24,681	23,777	30,128	26,439	24,038	21,951	11,746	17,688	17,495
24	26,312	27,829	18,605	20,337	23,490	25,997	24,476	22,015	26,542	24,092	18,150	18,869
25	22,939	23,052	21,995	23,375	24,757	33,009	23,715	19,511	26,007	20,371	12,735	14,929
26	23,000	25,490	21,688	22,403	26,746	30,671	25,374	19,724	24,835	19,429	13,563	15,826
27	23,987	26,330	24,051	20,481	26,878	26,963	27,025	20,006	23,520	22,546	16,034	18,118
28	23,100	24,986	21,642	23,148	31,854	22,641	17,208	26,113	21,591	19,022	15,458	18,503
29	26,133	N/A	27,153	19,025	28,913	24,982	16,730	24,181	22,229	18,034	20,407	20,407
30	26,870	N/A	22,110	21,632	28,298	27,908	18,247	25,457	22,528	17,867	20,120	17,586
31	25,520	N/A	22,964	N/A	27,383	N/A	23,568	21,784	N/A	17,245	N/A	19,966
Total	781,739	695,745	735,193	659,512	744,886	802,632	784,363	673,648	701,679	646,118	560,778	579,805
Average	25,217	24,848	23,716	21,984	24,029	26,754	25,302	21,731	23,389	20,843	18,693	18,703
Min	20,896	20,457	18,605	18,013	17,083	21,957	16,730	16,680	19,013	11,746	12,735	14,408
Max	30,436	27,829	28,423	25,957	31,854	33,009	32,112	26,113	27,045	27,480	23,729	24,332

Permit To Take Water (m3/day)	90,000
Yearly Average (m3)	22,934
Yearly Min (m3)	11,746
Yearly Max (m3)	33,009

**UTILITIES KINGSTON – WATER TREATMENT – ANNUAL REPORT**

**DOCUMENT:**

Point Pleasant Water Treatment Plant Annual Summary Report

**Table 2 – Peak Raw Water Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	38,530	46,933	43,919	48,793	45,186	43,637	43,034	40,708	46,107	39,570	46,585	39,999
2	38,843	47,896	43,823	43,687	32,086	47,851	47,809	29,802	37,997	41,152	45,804	26,429
3	47,327	48,017	43,836	41,017	36,285	43,524	38,817	26,631	38,276	44,482	29,486	35,939
4	38,012	45,281	39,828	44,121	39,451	46,071	45,173	37,654	44,803	45,202	28,680	28,753
5	39,623	47,591	39,951	44,616	43,718	44,001	44,536	31,049	45,898	40,530	29,119	28,470
6	35,632	44,804	39,742	38,666	47,012	43,791	39,842	37,609	42,667	31,693	28,853	28,675
7	39,933	43,657	35,714	38,831	39,684	43,579	39,852	43,214	37,491	44,247	28,774	28,663
8	41,678	46,647	38,949	31,576	36,537	44,178	35,456	43,686	36,216	30,158	28,823	37,209
9	37,596	46,673	46,677	29,494	43,628	35,675	31,443	27,213	44,544	31,254	28,658	25,979
10	43,799	38,737	39,192	41,693	43,710	43,614	35,609	38,288	44,555	31,796	26,119	38,646
11	46,824	38,655	39,784	38,634	44,820	39,534	48,025	44,676	44,443	43,638	38,844	35,790
12	33,729	39,906	40,664	39,816	37,793	39,835	43,762	40,235	36,175	43,702	38,740	47,610
13	47,109	40,917	39,005	31,493	44,615	39,655	49,188	36,403	30,838	31,650	37,970	46,135
14	38,521	42,081	38,807	31,684	38,334	38,429	46,676	44,600	35,755	39,914	38,168	38,550
15	44,728	43,633	37,349	44,791	39,565	30,185	46,981	36,529	41,868	35,628	44,376	36,009
16	45,902	39,965	31,457	36,287	43,831	39,829	29,880	44,828	39,813	39,839	35,567	35,582
17	43,481	39,707	35,649	36,396	43,260	40,195	36,141	39,732	39,629	39,868	34,391	45,546
18	39,238	31,267	44,643	36,278	42,268	48,086	45,196	35,747	37,218	31,336	35,479	40,283
19	39,571	35,441	45,136	36,081	43,341	44,476	45,826	35,754	35,604	38,750	42,457	35,944
20	39,414	35,447	35,969	43,538	35,734	40,142	45,301	39,748	35,627	26,253	35,589	39,042
21	44,164	39,921	35,634	39,773	31,437	46,930	43,776	35,625	34,643	47,074	35,798	35,322
22	43,614	39,184	43,882	40,234	39,541	47,898	39,776	39,744	40,101	40,202	35,158	35,514
23	44,058	35,464	40,121	40,295	35,790	43,692	39,938	37,901	40,229	25,377	31,884	31,194
24	44,099	43,738	31,327	36,265	39,751	38,057	39,971	45,020	41,809	39,884	26,083	31,512
25	38,900	43,672	35,176	31,452	35,803	46,977	40,076	39,821	37,473	35,544	23,992	31,235
26	43,641	44,636	43,096	40,551	40,157	43,375	35,722	29,689	41,374	27,268	31,621	31,345
27	38,900	44,656	39,764	34,860	40,343	39,851	40,529	39,798	41,618	45,134	26,627	35,555
28	47,308	44,693	40,124	45,272	46,465	37,690	29,602	46,524	36,746	40,257	29,524	34,516
29	46,886	N/A	44,902	26,974	47,794	44,220	27,094	35,066	37,123	45,734	31,449	37,979
30	47,361	N/A	41,150	44,407	46,174	43,893	29,685	43,205	38,078	28,917	31,507	28,785
31	40,897	N/A	44,904	N/A	40,199	N/A	29,767	29,505	N/A	28,779	N/A	36,806
Monthly Max	47,361	48,017	46,677	48,793	47,794	48,086	49,188	46,524	46,107	47,074	46,585	47,610

Permit To Take Water (m3/day)	90,000
Yearly Max (m3)	49,188

**UTILITIES KINGSTON – WATER TREATMENT – ANNUAL REPORT**

**DOCUMENT:**

**Point Pleasant Water Treatment Plant Annual Summary Report**

**Table 3 – Treated Water Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	20,018	22,747	27,565	24,888	24,214	27,253	29,954	24,768	21,821	24,195	19,470	16,339
2	22,763	25,329	24,564	20,942	16,662	27,950	21,252	20,758	21,595	26,340	20,244	13,714
3	23,748	23,643	24,264	22,810	19,698	28,819	23,684	15,743	24,484	24,810	16,775	15,480
4	20,533	23,099	23,450	24,506	21,013	29,202	26,842	21,286	24,319	25,607	15,702	14,782
5	25,050	25,478	25,646	19,360	20,298	27,991	28,584	18,968	26,017	21,886	16,874	17,710
6	24,090	26,061	23,198	19,650	21,692	27,327	25,479	19,254	22,830	17,068	23,506	17,195
7	23,964	24,080	23,473	17,612	22,880	25,199	24,599	21,723	21,106	17,640	16,423	18,625
8	26,370	26,920	23,998	17,834	24,071	25,954	21,880	20,395	20,299	16,671	18,237	18,559
9	25,450	25,131	24,806	18,690	22,803	23,593	21,009	19,517	24,780	18,068	19,005	13,509
10	22,245	24,141	20,863	22,501	25,325	26,731	20,265	19,133	25,709	20,175	21,030	18,141
11	24,603	24,623	22,534	21,473	21,455	21,812	29,091	22,518	18,546	22,531	20,961	18,674
12	20,856	25,449	23,323	20,650	22,026	23,351	27,386	17,257	21,559	19,305	19,004	19,325
13	23,462	23,309	22,129	18,701	22,693	23,125	27,638	19,365	21,361	17,766	18,949	17,892
14	22,685	25,807	23,287	21,100	24,655	21,026	26,164	24,494	23,301	21,702	21,523	20,203
15	27,680	26,269	21,363	24,404	21,290	21,782	27,022	20,322	22,873	22,703	21,145	16,657
16	28,459	25,197	21,805	19,752	23,543	23,790	17,508	20,610	23,220	26,306	17,512	18,549
17	28,590	20,152	20,906	20,651	25,833	24,524	21,471	23,779	25,915	22,592	18,233	22,602
18	24,352	20,198	23,404	19,799	22,703	23,411	26,415	22,098	25,649	19,147	15,985	17,863
19	25,536	21,755	23,769	21,911	20,847	24,361	23,467	16,694	20,500	17,606	15,401	23,379
20	22,927	21,841	24,807	22,464	20,992	30,468	29,130	21,722	18,725	17,409	18,195	20,344
21	29,708	25,999	22,518	23,078	20,327	27,425	23,200	20,943	22,008	17,268	19,747	17,818
22	26,416	21,940	23,569	23,427	23,156	27,594	24,444	23,439	21,454	19,345	18,479	19,811
23	27,452	21,447	23,896	23,597	23,056	29,377	25,729	22,797	21,261	18,812	16,917	16,584
24	26,023	26,987	18,202	19,369	22,660	25,162	23,447	22,001	25,569	23,339	17,458	17,808
25	22,165	23,033	21,993	22,596	23,664	31,978	22,440	18,406	25,759	19,359	12,002	15,160
26	22,234	24,676	21,066	21,695	26,567	29,629	24,272	18,890	24,082	18,724	13,355	14,949
27	23,019	25,260	23,127	19,748	25,950	25,700	25,816	19,846	22,739	21,700	15,764	17,651
28	22,990	24,237	21,515	22,460	30,818	22,127	16,048	25,084	21,592	18,353	15,252	18,101
29	25,674	N/A	26,260	18,151	28,317	24,111	15,584	23,466	21,543	17,317	19,903	19,324
30	26,219	N/A	21,595	20,588	27,505	26,971	18,111	24,900	21,870	17,037	19,327	17,527
31	24,572	N/A	22,059	N/A	26,331	N/A	22,542	20,853	N/A	16,514	N/A	19,664
Total	759,853	674,808	714,954	634,407	723,044	777,743	740,473	651,029	682,486	627,295	542,378	553,939
Average	24,511	24,100	23,063	21,147	23,324	25,925	23,886	21,001	22,750	20,235	18,079	17,869
Min	20,018	20,152	18,202	17,612	16,662	21,026	15,584	15,743	18,546	16,514	12,002	13,509
Max	29,708	26,987	27,565	24,888	30,818	31,978	29,954	25,084	26,017	26,340	23,506	23,379

Municipal Drinking Water Licence Max (m3/day)	80,000
Yearly Average (m3)	22,158
Yearly Min (m3)	12,002
Yearly Max (m3)	31,978



**UTILITIES KINGSTON – WATER TREATMENT – ANNUAL REPORT**

**DOCUMENT:**

Point Pleasant Water Treatment Plant Annual Summary Report

**Table 4 – Peak Treated Water Flow Daily Totals**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	26,477	34,510	27,359	30,872	28,550	33,301	36,809	33,304	28,567	32,962	29,589	29,863
2	34,388	34,553	30,340	28,439	34,485	30,242	39,377	32,802	33,904	33,382	33,978	33,788
3	32,424	34,260	30,937	34,774	34,301	33,325	36,914	33,479	34,014	33,652	30,736	29,948
4	26,707	34,442	26,748	32,505	32,848	30,662	34,135	38,006	13,941	32,614	30,205	30,192
5	33,891	30,074	30,606	30,889	30,448	33,129	32,463	38,998	33,861	28,735	30,855	29,339
6	27,029	33,627	30,950	33,957	34,503	28,289	34,344	36,757	33,554	29,631	30,064	29,972
7	30,537	34,907	30,802	32,569	36,556	25,592	39,052	37,012	32,734	29,481	28,978	34,245
8	30,649	30,560	33,038	30,238	32,543	14,261	37,513	43,825	34,145	33,847	30,207	34,523
9	34,506	30,666	28,533	34,293	24,545	32,536	33,680	43,986	33,898	30,399	26,226	34,167
10	32,541	28,658	29,762	34,194	26,185	29,266	34,012	37,501	33,938	22,674	29,422	33,749
11	28,721	26,446	26,529	32,596	34,239	26,886	43,498	38,250	36,735	26,966	30,233	33,844
12	36,816	34,272	30,186	26,594	38,124	26,745	36,931	43,569	32,586	33,764	25,818	34,013
13	34,412	34,083	28,545	26,723	37,079	29,717	32,982	43,028	29,987	30,149	34,742	30,081
14	32,517	32,579	34,314	29,738	36,856	28,286	34,289	39,814	34,159	30,479	34,077	29,395
15	27,060	30,663	32,584	29,359	29,575	27,027	43,728	38,079	30,399	29,395	34,074	30,520
16	25,467	29,617	34,075	33,201	29,763	25,744	37,593	43,688	30,385	34,171	34,525	34,516
17	30,645	30,322	30,669	32,044	36,589	25,492	37,753	40,770	29,526	29,830	29,974	34,588
18	29,368	30,637	34,244	30,546	34,632	25,793	37,238	39,114	34,201	29,953	29,293	34,828
19	34,912	34,142	34,583	29,035	37,545	30,155	34,373	33,043	29,688	33,895	29,840	34,090
20	33,559	34,134	30,545	27,019	32,569	37,534	37,438	36,881	33,059	33,610	30,136	32,640
21	31,050	36,494	33,740	30,636	34,699	37,542	36,728	33,178	29,603	33,340	29,887	30,397
22	29,563	36,616	30,810	30,103	32,478	37,524	36,628	26,243	26,214	32,589	28,576	28,349
23	33,610	34,090	34,368	26,441	34,362	34,532	34,291	34,391	30,143	33,927	34,074	30,136
24	34,827	31,236	34,764	33,694	34,995	39,500	36,887	33,862	33,375	32,630	34,453	30,880
25	34,720	35,191	26,756	26,982	29,298	43,778	43,785	34,375	29,204	33,847	32,525	28,490
26	35,058	35,361	29,842	29,999	30,921	43,443	43,432	48,052	29,975	32,972	26,652	25,863
27	32,544	34,353	30,887	29,878	29,232	33,449	36,527	29,902	30,518	33,947	26,347	26,393
28	30,765	33,509	26,804	26,843	33,318	36,841	33,849	29,020	29,568	32,603	34,630	29,188
29	30,402	N/A	30,660	31,008	37,130	43,181	36,991	33,164	33,041	34,101	34,312	29,677
30	30,958	N/A	30,157	31,032	36,807	38,854	32,658	34,080	31,032	13,821	32,559	33,945
31	30,955	N/A	25,705	N/A	34,135	N/A	33,291	32,825	N/A	25,607	N/A	28,569
Monthly Max	36,816	36,616	34,764	34,774	38,124	43,778	43,785	48,052	36,735	34,171	34,742	34,828

Municipal Drinking Water Licence Max (m3/day)	80,000
Yearly Max (m3)	49,959

**UTILITIES KINGSTON – WATER TREATMENT – ANNUAL REPORT**

**DOCUMENT:**

Point Pleasant Water Treatment Plant Annual Summary Report

**Table 5 – Net to Distribution System Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	19,383	23,067	27,262	15,435	23,383	26,845	28,926	24,141	21,391	23,551	18,987	15,586
2	22,705	24,294	23,512	19,974	15,906	27,372	21,100	20,158	21,259	25,546	19,455	13,079
3	22,618	23,142	23,462	22,633	19,853	28,415	23,173	15,115	23,656	23,906	16,738	14,661
4	20,653	22,459	23,357	22,290	20,396	27,937	26,198	21,508	23,672	25,489	14,610	15,306
5	23,576	24,967	24,757	19,825	20,336	28,224	27,655	17,637	25,823	22,221	16,493	15,784
6	23,453	25,575	22,686	19,473	20,764	26,163	24,959	18,337	21,670	16,048	22,810	16,963
7	23,063	23,636	23,285	17,262	21,878	24,259	24,362	21,560	20,563	17,307	15,589	18,721
8	25,980	27,116	23,267	17,062	23,490	25,004	21,187	19,231	20,117	15,334	17,767	17,641
9	25,100	23,598	23,854	18,177	22,042	24,003	20,400	19,730	23,954	18,285	19,182	12,669
10	21,294	23,355	20,297	21,599	24,713	25,282	20,080	18,507	24,689	18,506	20,223	17,934
11	24,384	24,426	23,000	20,757	21,165	21,181	28,054	22,220	18,509	21,275	19,921	17,570
12	19,924	25,066	22,234	20,158	21,035	22,900	26,791	15,980	21,548	18,505	17,567	18,830
13	22,601	22,790	21,571	18,369	21,647	22,762	26,574	18,507	20,692	17,006	19,867	9,556
14	23,217	25,060	23,351	20,577	23,308	20,135	25,868	24,304	22,957	22,262	19,545	20,709
15	26,815	25,669	20,077	23,485	22,429	21,490	26,314	19,118	21,285	21,660	21,184	15,734
16	28,250	24,002	21,916	18,852	23,594	23,034	17,189	20,370	22,576	25,875	16,942	17,315
17	27,653	19,741	20,161	20,610	24,925	23,444	21,013	23,237	26,333	20,906	16,970	21,853
18	23,692	20,188	22,469	19,451	21,911	22,799	27,374	21,343	24,562	19,121	16,143	17,767
19	25,418	20,828	22,758	21,278	20,452	24,064	24,294	16,666	25,189	16,225	14,866	24,629
20	21,693	21,337	23,385	21,509	19,966	30,704	28,471	21,427	18,804	18,409	17,395	18,034
21	29,118	24,876	22,988	22,298	19,842	26,910	22,538	19,850	16,138	16,490	18,808	17,189
22	25,720	21,635	22,885	22,794	22,648	27,184	24,343	22,126	20,792	18,672	18,092	19,198
23	26,892	21,244	23,032	23,288	22,371	28,056	23,528	22,678	20,338	17,865	16,487	16,240
24	25,211	26,272	17,070	18,926	22,383	27,957	24,003	21,800	24,901	22,708	17,542	17,507
25	22,145	22,518	22,628	22,577	22,789	28,897	22,169	17,593	24,911	18,195	10,590	13,123
26	21,524	23,831	20,033	20,713	25,778	27,630	24,012	18,751	23,571	18,755	13,581	14,423
27	22,845	24,457	22,676	18,924	25,563	25,284	24,649	18,879	23,263	20,965	15,523	16,993
28	22,201	23,840	21,412	22,142	30,821	21,798	14,638	24,264	20,647	17,718	14,059	18,019
29	24,620	N/A	25,316	16,851	27,868	23,718	15,728	14,557	21,069	17,083	19,312	19,855
30	25,406	N/A	20,586	20,063	26,682	26,424	18,319	23,868	21,088	13,922	18,882	16,114
31	23,758	N/A	21,786	N/A	25,848	N/A	21,466	19,721	N/A	16,666	N/A	18,534
Total	740,910	658,991	697,072	607,352	705,785	759,874	725,374	623,181	665,969	606,475	525,131	527,538
Average	23,900	23,535	22,486	20,245	22,767	25,329	23,399	20,103	22,199	19,564	17,504	17,017
Min	19,383	19,741	17,070	15,435	15,906	20,135	14,638	14,557	16,138	13,922	10,590	9,556
Max	29,118	27,116	27,262	23,485	30,821	30,704	28,926	24,304	26,333	25,875	22,810	24,629

Yearly Average (m3)	21,504
Yearly Min (m3)	9,556
Yearly Max (m3)	30,821



# **CANA WATER TREATMENT PLANT 2023 ANNUAL SUMMARY REPORT**

**Drinking Water System Number:** 220006053  
**Drinking Water System Owner:** City of Kingston  
**Drinking Water System Category:** Small Municipal Residential

Submitted by:  
David Fell  
President & C.E.O.

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## 1 INTRODUCTION

This annual summary report has been prepared as required under Ontario Regulation 170/03 of the Safe Drinking Water Act (SDWA) to acknowledge compliance with the terms and conditions of the Drinking Water Works Permit (DWWP) and the Municipal Drinking Water License (MDWL) issued for the Cana Drinking Water System, comment on any incidents of non-compliance during the reporting period, summarize the quantities of the water supplied, and compare those quantities to the rated capacity and flow rates approved in the system's permits and MDWL during the reporting period.

This report is specific to the Cana Water Treatment Plant (WTP) located in the Cana Subdivision, and its associated distribution system serving customers on Marian Crescent, Cana Boulevard, and Rochdale Crescent. The groundwater well and its associated distribution system are owned by the City of Kingston, with Utilities Kingston acting as operating authority.

## 2 NON COMPLIANCE

There were no issues of non-compliance with the terms and conditions of the DWWP or MDWL during this reporting period.

## 3 COMPLIANCE

The Treatment Operations department of Utilities Kingston, for the City of Kingston, operates and maintains the Cana Well System and complies with the terms and conditions of the Drinking Water Works Permit (DWWP) and Municipal Drinking Water License (MDWL) for the Cana Water Treatment System. The Utilities Kingston Systems Operations department and the Treatment Operations department of Utilities Kingston operate and maintain the associated distribution system. Staffing is maintained at levels to ensure adequate numbers of trained and licensed personnel are available for proper operations during emergency or upset conditions, vacation/sick relief, or to deal with equipment breakdown.

Quality management systems (QMS), contingency plans, and operation manuals are established and are located in the appropriate facilities and available to appropriate staff.

A QMS for the City of Kingston's drinking water supply systems has been developed and implemented by Utilities Kingston management and staff to ensure the continued safety and security of the community's drinking water by meeting or exceeding the requirements of all relevant legislation and regulations, and the Drinking Water Quality Management Standard (DWQMS). Operation manuals include information necessary for the day to day operations and maintenance of the WTP and distribution system as well as information that may not be regularly used but that might be required to be accessed quickly for various purposes. Contingency plans include information that may be required for proper operation of the WTP or distribution system during emergency or upset conditions and contain items such as emergency plans and contact lists, alternate materials supply sources and notification lists.

The operations strategy of Utilities Kingston includes ensuring that permits and approvals are in place, that efficient maintenance and operations ensures the quality of water supplied to its customers meets or exceeds the minimum requirements as set out in the SDWA, and that permissible flow rates are not exceeded. The City of Kingston, as a means of source water protection, considers the impact of decisions made within its authority on the drinking water supply source for the Cana Water Treatment System.

Flow measuring devices for measuring the amount of water taken from the well, and the amount of water supplied to the distribution system, are calibrated annually. Accuracy in these measurements ensures that treatment chemicals are precisely applied and that flows do not exceed the capacity at which the system is designed to be effective. These flows are recorded to provide current and

**DOCUMENT:**

Cana Water Treatment Plant Annual Summary Report

historical information, which is used for operational decision making, and to allow both the public and the Ministry of the Environment, Conservation and Parks (MECP) the ability to review treatment operations.

Water quality analyzers that monitor chlorine residual, turbidity, and conductivity of the water directed to the distribution system are remotely monitored, alarm equipped, and maintained in accordance with the manufacturer's recommendations as well as the conditions of the DWWP and MDWL.

A water sampling program is conducted to exceed the minimum requirements of schedule 13 of Ontario Regulation 1703/3 under the Safe Drinking Water Act, and includes additional sampling as well as sampling recommended in the first Engineers Report for the Water Treatment System. Raw water sampling is conducted to give operational staff information required to determine the level of treatment required to make the water potable. In-plant process stream samples provide monitoring of treatment processes. Treated and distribution system sampling provides information regarding the quality of water delivered to customers. All of these samples are analyzed by either licensed staff, or by laboratories accredited by the Standards Council of Canada through the Canadian Association for Environmental Analytical Laboratories.

All sampling information, Annual Reports, and all other documentation required by the DWWP/MDWL and regulations in force during this reporting period is available for public viewing through Utilities Kingston during normal business hours. As the treatment building is typically unstaffed and local access to the information is limited, Utilities Kingston has made an effort to ensure residents supplied by this system receive copies of this information. Annual Reports are also available on the Utilities Kingston website as well as at the Utilities Kingston and City of Kingston offices. Residents of the City of Kingston are encouraged to review this information, the availability of which is advertised through various local media.

## 4 NOTIFICATIONS

Under Ontario Regulation 170/03, notifications were required for any instances where a sample result indicated that a parameter used to measure water quality exceeded a Maximum Acceptable Concentration (MAC). Once a notification is received from a laboratory or an observation of any other indicator of adverse water quality is made by operations personnel, corrective action as dictated by the regulations is initiated in an effort to confirm the initial result. If confirmed, further action may be recommended by the Medical Officer of Health. If not confirmed sampling will typically return to the normal schedule, or depending on the parameter, Utilities Kingston may choose to increase the sampling frequency to monitor the parameter more closely for a period of time.

### 4.1 EVENTS REQUIRING NOTIFICATIONS

- The groundwater supply for the Cana Water Treatment System contains a sodium concentration greater than 20 mg/l which requires a notification to the Medical Officer of Health and to the Spills Action Center if a report under subsection 18 (1) of the Safe Drinking Water Act has not been made in respect of sodium in the preceding 57 months. This notification was last completed in July of 2022.

## 5 QUANTITY OF WATER SUPPLIED

Listed in Table 2 following this report are the treated water flows for the Cana Water Treatment System.

With an annual average daily use of 18.38 m<sup>3</sup>/day, the estimated per capita use is 221 L/day. The typical Canadian average is 250 – 350 litres per person per day (source: Environment Canada). As customer usage is not metered, system losses are typically estimated based on normal day flows.

**DOCUMENT:**

Cana Water Treatment Plant Annual Summary Report

Known losses include sample flows to water quality analyzers. High flows, occurring typically during summer months, are usually attributed to excessive lawn watering.

## 6 FLOW RATE EXCEEDANCES

There were no instances during this reporting period where flows exceeded the maximum allowable flow rate of 108 m<sup>3</sup>/day. Listed in Table 1 following this report are the raw water flows (water taken from the well) and Table 2 are the treated water flows (water entering the distribution system from the pump-house) for the Cana Water Treatment System.

## 7 TREATMENT CHEMICALS USED

The only treatment chemical in use in this system is Chlorine, in the form of 12% sodium hypochlorite, which disinfects the water. The sodium hypochlorite is diluted to a 2- 3% solution at the well house prior to the point of injection. The average chlorine dosage for this treatment plant is approximately 3.65 mg/L. Chlorine is dosed at the well at a rate which ensures an adequate residual is maintained at those points in the distribution system that are farthest from the point of entry of treated water to the system and that adequate chlorine Contact Time (CT) is maintained for the rate of flow. Residuals are routinely measured in the distribution system, and the treatment plant chlorine dosage is adjusted as required to ensure the chlorine residual stays above the critical control limit of 0.20 mg/L. The critical control limit is chosen to ensure operators have ample time to respond and correct issues before the chlorine residual reaches the regulatory limit of 0.05 mg/L.

## 8 SUMMARY

The Cana Water Treatment System supplied water to residents of the Cana subdivision at rates which allowed adequate treatment. Water of acceptable quality which is safe to drink was produced by this treatment system during this reporting period.

Further information is available for this system and is included in the annual reports which can be accessed from the Utilities Kingston Website at <http://www.utilitieskingston.com> or is available at Kingston City Hall, or the Utilities Kingston offices. For further information about this report or any questions regarding accessibility, contact Robert Cooney at [rcooney@utilitieskingston.com](mailto:rcooney@utilitieskingston.com), or call 613-546-1181 Ext 2291.

## 9 FLOWS

Raw and Treated flows are summarized in the following tables.

**UTILITIES KINGSTON – WATER TREATMENT – ANNUAL SUMMARY REPORT**

**DOCUMENT:**

**Caná Water Treatment Plant Annual Summary Report**

**Table 1 – Raw Water Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	20.00	15.50	17.00	19.00	23.00	22.50	23.67	23.00	18.00	19.33	19.00	17.33
2	20.00	15.50	17.00	19.00	23.00	29.33	23.67	20.50	18.00	17.00	19.00	17.33
3	16.00	18.33	18.67	17.50	18.50	29.33	20.00	20.50	18.00	17.00	19.67	17.33
4	14.50	18.33	18.67	17.50	18.50	29.33	20.00	19.33	19.50	19.00	19.67	15.50
5	14.50	18.33	18.67	21.00	23.33	29.50	25.00	19.33	19.50	19.00	19.67	15.50
6	18.67	12.00	17.00	21.00	23.33	29.50	25.00	19.33	22.50	17.33	13.00	22.00
7	18.67	12.00	17.00	21.00	23.33	18.00	31.00	21.50	22.50	17.33	13.00	22.00
8	18.67	18.00	17.50	24.50	20.00	18.00	31.00	21.50	18.00	17.33	16.50	16.00
9	15.75	18.00	17.50	24.50	20.00	25.00	31.00	21.50	18.00	21.00	16.50	16.00
10	15.75	18.00	20.33	22.00	19.00	25.00	24.00	21.50	18.00	21.00	18.00	16.00
11	15.75	18.00	20.33	22.00	19.00	25.00	24.00	18.67	12.00	13.00	18.00	15.50
12	15.75	18.00	20.33	26.00	29.00	19.25	26.00	18.67	12.00	13.00	18.00	15.50
13	15.67	15.50	15.00	26.00	29.00	19.25	26.00	18.67	23.00	16.67	15.00	16.00
14	15.67	15.50	15.00	21.33	29.00	19.25	27.00	20.00	23.00	16.67	15.00	16.00
15	15.67	16.00	23.00	21.33	24.00	19.25	27.00	20.00	22.33	16.67	17.50	19.67
16	16.00	16.00	23.00	21.33	24.00	22.33	27.00	17.00	22.33	16.50	17.50	19.67
17	16.00	19.67	16.33	18.00	25.50	22.33	25.50	17.00	22.33	16.50	19.67	19.67
18	19.50	19.67	16.33	18.00	25.50	22.33	25.50	20.00	16.00	17.00	19.67	17.50
19	19.50	19.67	16.33	17.00	29.00	21.50	30.60	20.00	16.00	17.00	19.67	17.50
20	17.00	18.00	20.00	17.00	29.00	21.50	30.60	20.00	17.50	17.00	13.50	12.50
21	17.00	18.00	20.00	20.00	23.67	29.50	30.60	19.50	17.50	17.00	13.50	12.50
22	17.00	22.00	15.50	20.00	23.67	29.50	30.60	19.50	19.00	17.00	15.00	18.80
23	14.00	22.00	15.50	20.00	23.67	17.33	30.60	22.00	19.00	15.50	15.00	18.80
24	14.00	18.33	19.67	24.00	24.50	17.33	34.50	22.00	19.00	15.50	19.67	18.80
25	15.50	18.33	19.67	24.00	24.50	17.33	34.50	20.33	14.00	17.50	19.67	18.80
26	15.50	18.33	19.67	17.50	26.67	24.00	22.00	20.33	14.00	17.50	19.67	18.80
27	18.33	13.00	18.50	17.50	26.67	24.00	22.00	20.33	19.00	18.33	13.00	12.50
28	18.33	13.00	18.50	20.00	26.67	18.00	28.67	17.00	19.00	18.33	13.00	12.50
29	18.33	N/A	20.00	20.00	28.50	18.00	28.67	17.00	19.33	18.33	17.00	21.33
30	17.00	N/A	20.00	20.00	28.50	23.67	28.67	22.00	19.33	14.50	17.00	21.33
31	17.00	N/A	19.00	N/A	22.50	N/A	23.00	22.00	N/A	14.50	N/A	21.33
Total	521.01	482.99	571.00	617.99	754.51	686.14	837.35	619.99	557.65	529.32	510.00	540.00
Average	16.81	17.25	18.42	20.60	24.34	22.87	27.01	20.00	18.59	17.08	17.00	17.42
Min	14.00	12.00	15.00	17.00	18.50	17.33	20.00	17.00	12.00	13.00	13.00	12.50
Max	20.00	22.00	23.00	26.00	29.00	29.50	34.50	23.00	23.00	21.00	19.67	22.00

Permit To Take Water (m3/day)	108.00
Yearly Total (m3)	7,227.95
Yearly Average (m3)	19.78
Yearly Min (m3)	12.00
Yearly Max (m3)	34.50



**UTILITIES KINGSTON – WATER TREATMENT – ANNUAL SUMMARY REPORT**

**DOCUMENT:**

**Caná Water Treatment Plant Annual Summary Report**

**Table 2 – Treated Water Flow Daily Totals (m3)**

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	19.50	14.50	15.00	17.33	17.50	22.50	22.00	23.50	18.33	17.00	17.00	16.00
2	19.50	14.50	15.00	17.33	17.50	28.67	22.00	17.00	18.33	15.00	17.00	16.00
3	12.00	16.00	17.33	16.00	19.00	28.67	22.50	17.00	18.33	15.00	16.33	16.00
4	15.50	16.00	17.33	16.00	19.00	28.67	22.50	17.67	16.00	16.00	16.33	15.00
5	15.50	16.00	17.33	18.33	21.67	26.50	23.50	17.67	16.00	16.00	16.33	15.00
6	17.00	15.50	15.00	18.33	21.67	26.50	23.50	17.67	20.00	15.67	15.50	17.50
7	17.00	15.50	15.00	18.33	21.67	21.50	29.67	19.50	20.00	15.67	15.50	17.50
8	17.00	14.00	15.50	23.50	21.50	21.50	29.67	19.50	17.33	15.67	14.00	15.00
9	15.50	14.00	15.50	23.50	21.50	21.67	29.67	17.00	17.33	18.50	14.00	15.00
10	15.50	18.00	18.33	23.00	18.50	21.67	23.00	17.00	17.33	18.50	16.33	15.00
11	15.50	18.00	18.33	23.00	18.50	21.67	23.00	19.00	17.00	12.50	16.33	15.00
12	15.50	18.00	18.33	21.50	25.67	19.50	20.00	19.00	17.00	12.50	16.33	15.00
13	14.67	13.50	16.00	21.50	25.67	19.50	20.00	19.00	15.00	16.67	15.50	15.50
14	14.67	13.50	16.00	19.00	25.67	19.50	27.67	17.00	15.00	16.67	15.50	15.50
15	14.67	16.00	18.50	19.00	21.00	19.50	27.67	17.00	21.67	16.67	15.50	16.67
16	16.00	16.00	18.50	19.00	21.00	22.67	27.67	16.00	21.67	14.50	15.50	16.67
17	16.00	19.33	16.67	17.50	21.50	22.67	23.50	16.00	21.67	14.50	13.33	16.67
18	16.00	19.33	16.67	17.50	21.50	22.67	23.50	18.33	14.50	15.00	13.33	14.50
19	16.00	19.33	16.67	15.50	23.50	23.00	27.40	18.33	14.50	15.00	13.33	14.50
20	15.33	16.50	16.00	15.50	23.50	23.00	27.40	18.33	13.00	17.00	20.00	11.50
21	15.33	16.50	16.00	20.00	22.33	27.50	27.40	17.00	13.00	17.00	20.00	11.50
22	15.33	20.00	15.00	20.00	22.33	27.50	27.40	17.00	16.33	17.00	13.50	16.60
23	15.50	20.00	15.00	20.00	22.33	19.33	27.40	17.00	16.33	13.50	13.50	16.60
24	15.50	16.67	19.33	21.50	21.00	19.33	31.00	17.00	16.33	13.50	17.33	16.60
25	13.50	16.67	19.33	21.50	21.00	19.33	31.00	18.67	16.50	16.00	17.33	16.60
26	13.50	16.67	19.33	14.50	24.00	21.00	22.50	18.67	16.50	16.00	17.33	16.60
27	18.67	16.00	16.00	14.50	24.00	21.00	22.50	18.67	16.50	17.00	14.50	16.00
28	18.67	16.00	16.00	19.00	24.00	20.50	25.00	16.00	16.50	17.00	14.50	16.00
29	18.67	N/A	17.50	19.00	28.00	20.50	25.00	16.00	17.00	17.00	14.00	18.33
30	16.00	N/A	17.50	19.00	28.00	22.00	25.00	17.50	17.00	16.00	14.00	18.33
31	16.00	N/A	17.33	N/A	22.50	N/A	23.50	17.50	N/A	16.00	N/A	18.33
Total	495.01	462.00	521.31	569.65	686.51	679.52	783.52	552.51	511.98	490.02	469.00	491.00
Average	15.97	16.50	16.82	18.99	22.15	22.65	25.27	17.82	17.07	15.81	15.63	15.84
Min	12.00	13.50	15.00	14.50	17.50	19.33	20.00	16.00	13.00	12.50	13.33	11.50
Max	19.50	20.00	19.33	23.50	28.00	28.67	31.00	23.50	21.67	18.50	20.00	18.33

Municipal Drinking Water License (m3/day)	118.00
Yearly Total (m3)	6,712.03
Yearly Average (m3)	559.34
Yearly Min (m3)	11.50
Yearly Max (m3)	31.00



**RAVENSVIEW  
WASTEWATER TREATMENT PLANT  
2023 ANNUAL REPORT**

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## 1 EXECUTIVE SUMMARY

Ravensview Wastewater Treatment Plant (WWTP) operates under Ministry of the Environment, Conservation and Parks, ECA number 5556-BZFGZL. The facility was compliant with all conditions outlined in condition 7 of the above-mentioned ECA and are briefly described in the following sections of this report.

The average raw influent flow into the plant was 61,303 m<sup>3</sup>/day.

The facility had three secondary bypass events during the reporting year totaling 3,043 m<sup>3</sup>.

Operational staff continually improve the operation of Ravensview WWTP taking full advantage of its state-of-the-art technology to protect the environment and maintain the quality of service our residents have come to know.

## 2 PLANT DESCRIPTION AND TREATMENT PROCESS

The following is a process overview and description of the treatment steps taken at Ravensview Wastewater Treatment Plant

### 2.1 RAW WASTEWATER RECEIVING

Raw wastewater from the central and east portions of Kingston is conveyed to the influent works. A Parshall flume metering device continuously measures the flow of raw wastewater into the plant. The septage receiving station is located in the northeast corner of the property. The septage receiving station gives approved septic truck haulers a place to discharge the contents of their tanks. The septage receiving station monitors the quantity, and origin, of the contents being unloaded and provides some pre-treatment before the contents enter the treatment plant at the influent works.

### 2.2 SCREENING

Three large mechanical screens remove larger materials from the incoming wastewater stream. Screened material is conveyed to a screening press where the material is compacted and stored for offsite disposal.

### 2.3 GRIT REMOVAL

Grit settles out of the sewage as the water flows through the tanks which are covered to keep the odours in. Air is bubbled into the tank to speed up the settling of the sand, gravel, and other heavier, and inorganic materials. In the bottom of the tank, a screw system pushes the settled grit into a hopper at the end of the tank. A pump lifts the grit and a small amount of water up into a separator where the grit is rinsed and then placed into a dumpster where it awaits disposal at a landfill.

### 2.4 PRIMARY CLARIFIERS

After removing the screenings and grit, the only material left in the wastewater is organic material and dissolved contaminants. The wastewater flows very slowly from one end of the tank to the other. As this happens, the solids, which are high in organic material, settle to the bottom. Large scrapers draw the material to one end of the tank where it is pumped across to the digesters for further processing. At the end of the primary clarifiers, the primary effluent flows into troughs which then direct it to the secondary treatment process. In the primary clarifiers, any grease, fats, or oils that are suspended are skimmed off by rakes and are pumped to the digesters. Any floatable materials that may have slipped through the bars in the screening process will be ground up before entering the digester.

## 2.5 BIOLOGICAL AERATED FILTERS

The primary effluent flows to a pumping facility which lifts the wastewater up to a channel running along the centre of the Biological Aerated Filters (BAF) facility. In each of the 11 available cells, the wastewater flows from the central channel to the bottom of the filters, and up through the filter. In the filter the wastewater is aerated, this encourages growth of microorganisms which consume carbon dissolved in the wastewater, as well as reducing ammonia and phosphorus. These microscopic organisms, referred to as biomass, stick onto the Bio Styrene media (4 mm diameter polystyrene beads), which also act to filter any suspended materials. The beads are held in place under a concrete floor with nozzles which let the clean water flow out on the surface. Like other filters, these are backwashed periodically to remove excess biomass growth and filtered particles. This helps to restore the filters' ability to process wastewater efficiently.

## 2.6 DISINFECTION

Disinfection is accomplished by adding sodium hypochlorite to the BAF facility effluent. The effluent flows by gravity to a chlorine contact chamber where ample time is provided for the chlorine to disinfect the BAF effluent. Just prior to exiting the chlorine contact tank, the wastewater is dosed with sodium bisulphite. This process de-chlorinates the water entering the receiving stream.

## 2.7 OUTFALL

After de-chlorination, the disinfected effluent from the chlorine contact tanks is discharged to the St. Lawrence River through a 1500mm diameter outfall sewer with fourteen 250mm elbow diffusers, approximately 240m offshore.

## 2.8 BAF BACKWASH RESIDUAL TREATMENT

As wastewater is filtered through the BAF filter beds, the media becomes increasingly clogged and requires backwashing to remove excess contaminants and biomass. After leaving the BAF cell, the backwash residual water follows the backwash channel to 2 backwash residual tanks, each large enough to accommodate the volume of backwash residual from a backwash. The water is pumped back to the head of the plant using one of two submersible backwash residual pumps.

## 2.9 ANAEROBIC DIGESTERS

The digester facility consists of 3 primary digesters and 1 secondary digester. Inside, the mixture is heated to allow microorganisms to grow and consume carbon, this produces methane gas and carbon dioxide. The first primary digester, digester 3, is heated to 55 degrees Celsius (thermophilic), which further assists in the destruction of harmful bacteria in the solids. After approximately 15 days, the solids are transferred in series to two other primary digesters, digesters 1 and 2, which are heated to 36 degrees Celsius (mesophilic), where they remain for an additional 15 days before being stored in the secondary digester, digester 4, before being sent to the dewatering facility.

Sludge in digesters 1 and 2 is mixed using four mechanical mixers mounted on each of the digester's roofs. The sludge from digesters 1 and 2 is recirculated through two sludge heat exchangers, this helps the digester maintain the correct temperature. Mixing in digester 3 is accomplished using only a mixing pump. The sludge from digester 3 is also recirculated through a heat exchanger to maintain the correct temperature as well. Digester 4 sludge is pumped to holding tanks in the dewatering building where it is recirculated until ready to be dewatered.

The methane gas produced is used as fuel for the boiler system which in turn provides heat for the digestion process through the sludge heat exchangers. If more gas is being generated than can be used in the boiler, the excess gas can be used in a combined heat and power generation system, Co-gen, to help offset the power purchased from the grid, and to reduce the greenhouse gas stack.

## 2.10 DEWATERING

Liquid biosolids, which are about 2% solid and 98% water, are pumped from the secondary digester into 2 centrifuges. Polymer is added to the biosolids before it enters the centrifuge, this helps the solids stick together, aiding the dewatering process. The centrifuge spins at a high-speed, forcing solids to the outer drum. This separates the solids, referred to as cake, from the liquid, called centrate. The cake, which now has a solids content of about 30%, is conveyed to a hopper. When enough material is in the hopper, a piston pump pushes the solid cake to the biosolids storage building. Alternatively, the cake materials can be loaded directly into a dump truck in a separate loading bay. The centrate, which contains many nutrients and some microorganisms, is returned to the headworks for treatment.

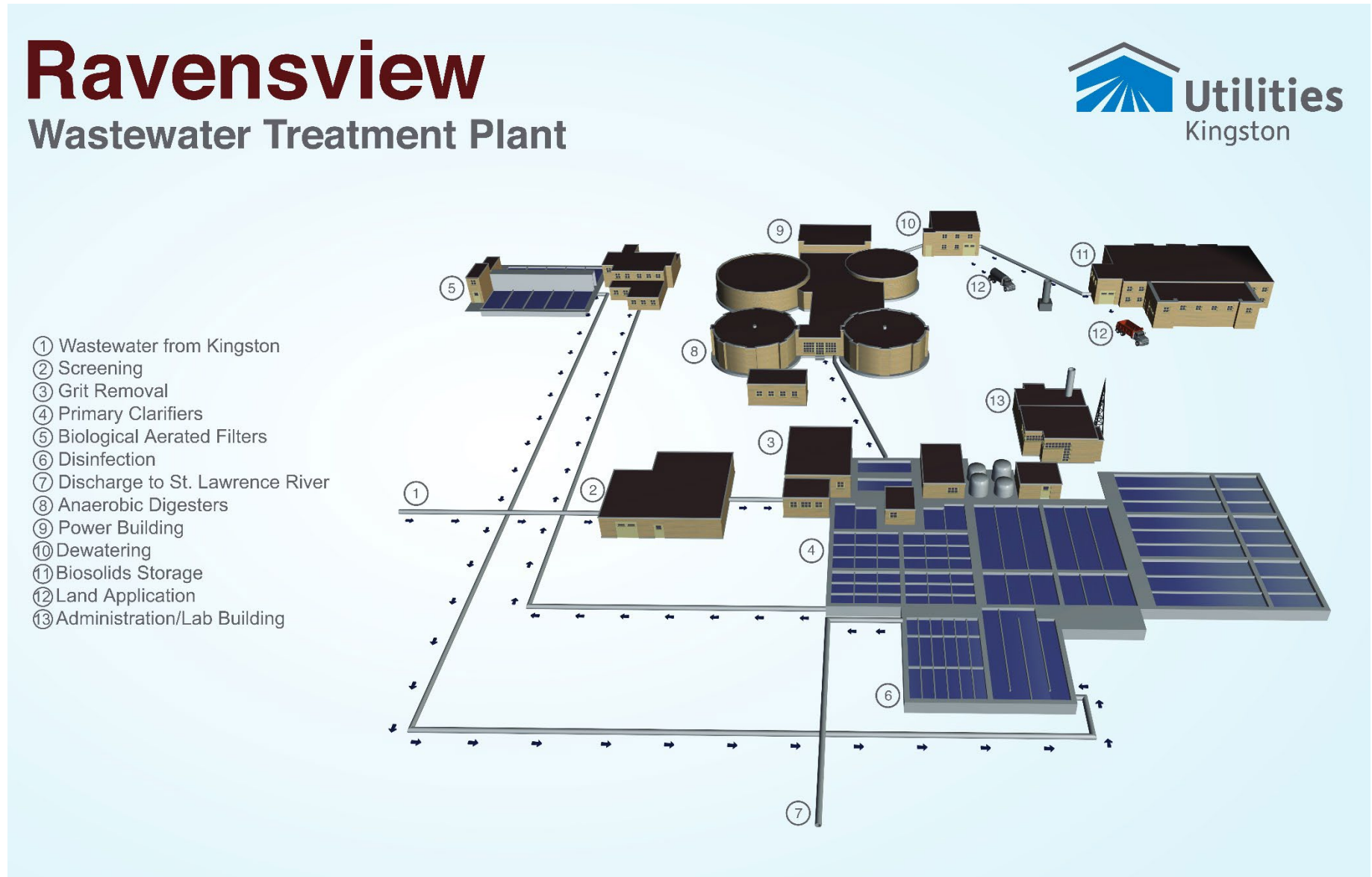
## 2.11 BIOSOLIDS STORAGE

The dry product, cake, that results from the treatment process is stored on site. The cake is then used on agricultural lands as a nutrient and soil conditioner when weather and crop conditions permit.

## 2.12 STANDBY EQUIPMENT

The power building houses two 575kW electric back-up generators that are designed to run the water pollution control plant in the event of a power outage. These units are powered by 12-cylinder, low emission natural gas engines that will start automatically in the event of a power failure. The aforementioned Co-gen is a combined heat and power generator. This 8-cylinder engine is designed to work on natural gas, digester gas which has been cleaned and the moisture removed, or a blend of these two fuels. The Co-gen unit is designed to run continuously and produce 375 kW of electric power and 500kW of heat reducing the amount of gas required to heat the digesters.

Figure 1 - Ravensview Wastewater Treatment Plant General Layout



**DOCUMENT:**  
Ravensview Wastewater Treatment Plant Annual Report

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### 3 OPERATION

Adequate staffing as well as preventative maintenance and regular equipment inspections allowed operational problems to be diagnosed quickly and corrective actions to be taken immediately. Non flushable materials such as wipes, and grease continue to be more prominent in the sewer system resulting in some operational and maintenance challenges. Utilities Kingston continues to implement a public education program to help customers become more aware of what materials should not be flushed down the sewers. This program has included radio and newspaper campaigns, social media campaigns such as Twitter and Facebook, bill stuffers, information on back of parking tickets, and bus information signs. This has been an ongoing campaign for many years with positive results. During the summer of 2023 staff worked to educate owners of grease traps within our system on how to properly maintain their equipment. Pamphlets describing the importance of appropriate grease trap maintenance and how it impacts our system were delivered to many restaurants across the city.

There were several large operational problems that occurred through the year. In September there was a buildup of polystyrene beads from the Biological Aerated Filters (BAF) that were drawn into the backwash tanks. These beads interfered with the level sensors in the backwash tanks, and the primary effluent channels. This level sensor interference led to one of the secondary treatment bypasses at the plant. Staff cleaned out the polystyrene beads and pump them back into the cells. Staff continue to monitor the presence of beads in the backwash tanks to ensure this does not happen again. During the fall the effluent from the plant had increased effluent concentrations, which were related to seasonal flow changes and maintenance being performed on the digester. Staff were able to

### 4 INFLUENT AND SEPTAGE

Utilities Kingston monitors the raw influent sewage, as well as the imported sewage from our septage receiving station for several parameters throughout the year.

The concentration of the monitored parameters (biochemical oxygen demand (BOD), total kjeldahl nitrogen (TKN), Total Suspended Solids (TSS), and Total Phosphorous (TP)) in the sewage being received at the septage station has been increasing over the past several years. These higher concentrations lead to more frequent operational challenges, including maintenance on the influent screening equipment, and increased costs associated with treating the wastewater. In the next calendar year staff will increase sampling, and verification of septage loads. This will help ensure our treatment system is not impacted by the increasing concentrations of these parameters.

The concentration of the monitored parameters in the raw sewage has also been increasing over the past 5 years. Utilities Kingston has been working to remove stormwater flows into the sanitary sewer system (i.e., separating combined sewers), and it's possible that the reduced stormwater in the sanitary system could have an influence on the increased concentrations of these parameters. The average temperature of the sewage being received at the facility is also increasing and could also be an indicator of the reduced stormwater inputs which are typically much colder than the raw sewage.

The annual average sample results for both Raw Influent and Septage Receiving for the past five years are shown in tables 4 and 5.

### 5 PLANT PERFORMANCE

The ECA number 5556-BZFGZL lists the limits and objectives for the concentrations of certain effluent parameters, this is shown in Table 3. The effluent objectives listed in this table are the concentrations we are expected to be below. The effluent concentration limits listed in the table are the concentrations we are required to be below. Ravensview WWTP did not exceed any of the limits

set out in the ECA throughout the calendar year. However, the plant did exceed the objective for E. Coli in the month of May. The effluent limits and objectives are shown in Table 3, and the Final Effluent results can be seen in Table 6 and 7. Operational staff had difficulty managing seasonally increased raw influent concentrations. Staff managed the increased concentrations by increasing chemical dosages and taking primary clarifiers offline to increase flow rates through the plant. Final effluent TSS was elevated, however operators were able to maintain a concentration below the objective of 15 mg/L. The average daily influent flow for the year was 64.5% of the rated capacity of the facility, this is below the average influent flow rates from the past 8 years. Raw Influent, Septage, Final Effluent, and Sludge/Biosolids samples were collected and submitted to a third-party laboratory at or above the required frequencies based on the ECA.

## 6 BIO-SOLIDS MANAGEMENT

Ravensview WWTP processed 64,332.36 m<sup>3</sup> of liquid sludge through the centrifuge. Approximately 3,062.4 Metric Tonnes of sludge cake was stored on site until GFL Environmental applied it to land on licensed agricultural fields. A similar amount of sludge cake is expected to be produced next year. The location and date of land application of the Bio-solids produced largely depends on weather, and the crops being grown on the receiving lands. Table 1 contains active spreading locations and their appropriate Non-Agricultural Source Materials Plan (NASM).

## 7 MAINTENANCE

Staff continue to use our preventative maintenance program in accordance with manufacturer's recommendations.

### Additional Maintenance completed this year:

- Infrared scans of high voltage electrical was performed across the plant.
- Equipment and motors had routine vibration monitoring conducted.
- All primary clarifiers were cleaned and inspected.
- The gas Cogen alternator was serviced.
- The media in the septage odour control unit was replaced.
- Both grit tanks were cleaned and inspected.
- Digester 1 and 2 sludge recirculation line had all valves replaced.

## 8 CAPITAL WORKS

The major highlights for capital works were:

- One of the primary effluent pumps was sent out to be rebuilt.
- The scum pits had repairs completed.
- Concrete in the Bio-solids building was repaired.
- Lighting upgrades have begun throughout the plant.
- Effluent water line supplying water throughout the plant was replaced.
- A blower in the BAF was replaced.
- The gas Cogen had the Human Machine Interface (HMI) replaced.

## 9 EQUIPMENT CALIBRATION

Third party contractors calibrated all plant flow meters, online analyzers, and lab equipment. As a result, the facility saw limited downtime of major equipment and saw very few mechanical or electrical failures this year. Calibration records are available upon request.

**DOCUMENT:**

Ravensview Wastewater Treatment Plant Annual Report

**10 COMPLAINTS**

In the 2023 reporting year, the Ravensview WWTP received one complaint regarding odours from the facility. Although staff did not notice any increased odours at the facility, efforts were made to change some of the maintenance procedures to reduce any odours. There were no additional odour complaints.

**11 BYPASS & OVERFLOW SUMMARY**

The facility had three secondary bypass events during the reporting year. These secondary bypass events were due to equipment malfunctions and high flows into the plant. The details of these events are listed in Table 2.

For further information about this report or any questions regarding accessibility, contact Tim Bourne at [tbourne@utilitieskingston.com](mailto:tbourne@utilitieskingston.com) or call 613-546-1181 Ext 2190.

## 12 BIOSOLIDS RECIPIENTS

**Table 1 – Biosolids Recipients**

<b>Non-Agricultural Source Materials Plan (NASM)</b>	<b>Address</b>
24326	Lot 20 Concession 3 South Town of Greater Napanee
60611	Lot 13-15 Concession 2 Loyalist Township
24405	Lot 7-8 Concession 4 Loyalist Township
60884	Lot 24-27 Concession 5 South Town of Greater Napanee

## 13 ANNUAL OVERFLOW SUMMARY

**Table 2 – Annual Overflow Summary**

<b>PCP #</b>	<b>Location</b>	<b>Number of Events</b>	<b>Volume (m3)</b>
1	Orchard-Emma Martin CSO	0	0.00
2	535 Rideau Belle Park Trunk	0	0.00
5	Dalton Ave PS	0	0.00
14	Barrack St E of King St	0	0.00
22	William St W of Ontario St	1	41.86
23	Earl St W of Ontario St	4	186.62
24	Gore St W of Ontario St	0	0.00
25	Lower Union W of Ontario St	3	396.65
26	West St S of King St	1	472.00
28	King St (O'Kill) PS	0	0.00
34	Helen St at Mack St	0	0.00
35	Palace Rd PS	0	0.00
41	Morton St PS	0	0.00
43	King-Portsmouth PS	1	574.00
48	West end of Sherwood Dr	0	0.00
50	South end of Parkway	0	0.00
51	Clarence St W of King St	1	450.16
52	Raglan Rd at Rideau St	1	161.45
53	Union St at Division St	1	0.02
55	King-George CSO	1	2507.80
56	King-Collingwood CSO	2	1166.63
65	535 Rideau Belle Park Local	2	751.64
68	Quebec St at Barrie St	0	0.00
69	Greenview Dr PS	0	0.00
70	Carlisle St at Chestnut St	0	0.00
74	Barrett Court	3	88.20
76	Ravensview Wastewater Treatment Plant	3	3043.00
79	Riverview Way PS	0	0.00
N/A	<b>Total</b>	<b>24</b>	<b>9840.02</b>

**DOCUMENT:**  
Ravensview Wastewater Treatment Plant Annual Report

## 14 EFFLUENT OBJECTIVES AND LIMITS

**Table 3 – Effluent Objectives and Limits**

<b>Effluent Parameter</b>	<b>Objective</b>	<b>Limits</b>
CBOD5	15.00 mg/L (Monthly Average)	25.00 mg/L (Monthly Average)
Total Suspended Solids	15.00 mg/L (Monthly Average)	25.00 mg/L (Monthly Average)
Total Phosphorus	0.8 mg/L (Monthly Average)	1.00 mg/L
Total Ammonia Nitrate (Winter)	12.00 mg/L (October to May)	N/A
Total Ammonia Nitrate (Summer)	7.00 mg/L (June to September)	N/A
Total Ammonia Nitrate (Fall)	5.00 mg/L (July to August)	N/A
E. Coli	100 CFU/100mL	200 CFU/100mL
CBOD5 Monthly Average Daily Effluent Loading	N/A	2,375 kg/d
Total Suspended Solids Monthly Average Daily Effluent Loading	N/A	2,375 kg/d
Total Phosphorous Monthly Average Daily Effluent Loading	N/A	95 kg/d

Note: pH maintained between 6.0 to 9.5 at all times

## 15 SEPTAGE RECEIVING

**Table 4 – Septage Receiving**

<b>Parameter</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
BOD5 (mg/L)	204	804	565	790	1476
TP (mg/L)	360	29	22	53	99
TKN (mg/L)	7	548	227	299	564
TSS (mg/L)	114	1975	1213	995	3658

## 16 PLANT PERFORMANCE RESULTS

**Table 5 – Raw Influent Results**

(Monthly Average)

<b>Month</b>	<b>BOD5 (mg/L)</b>	<b>Total Suspended Solids (mg/L)</b>	<b>Total Phosphorus (mg/L)</b>	<b>Total Ammonia Nitrogen (mg/L)</b>	<b>Total Kjeldahl Nitrogen (mg/L)</b>	<b>pH</b>	<b>Temp</b>
January	39.00	48.00	2.00	15.06	19.4	7.81	13.33
February	36.00	95.00	2.40	14.53	18.43	7.8	14.03
March	27.00	27.00	1.90	14.95	17.33	7.96	14.82
April	41.00	39.00	1.80	13.31	15.55	7.62	15.18
May	19.00	25.00	1.00	9.33	11.15	7.63	15.18
June	29.00	30.00	1.30	11.3	13.44	7.51	14.92
July	29.00	55.00	1.80	12.73	15.68	7.52	17.75
August	14.00	30.00	3.90	12.95	17.3	7.59	14.28
September	23.00	36.00	2.00	18.29	21.56	7.55	15.66
October	70.00	183.00	3.40	27.7	31.25	7.45	12.5
November	56.00	114.00	3.70	25.56	32.42	7.22	13.45
December	46.00	65.00	2.20	13.81	19.05	7.37	15.2
Annual Average	35.75	62.25	2.28	15.79	19.38	7.59	14.69

**DOCUMENT:**  
Ravensview Wastewater Treatment Plant Annual Report

**Table 6 – Final Effluent Results (Part 1)**  
(Monthly Average)

Month	CBOD5 (mg/L)	Total Suspended Solids (mg/L)	Total Phosphorus (mg/L)	Total Ammonia Nitrogen (mg/L)	Un-ionized Ammonia (mg/L)
January	1.90	4.70	0.36	1.62	0.01
February	3.00	4.20	0.38	1.83	0.01
March	3.00	3.10	0.50	1.73	0.01
April	1.80	3.50	0.56	1.68	0.02
May	1.80	3.20	0.47	0.72	0.01
June	1.60	3.40	0.58	1.25	0.01
July	2.10	5.40	0.73	1.47	0.01
August	3.40	6.10	0.43	0.74	0.01
September	2.40	12.90	0.75	1.05	0.01
October	2.70	14.20	0.71	3.55	0.01
November	3.40	12.90	0.56	5.5	0.01
December	2.60	9.40	0.34	1.65	0.01
Annual Average	2.48	6.92	0.53	1.90	0.01

**Table 7 – Final Effluent Results (Part 2)**

Month	pH	E Coli (CFU/100mL)	Acute Lethality (Pass or Fail)	Total Residual Chlorine (mg/L)
January	7.16	16	PASS	0.00
February	7.19	13	N/A	0.01
March	7.22	4	N/A	0.00
April	7.00	15	PASS	0.01
May	6.91	103	N/A	0.01
June	6.79	62	N/A	0.01
July	6.72	66	PASS	0.01
August	6.81	9	N/A	0.00
September	6.44	9	N/A	0.00
October	6.55	8	PASS	0.01
November	6.46	3	N/A	0.00
December	6.72	15	N/A	0.01
Annual Average	6.83	26.92	PASS	0.01

**Table 8 – Effluent Loading Limits**

Month	CBOD5 (kg/d)	Total Suspended Solids (kg/d)	Total Phosphorous (kg/d)
January	117	290	22
February	206	289	26
March	225	233	38
April	142	275	44
May	147	262	38
June	101	216	37
July	125	322	44
August	204	367	26
September	110	591	34
October	110	577	29
November	144	548	24
December	150	543	20
Annual Average	149	376	32

**Table 9 – Annual Plant Influent Flows**

<b>Parameter</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Average (m3/day)	59,640	86,200	69,005	77,265	59,435	57,278	68,505	61,303
Max (m3/day)	179,987	169,266	181,067	160,459	141,016	146,486	153,434	148,549
Design (m3/day)	95,000	95,000	95,000	95,000	95,000	95,000	95,000	95,000
Design Peak (m3/day)	193,000	193,000	193,000	193,000	193,000	193,000	193,000	193,000
Daily/Design (%)	62.8	90.7	72.6	81.3	62.6	60.3	72.1	64.5
Max/Peak (%)	93.3	87.7	93.8	83.1	73.1	75.9	79.5	77.0



**CATARAQUI BAY  
WASTEWATER TREATMENT PLANT  
2023 ANNUAL REPORT**



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## 1 EXECUTIVE SUMMARY

On December 14<sup>th</sup>, 2023, the Cataraqui Bay Wastewater Treatment Plant (WWTP) revoked the Ministry of the Environment, Conservation and Parks, ECA number 3714-9YUKZF, and began to operate under ECA number 4163-ACPPRK. An amended ECA, number 2497-CYPPUP was issued on December 22<sup>nd</sup>, 2023, following a change that was made to the system description, this is the current ECA for the facility.

During 2023 the facility was compliant with all but one of the conditions outlined in condition 7 of ECA number 3714-9YUKZF. The non-compliant month and effluent parameter is described in the following sections of this report.

The average daily flow through the plant was 28,740 m<sup>3</sup>/day.

There were no bypass events at Cataraqui Bay. There were three spills to the environment of Digester Gas, due to flare stack problems.

Plant staff continue to maintain operations during the facility upgrades. There has been continued planned and reactive maintenance as well as capital works at both the facility and within the collection system. Details regarding these improvements are in the report.

We have continued to provide additional training to staff at the facility to increase their knowledge of the process upgrades currently underway.

## 2 PLANT DESCRIPTION AND TREATMENT PROCESS

The following is a process overview and description of the treatment steps taken at Cataraqui Bay WWTP. The descriptions contained within this report relate to ECA number 3714-9YUKZF, as the WWTP was required to comply with the regulatory requirements of ECA number 3714-9YUKZF for most of the 2023 reporting year.

A detailed description of the upgraded WWTP described in ECA number 2497-CYPPUP will be provided in the next annual report.

### 2.1 GRIT REMOVAL

The first step in the treatment process is grit removal. This is accomplished by introducing air into the bottom of the grit channel. The heavier solids in the wastewater settle to the bottom of the tank, while the organics that require treatment stay in suspension and move on to the next step of the treatment process.

### 2.2 SCREENING

The second operation is the removal of large particles and floating debris such as wood, rags and plastics from the raw wastewater. These items are removed using mechanical screens that rake the debris from the wastewater stream and onto a belt conveyor.

### 2.3 FLOW SPLITTING

The screened wastewater discharges into a channel where a flow splitter divides the flow into two separate channels that lead to both C and D plants. The channels are equipped with motorized gate valves to control the flow rate to each plant.

### 2.4 PRIMARY SETTLING

The heavier organics settle by gravity to the bottom of the primary clarifiers. This forms a sludge blanket on the bottom of the tank. The settled sludge is collected by collector flights and scraped into a hopper at the end of the tank. The settled sludge is then pumped to digestion facilities for

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further treatment. As wastewater is discharged from the primary clarifiers, it is dosed with aluminum sulfate for phosphorus removal.

## **2.5 AERATION**

Organic matter is broken down by microorganisms in the Aeration tanks. The microorganisms are supplied with air, and food (which is provided by the primary clarifier effluent). Healthy populations of microorganisms are maintained by returning some of the biomass from the final clarifiers. The aeration process effectively removes 95% of the biochemical oxygen demand from the incoming wastewater.

## **2.6 FINAL SETTLING**

After the breakdown of the wastewater is completed, the mixture of microorganisms (mixed liquor) from the aeration tanks flows into the final clarifiers for solid-liquid separation. The biomass formed in the aeration tanks settles to the bottom of the final clarifiers. A portion of this biomass is returned to the head of the aeration tanks. The remainder of the biomass is pumped to sludge thickening facilities.

## **2.7 DISINFECTION**

The supernatant effluent from the final clarifiers is then directed to the disinfection facilities. Chlorine is dosed to the wastewater just prior to entering the chlorine contact tank where disinfection of the final effluent occurs. Just after exiting the chlorine contact tank the wastewater is dosed with calcium thiosulphate for de-chlorination to ensure no chlorine remains in the water entering the receiving stream.

## **2.8 OUTFALL**

After de-chlorination, the disinfected effluent from the chlorine contact tank is discharged back to Lake Ontario through a 1500 mm and a 900 mm outfall sewer. The diffusers at the ends of the sewer lines are located 25 m offshore and 16 m below water surface level.

## **2.9 SLUDGE THICKENING**

The sludge thickening facility consists of two rectangular holding tanks, dual rotating drum thickeners and a polymer system. Sludge is thickened from 0.5% solids to approximately 3.5% solids before being pumped to the digester facilities.

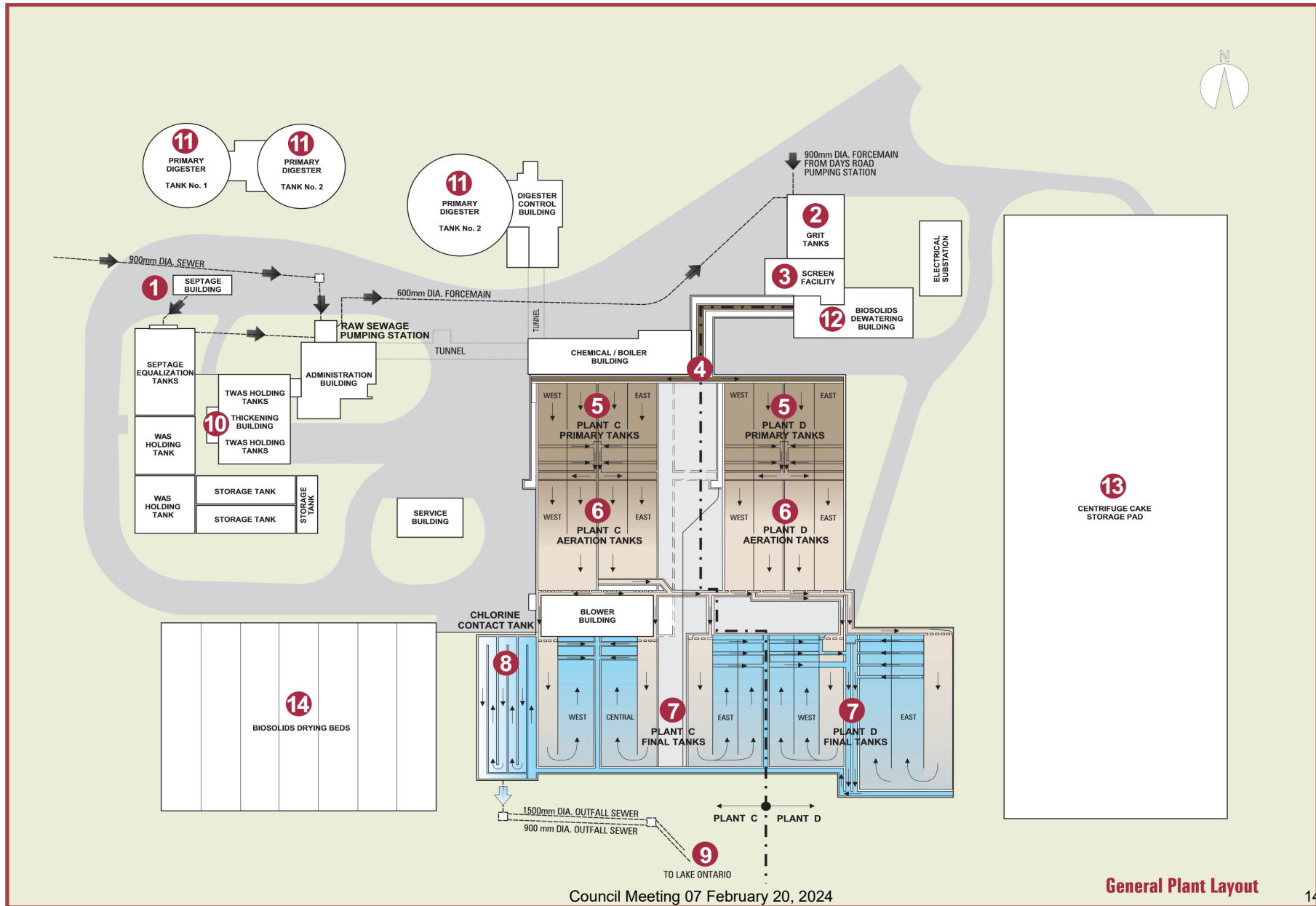
## **2.10 BIOSOLIDS MANAGEMENT**

The sludge from the primary and final clarifiers as well as the sludge from the thickening process is pumped to the digester facilities. The digester facilities consist of one primary digester, one secondary digester and a holding tank. In the primary digester, the sludge is heated, mixed and re-circulated under controlled anaerobic conditions. The anaerobic digestion process produces gas and biosolids. The gas produced is rich in methane which is used as fuel for the boiler system which in turn provides heat for the digestion process. The biosolids produced through sludge digestion are dewatered and used on agricultural lands as a nutrient and soil conditioner when weather and crop conditions permit.

## **2.11 BIOSOLIDS DEWATERING**

The biosolids produced through digestion are dewatered by centrifugation. The centrifuged cake produced is land applied when weather and crops permit.

Figure 1 – Cataraqui Bay Wastewater Treatment Plant General Layout



**DOCUMENT:**  
Cataraqui Bay Wastewater Treatment Plant Annual Report

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### 3 OPERATION

Adequate staffing as well as preventative maintenance, and regular equipment inspections resulted in minimal disruptions to the operation of the plant. Non flushable materials such as wipes, and grease continue to be more prominent in the sewer system resulting in some operational and maintenance challenges. Utilities Kingston continues to implement a public education program to make customers more aware of what materials should not be flushed down the sewers. This program has included radio and newspaper campaigns, social media campaigns such as Twitter and Facebook, bill stuffers, information on back of parking tickets, and bus information signs. This has been an ongoing campaign for many years with positive results. During the summer of 2023 staff worked to educate owners of grease traps within our system on how to properly maintain their equipment. Pamphlets describing the importance of appropriate grease trap maintenance and how it impacts our system were delivered to many restaurants across the city.

Operators encountered several operational difficulties throughout the year. Staff investigated the integrity of the Biological Aerated Filter decks in an effort to locate the source and reason that BAF beads (polystyrene product) were discharging from the BAF cells. Staff found and replaced a broken nozzle that is meant to hold back the beads, while allowing secondary effluent to flow through.

Further, Operators had difficulties maintaining effluent limits and objectives during the summer and fall months, details are below in the Plant Performance section.

The new Calcium Thiosulphate (Captor) line to the final effluent dose location has continued to plug up with deposits. Staff attempted to mitigate this operational issue by flushing the line and have developed a flushing schedule. However, despite these efforts the problem has persisted and as such, a temporary line to ensure continued dosing of Captor has been added, while staff work to find a permanent solution.

### 4 PLANT PERFORMANCE

Substantial Completion of the plant upgrade was achieved in February 2023. Throughout the reporting year, the remaining construction was completed, and the plant was commissioned by December 31, 2023, with the exception of the chlorination system of which Utilities Kingston received an amended ECA from the MECP. Remaining clean-up type work (i.e., correcting deficiencies noted during commissioning) and the commissioning of the chlorination system, and heating, ventilation and air conditioning systems continues.

The Cataraqui Bay WWTP had one non-compliant monthly average result for Total Phosphorus (TP) of 1.07 mg/L, with the monthly average effluent concentration above the limit of 1.0 mg/L. This occurred in the month of October. This non-compliant result was reported to the MECP, after discussing the efforts made to improve the effluent concentrations (including contacting a consultant) no further actions were required.

In July the E.Coli concentration in the final effluent exceeded the objective but remained well below the limit, the objectives and limits can be seen in Table 2.

The annual average concentration of Total Suspended Solids (TSS) for 2023 was below the limit, but above the objective outlined in the ECA, all Objectives, and Limits are listed in Table 2. All Effluent monitoring results are shown in Table 4 and 5. The elevated TSS concentrations are a direct result of the new treatment process.

No other parameters were above their limit or objective.

Operators experienced operational challenges as plant systems came online and were commissioned. Work has advanced to optimize the processes and correct deficiencies to ensure the safe and compliant operation of the plant. A consultant has been retained to assist the operations group to improve the quality of the effluent from the plant. Staff will continue with mitigation strategies

to reduce concentrations of TP and TSS in the plant effluent. The concentration of raw influent into the plant remains consistent throughout the year, however during the wet seasons concentrations are somewhat reduced, indicating some infiltration of ground water, or potentially illegal sump pump connections to the sanitary collection system. Annual raw influent monitoring results can be seen in Table 3. Raw Influent, and Final Effluent samples were collected and submitted to a third-party laboratory at or above the required frequencies based on the ECA.

## 5 BIO-SOLIDS MANAGEMENT

Cataraqui Bay WWTP processed 43,489.6 m<sup>3</sup> of liquid sludge through the centrifuge. Approximately 2,396.27 Metric Tonnes of sludge cake was stored on site until GFL Environmental applied it to land on licensed agricultural fields.

The location and date of land application of the Bio-solids produced largely depends on weather, and the crops being grown on the receiving lands. Table 1 contains the Non-Agricultural Source Materials Plan (NASM) numbers and addresses of receiving lands for bio-solids produced by the City of Kingston.

## 6 MAINTENANCE

Staff continue to use our preventative maintenance program in accordance with the manufacturer's recommendations.

### Additional Maintenance completed this year:

- Infrared scans of HV electrical were performed across the plant.
- Equipment and motors had routine vibration monitoring conducted.
- The onsite diesel generator was serviced and received routine maintenance.
- Chains and flights in all clarifiers and gravity thickeners were tightened and inspected.
- Rebuild completed on west chlorine gas regulator.
- BAF cell 4 nozzle replacements completed.
- Sludge pump lobes and seals replaced.
- South RDT drum was inspected, and cracks in the drum were welded.

## 7 CAPITAL WORKS

In October 2016 work began on plant wide upgrades. The original proposed project completion timeline was 4 years (2016-2020). Although the original proposed completion date has passed, the Cataraqui Bay WWTP continues to undergo an extensive process, electrical/instrumentation, and mechanical upgrade.

Additional capital works on the Cataraqui Bay WWTP include:

- Replaced flare stack regulating valve.
- Installed a new grinder on the feed line to Digester 3.
- BAF air compressor wet tank installed.

## 8 EQUIPMENT CALIBRATIONS

Third party contractors calibrated all plant flow meters, online analyzers, and lab equipment. As a result, the facility saw limited downtime of major equipment and saw very few mechanical or electrical failures this year. Calibration records are available upon request.

## 9 COMPLAINTS

In the 2023 reporting year, the Catarauqui Bay WWTP received no official complaints regarding the facility or treatment process.

## 10 BYPASS AND SPILL SUMMARY

There were no bypasses at the Catarauqui Bay WWTP in 2023.

There were three spill events of un-combusted Digester Gas to the environment, totaling 52.25 m<sup>3</sup> that were reported to the MECP in the 2023 reporting year. These spills occurred when the pilot light of the flare stack blew out in high winds. When the flare is not lit digester gas not being consumed in the boilers was not burnt at the flare stack, this is considered a spill to the environment.

## 11 BYPASS RESULT INTERPRETATIONS

As noted above there were no bypasses at the Catarauqui Bay WWTP in 2023. However, it should be noted that bypass discharges have a high bacteria count due to the lack of disinfection. CBOD<sub>5</sub>, TP, and TSS results are typical raw sewage influent levels. When bypasses occur, best efforts are made to capture the debris contained in any discharges to the lake. After each bypass event, shoreline inspections near discharge points are done to monitor any debris that may come ashore, and clean-up is done if debris is found.

For further information about this report or any questions regarding accessibility, contact Tim Bourne at [tbourne@utilitieskingston.com](mailto:tbourne@utilitieskingston.com) or call 613-546-1181 Ext 2190.



## 12 BIOSOLIDS RECIPIENTS

Table 1 – Biosolids Recipients

Non-Agricultural Source Materials Plan (NASM)	Address
60616	Lot 11-15 Concession 2 Town of Greater Napanee
24326	Lot 23-24 Concession 3 South Town of Greater Napanee
24326	Lot 20 Concession 3 South Town of Greater Napanee
60611	Lot 13-15 Concession 2 Loyalist Township
60884	Lot 24-27 Concession 5 South Town of Greater Napanee

## 13 EFFLUENT OBJECTIVES AND LIMITS

Table 2 – Effluent Objectives and Limits

Effluent Parameter	Objective	Limits
CBOD5	15.00 mg/L (Monthly Average)	25.00 mg/L (Monthly Average)
Total Suspended Solids	15.00 mg/L (Monthly Average)	25.00 mg/L (Monthly Average)
Total Phosphorus	1 mg/L (Monthly Average)	1.00 mg/L
Total Chlorine Residual	<0.02 mg/L	0.02 mg/L
E. Coli	100 CFU/100mL	200 CFU/100mL

Note: pH maintained between 6.0 to 8.5 at all times

## 14 PLANT PERFORMANCE RESULTS

Table 3 – Raw Influent Results

(Monthly Average)

Month	BOD5 (mg/L)	Total Suspended Solids (mg/L)	Total Phosphorus (mg/L)	Total Ammonia Nitrogen (mg/L)	Total Kjeldahl Nitrogen (mg/L)	pH
January	248	426	5.50	23.33	41.33	7.15
February	171	162	3.40	18.1	37.53	7.28
March	194	159	4.20	17.36	35.96	7.3
April	170	138	2.90	18.28	32.15	7.29
May	193	176	2.80	22.56	28.43	7.17
June	173	134	3.00	22.14	34.5	6.91
July	208	142	3.80	23.18	36.45	7.15
August	162	170	4.10	19.42	35.46	7.19
September	294	252	4.00	25.8	40.53	6.77
October	206	169	4.70	26.68	43.4	6.98
November	151	164	3.50	23.18	35.46	6.85
December	122	73	2.30	15.21	26.13	7.31
Annual Average	191	180.42	3.68	21.27	35.61	7.11

**DOCUMENT:**  
**Cataraqui Bay Wastewater Treatment Plant Annual Report**

**Table 4 – Monthly Effluent Concentrations (Part 1)**  
 (Monthly Average)

Month	CBOD5 (mg/L)	Total Suspended Solids (mg/L)	Total Phosphorous (mg/L)	Total Ammonia (mg/L)	Total Kjeldahl Nitrogen (mg/L)
January	7.50	15.00	0.72	8.76	10.98
February	8.10	23.30	0.65	11.27	14.25
March	6.60	11.20	0.46	10.55	12.76
April	8.00	9.00	0.57	8.64	11.13
May	6.50	14.30	0.80	0.73	2.35
June	8.60	20.00	0.86	3.70	7.48
July	10.80	27.20	0.98	4.79	8.35
August	5.80	22.60	0.76	1.55	3.82
September	7.80	19.00	0.94	1.27	3.45
October	4.50	20.90	1.07	0.48	3.40
November	6.40	29.80	0.71	0.52	3.66
December	3.90	14.30	0.39	2.56	4.45
Annual Average	7.04	18.88	0.74	4.57	7.17

**Table 5 – Monthly Effluent Concentrations (Part 2)**

Month	Nitrate	Nitrite	E. Coli	pH	Acute Lethality (Pass or Fail)
January	13.73	0.34	38	7.15	N/A
February	13.23	0.68	62	7.27	N/A
March	13.49	0.32	12	7.17	Pass
April	13.38	0.70	18	7.43	N/A
May	16.88	1.50	27	7.21	N/A
June	20.16	1.06	13	6.85	N/A
July	18.58	1.59	109	7.27	N/A
August	19.34	1.06	17	7.41	N/A
September	26.60	1.48	7	7.26	N/A
October	27.90	1.29	19	7.39	N/A
November	26.18	0.59	11	7.41	N/A
December	15.88	0.18	16	7.53	N/A
Annual Average	18.78	0.90	29	7.28	N/A

**Table 6 – Effluent Loading Limits**

Effluent Parameter	Loading Limit from Effluent	Annual Average
CBOD5	970 kg/day	202.4 kg/day
Total Suspended Solids	970 kg/day	542.7 kg/day
Total Phosphorous	39 kg/day	21.3 kg/day

**DOCUMENT:**  
**Cataraqui Bay Wastewater Treatment Plant Annual Report**

**Table 7 – Monthly Flows**

<b>Month</b>	<b>Rated Capacity (m3/day)</b>	<b>Average Flow (m3/day)</b>	<b>Approved Peak Flow (m3/day)</b>	<b>Peak Flow (m3/day)</b>
January	38,800	35,434	134,400	65,972
February	38,800	38,221	134,400	82,315
March	38,800	37,801	134,400	59,631
April	38,800	33,935	134,400	62,950
May	38,800	30,553	134,400	108,514
June	38,800	22,942	134,400	32,718
July	38,800	22,407	134,400	45,600
August	38,800	26,112	134,400	48,849
September	38,800	19,058	134,400	21,741
October	38,800	20,815	134,400	25,785
November	38,800	22,305	134,400	34,205
December	38,800	35,293	134,400	63,469
Annual Average	N/A	28,740	N/A	54,312

**Table 8 – Annual Plant Flows**

<b>Parameter</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Average (m3/day)	59,640	30,042	28,963	29,251	27,189	27,225	29,381	28,707
Max (m3/day)	179,987	121,860	94,957	91,976	82,297	51,566	88,225	108,514
Design (m3/day)	95,000	38,800	38,800	38,800	38,800	38,800	38,800	38,800
Design Peak (m3/day)	193,000	134,400	134,400	134,400	134,400	134,400	134,400	134,400
Daily/Design (%)	62.8	77.4	74.6	75.4	70.1	70.2	75.7	74.0
Max/Peak (%)	93.3	90.7	70.7	68.4	61.2	38.4	65.6	80.7



**CANA WASTEWATER TREATMENT PLANT  
2023 ANNUAL REPORT**

DOCUMENT:

**Cana Wastewater Treatment Plant Annual Report**

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## DOCUMENT:

**Cana Wastewater Treatment Plant Annual Report**

## 1 EXECUTIVE SUMMARY

Cana Wastewater Treatment Plant (WWTP) operates under Ministry of the Environment, Conservation and Parks, ECA number 4021-9WUKDE. In the month of February, the facility was out of compliance with one of the effluent limits outlined in condition 7 of the above-mentioned ECA. The facility was compliant during all other months through 2023.

The sewage works has a rated capacity of 125 m<sup>3</sup>/d, and a maximum day design flow of 200 m<sup>3</sup>/d. The average flow through the plant was 62.7 m<sup>3</sup>/d, and the maximum daily flow through the plant was 180 m<sup>3</sup>/d in 2023.

## 2 PLANT OVERVIEW

The following is a process overview and description of the treatment steps taken at the Cana WWTP

### 2.1 RAW SEWAGE PUMPING STATION

A pre-cast concrete wet well accepts sewage flows from the existing sewer system for the Cana Subdivision. The wet well has two pumps which discharge into the preliminary treatment unit.

### 2.2 PRELIMINARY TREATMENT UNIT

Preliminary treatment involves the removal of large particles and floating debris such as wood, rags, and plastics from the raw sewage. This is accomplished with a manual bar screen installed inside a splitter box.

### 2.3 SECONDARY TREATMENT UNIT

The sewage flows through the splitter box and bar screen, it then discharges into the two Sequencing Batch Reactors (SBR). Each reactor is essentially an activated sludge process with aeration and settling taking place in the same tank. The decanted effluent from the SBR is then stabilized in a Post Equalization Tank. The sludge that settles out in the SBR is then pumped directly to the Digester.

### 2.4 POST EQUALIZATION TANK

The Post Equalization Tank collects the decanted water from the Sequencing Batch Reactors and discharges to the tertiary filter system.

### 2.5 CHEMICAL DOSING SYSTEMS

Phosphorus removal is accomplished using Aluminum Sulfate, which is injected directly into the splitter box during pump cycles.

### 2.6 TERTIARY FILTRATION UNIT

The discharge of the post equalization tanks goes into a continuous backwash up-flow sand filter to polish the water before going through the ultraviolet disinfection system. Filtrate then passes through one of the two UV disinfection units.

### 2.7 ULTRAVIOLET (UV) DISINFECTION

The filtrate then passes through one of the two UV disinfection units. Each unit can handle the maximum flow of 200 m<sup>3</sup>/day.

### 2.8 OUTFALL

The treated effluent from the plant is discharged into a 27.9-meter-long pipe into an existing creek which flows into Colonel By Lake.

**DOCUMENT:**

**Cana Wastewater Treatment Plant Annual Report**

**2.9 BUILDING AND CONTROL ROOM**

There is one building that houses the tertiary filtration unit, chemical dosing systems, blowers, and all associated electrical equipment.

**2.10 DIGESTER UNIT**

The waste sludge generated from the SBRs is pumped into the digester for stabilization and storage. The digester supernatant is returned to the influent manhole and the sludge is hauled approximately every 30 days to Ravensview WWTP in the City of Kingston for further treatment.

**2.11 STANDBY EQUIPMENT**

A diesel generator on the property of the Cana WWTP provides backup electrical supply in case of power outages. This generator is directly connected to both the Cana Water and Cana Wastewater facilities and is capable of fully powering both systems in the event of a power outage.

**3 MONITORING DATA**

All required samples were collected and sent to a third-party laboratory for testing. The semiannual upstream surface water monitoring sample could not be collected in October due to a lack of flow in the existing water course. The downstream sample was collected in October, and both the upstream and downstream samples were collected in April and the results are shown in Table 5 and 6.

Monthly plant flows can be found in Table 10. The flow into the plant was much higher in the beginning of the year and dropped as the year went on. The concentration of the raw influent (Table 2) increases as the volume of flow decreases. The increased flow during the wet season, as well as the differences in concentrations that correlate to changes in volumes indicates there is likely ground water infiltration or illegal sump connections in the system. Efforts were made to remove illegal connections in 2020, Table 9 shows that the flows have been much more manageable since.

In February 2023, the average monthly concentration of Total Phosphorus was 0.22 mg/L, exceeding the limit of 0.10 mg/L as per the ECA. This exceedance was reported to the MECP, the efforts to reduce the effluent concentrations were detailed (listed below) and no further action was required. Details are shown in Table 1. Additionally, there were several months where the Total Suspended Solids, and Total Phosphorous exceeded the monthly objectives, but were below the compliance limit. The concentration of CBOD5, Total Ammonia Nitrogen, E.Coli and pH have been well below both compliance and objective limits. The final effluent results summary is shown in Table 3 and 4. Operators were able to reduce the effluent concentrations of Total Suspended Solids, and Total Phosphorous, and have confidence that improvements will be sustained in 2024.

**4 OPERATION**

Staff continue to optimize the plant process to ensure continuous and reliable operations. Cana WWTP exceeded the monthly average limit of Total Phosphorous during the month of February. The raw sewage pumping station was cleaned out to reduce the loading to the plant and improved the effluent quality. Since then, the operations staff continued to clean out the raw sewage pumping station which has improved the effluent of the plant throughout the year. In April the plant saw a peak daily flow of 180 m3/day, the maximum daily flow to the plant approved by the ECA is 200 m3/day. As discussed above, efforts to reduce illegal sump pump connections in 2020 reduced the peak flows dramatically. Staff have begun reviewing CCTV footage and started to complete spot checks to find the source of the increased flows.

## DOCUMENT:

**Cana Wastewater Treatment Plant Annual Report**

Effluent quality began deteriorating again in November and December, staff flushed and rinsed the sand filter, which did not show any immediate impact. Staff noted older biomass in the SBR's and increased wasting to remove the older sludge. A load of sludge from the Ravensview WWTP was used to seed the SBR's in early 2024 with healthy biomass.

## 5 BIOSOLIDS MANAGEMENT

There were 8 loads, totaling 82.6 m<sup>3</sup> in volume, of sludge collected and brought to Ravensview WWTP. The sludge was discharged at the septage facility.

## 6 MAINTENANCE

Staff continue to use our preventative maintenance program in accordance with manufacturer's recommendations.

### Additional Maintenance completed this year:

- Routine equipment maintenance took place throughout the plant.
- EQ tank check valve was replaced.
- Compressor head was replaced.

## 7 CAPITAL WORKS

- There was no capital work required for the plant this year.

## 8 EQUIPMENT CALIBRATIONS

All of the treatment facility flow meters are calibrated annually by third party contractors. Calibration records are available upon request.

## 9 COMPLAINTS

In the 2023 reporting year, the Cana WWTP received no official complaints regarding the facility or treatment process.

## 10 BYPASS SUMMARY

There were no bypass events in the system this year. However, it should be noted that bypass discharges have a high bacteria count due to the lack of disinfection. CBOD<sub>5</sub>, TP, and TSS results are typical raw sewage influent levels. When bypasses occur, best efforts are made to capture the debris contained in any discharges to the lake. After each bypass event, shoreline inspections near discharge points are done to monitor any debris that may come ashore, and clean-up is done if debris is found.

For further information about this report or any questions regarding accessibility, contact Tim Bourne at [tbourne@utilitieskingston.com](mailto:tbourne@utilitieskingston.com) or call 613-546-1181 Ext 2190.



DOCUMENT:

**Cana Wastewater Treatment Plant Annual Report**

### 11 EFFLUENT OBJECTIVES AND LIMITS

**Table 1 – Effluent Objectives and Limits**

Effluent Parameter	Objective	Limits
CBOD5	5.00 mg/L (Monthly Average)	10.00 mg/L (Monthly Average)
Total Suspended Solids	5.00 mg/L (Monthly Average)	10.00 mg/L (Monthly Average)
Total Phosphorus	0.10 mg/L (Monthly Average)	0.20 mg/L
Total Ammonia Nitrate (Winter)	2.00 mg/L (October to March)	3.00 mg/L
Total Ammonia Nitrate (Summer)	1.00 mg/L (April to September)	2.00 mg/L
E. Coli	100 CFU/100mL	200 CFU/100mL

Note: pH maintained between 6.5 to 8.5 at all times

### 12 PLANT PERFORMANCE RESULTS

**Table 2 – Raw Influent Results**

(Monthly Average)

Month	BOD5 (mg/L)	Total Suspended Solids (mg/L)	Total Phosphorus (mg/L)	Total Ammonia Nitrogen (mg/L)	Total Kjeldahl Nitrogen (mg/L)	pH
January	50	63	2.10	13.45	17.50	7.64
February	49	81	1.80	11.81	16.73	7.51
March	74	89	3.20	14.96	22.70	7.79
April	57	89	1.70	10.05	14.55	7.30
May	42	72	1.60	10.04	11.80	7.33
June	51	78	2.30	16.50	19.60	7.87
July	44	96	2.30	17.21	20.43	7.21
August	45	62	2.60	20.50	23.72	7.43
September	95	125	4.10	29.00	35.53	7.38
October	70	162	4.40	32.20	33.63	7.15
November	77	124	3.50	25.68	31.06	7.17
December	37	68	1.60	12.32	14.20	7.10
Annual Average	58	92	2.60	17.81	21.79	7.41

**Table 3 – Final Effluent Results (Part 1)**

(Monthly Average)

Month	CBOD5 (mg/L)	Total Suspended Solids (mg/L)	Total Phosphorous (mg/L)	Total Ammonia (mg/L)
January	3.00	4.10	0.10	0.37
February	3.00	9.10	0.22	0.22
March	3.00	8.80	0.13	0.4
April	1.90	4.30	0.11	0.62
May	1.90	4.30	0.09	0.04
June	3.00	9.60	0.08	0.05
July	2.40	2.80	0.08	0.08
August	1.80	3.90	0.09	0.05
September	3.00	4.10	0.13	0.03
October	3.00	5.30	0.14	0.05
November	1.80	6.70	0.11	0.07
December	3.00	6.00	0.09	0.05
Annual Average	2.57	5.75	0.11	0.17

**DOCUMENT:**

**Cana Wastewater Treatment Plant Annual Report**

**Table 4 – Final Effluent Results (Part 2)**

Month	Nitrate (mg/L)	pH	E Coli (CFU/100mL)	Acute Lethality (Pass or Fail)
January	3.23	7.73	1	N/A
February	4.2	7.86	1	N/A
March	4.22	7.79	0	N/A
April	3.74	7.89	1	PASS
May	2.98	7.77	0	N/A
June	5.66	8.04	1	N/A
July	12.37	7.42	0	N/A
August	5.59	7.7	0	N/A
September	8.19	7.6	1	N/A
October	8.58	7.49	1	PASS
November	6.07	7.43	0	N/A
December	4.63	7.56	0	N/A
Annual Average	5.79	7.69	0.50	PASS

**Table 5 – Upstream Surface Water Monitoring**

Date	CBOD (mg/L)	Total Suspended Solids (mg/L)	Total Phosphorus (mg/L)	Total Ammonia Nitrate (mg/L)	Nitrate Nitrogen (mg/L)	E. Coli (CFU/100 mL)	pH
April 12th 2023	<3	3.00	0.09	<0.05	0.18	0	7.99
October 4th 2023	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Table 6 – Downstream Surface Water Monitoring**

Date	CBOD (mg/L)	Total Suspended Solids (mg/L)	Total Phosphorus (mg/L)	Total Ammonia Nitrate (mg/L)	Nitrate Nitrogen (mg/L)	E. Coli (CFU/100 mL)	pH
April 12th 2023	<3	6.00	0.07	0.4	1.92	0	8.03
October 4th 2023	6.00	12.00	0.15	0.08	6.74	7	8.19

**Table 7 – Reportable Bypasses**

Date	Start Time	Duration (hours)	Volume (m3)	Reason	Precipitation (mm)
No bypass events to report for 2023					

**Table 8 – Reportable Bypass Sampling**

Date	Start Time	Duration (hours)	Volume (m3)	Reason	Precipitation (mm)
No bypass events to report for 2023					

**Table 9 – Annual Plant Flows**

Parameter	2019	2020	2021	2022	2023
Average (m3/day)	100.05	70.10	60.00	62.70	62.70
Max (m3/day)	243.00	110.50	97.00	160.00	180.00
Design (m3/day)	125.00	125.00	125.00	125.00	125.00
Design Peak (m3/day)	200.00	200.00	200.00	200.00	200.00
Daily/Design (%)	80.04	56.08	48.00	50.16	50.16
Max/Peak (%)	100.05	70.10	60.00	62.70	62.70

DOCUMENT:

**Cana Wastewater Treatment Plant Annual Report**

**Table 10 – Monthly Flows**

<b>Month</b>	<b>Rated Capacity Flow (m3/day)</b>	<b>Minimum Flow (m3/day)</b>	<b>Maximum Flow (m3/day)</b>	<b>Average Flow (m3/day)</b>	<b>Total Flow (m3/month)</b>
January	125	50.0	140.0	75.0	2,320
February	125	39.0	136.0	84.4	2,364
March	125	53.0	138.0	96.0	2,978
April	125	61.0	180.0	93.0	2,799
May	125	52.0	146.0	82.0	2,538
June	125	36.0	82.0	55.0	1,664
July	125	29.0	87.0	49.2	1,524
August	125	24.0	89.0	48.0	1,475
September	125	27.0	51.0	36.0	1,069
October	125	15.0	58.0	27.0	824
November	125	19.0	115.0	36.0	1,078
December	125	44.0	153.0	71.0	2,208
Annual Average	125	37.4	114.6	62.7	1,903



**City of Kingston Wastewater Collection System  
2023 DRAFT ANNUAL REPORT**

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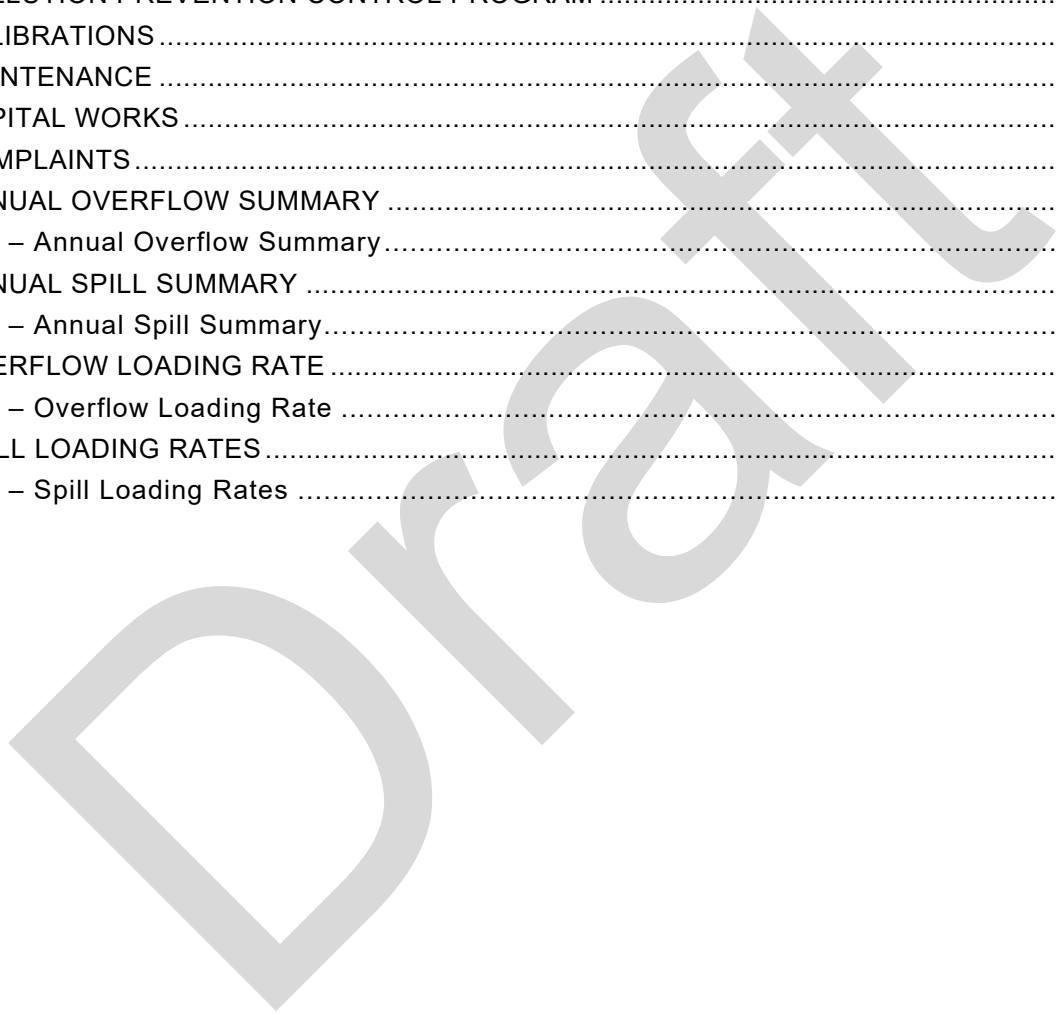
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## 1 EXECUTIVE SUMMARY

The City of Kingston Wastewater Collection System operates under Ministry of the Environment, Conservation and Parks (MECP), Consolidated Linear Infrastructure Environmental Compliance Approval (CLI ECA) number 018-W601.

In October 2022 the above mentioned CLI ECA was approved by the MECP. Utilities Kingston requested an approval for surrogate sampling in March 2023, which was approved. The CLI ECA is a new format for collection system ECAs and is a single approval for all the components of the sewage works in The City of Kingston’s sewage collection system. The approval of the CLI ECA included the revocation of all previous ECA’s for the collection system infrastructure.

Previously a report was prepared for several Pumping Stations as required by their individual ECAs. This report is the first annual report for the entire City of Kingston Wastewater Collection System.

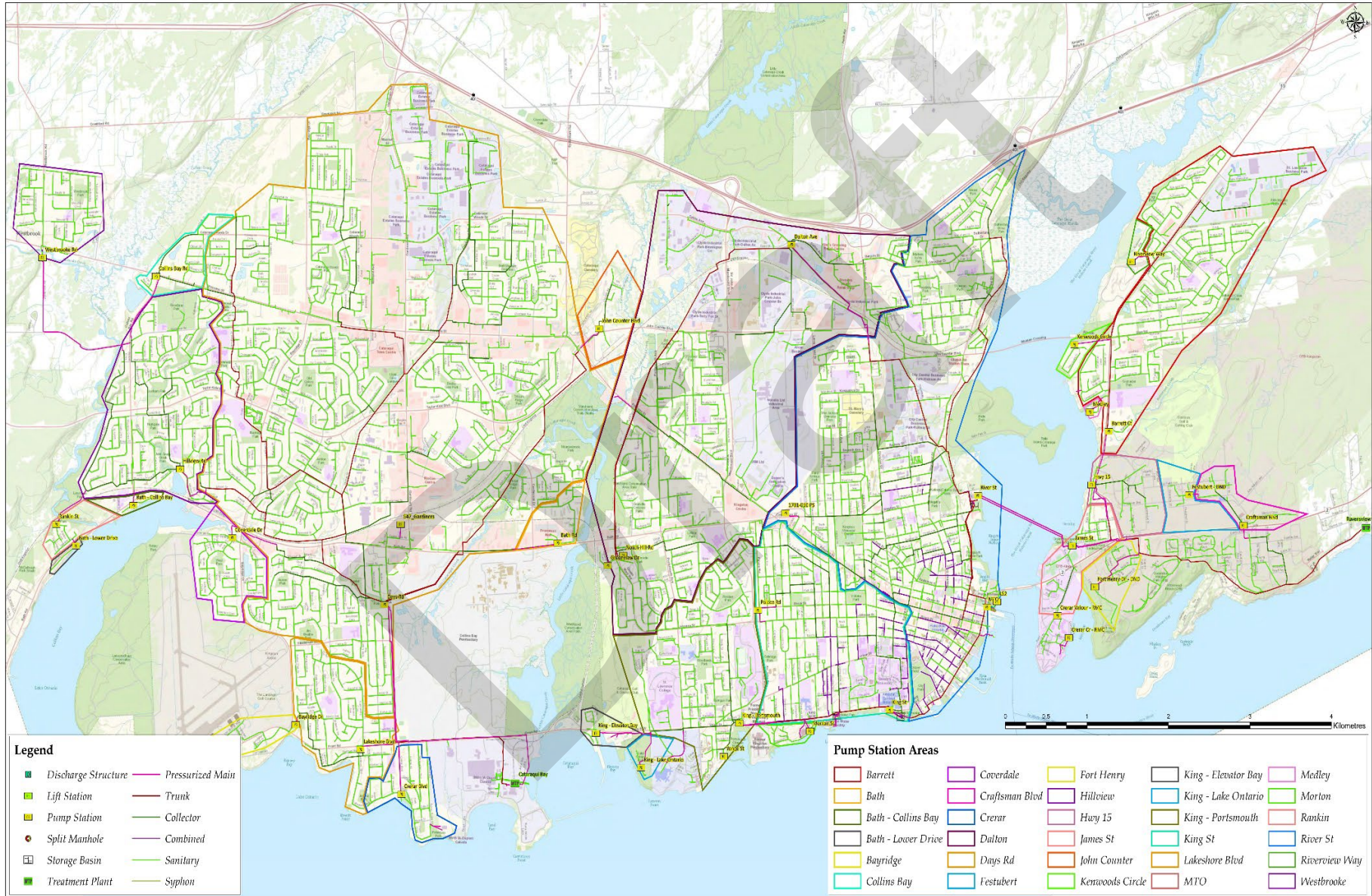
In 2023 the West Collection system received and moved 10,478,205 m<sup>3</sup> of wastewater to the Cataraqui Bay Wastewater Treatment Plant (WWTP). The Central and East Collection system received and moved 22,375,448 m<sup>3</sup> of wastewater to the Ravensview WWTP. The Cana Collection system received and moved 22,841 m<sup>3</sup> of wastewater to the Cana WWTP.

The collection system had several wet weather overflow events which totaled 6,134.82 m<sup>3</sup>. The collection system had four spills to the environment from pumping stations due to equipment malfunctions totaling 904.4 m<sup>3</sup>. The overflow and spill locations are listed in Tables 1 and 2 respectively.

## 2 SYSTEM DESCRIPTION

The City of Kingston Wastewater Collection System collects and transmits sewage to 1 of 3 WWTPs, depending on the pump station area. The collection system consists of 474.0km of gravity sewers (including 42.8km of trunk sewers, 50.7km of collector sewers and 381.0km of local sewers) and includes 18km of combined sewers but excludes the approximately 38,384 active service laterals to the property line. The collection system also contains 29 sewage pumping stations (PS), 3 combined sewer overflow tanks, 6 combined sewage retention tanks, and 29.0km of forcemains, with final discharge into one of 3 wastewater treatment plants including Ravensview, Cataraqui Bay, and Cana.

Figure 1 – City of Kingston Collection System Major Infrastructure



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### 3 OPERATION

Adequate staffing as well as preventative maintenance and regular equipment inspections allowed operational problems to be diagnosed quickly and corrective actions to be taken immediately. Non flushable materials such as wipes, and grease continue to be more prominent in the sewer system resulting in some operational and maintenance challenges. Utilities Kingston continues to implement a public education program to help customers become more aware of what materials should not be flushed down the sewers. This program has included radio and newspaper campaigns, social media campaigns such as Twitter and Facebook, bill stuffers, information on back of parking tickets, and bus information signs. This has been an ongoing campaign for many years with positive results. During the summer of 2023 staff worked to educate owners of grease traps within our system on how to properly maintain their equipment. Pamphlets describing the importance of appropriate grease trap maintenance and how it impacts our system were delivered to many restaurants across the city.

Staff encountered operational problems at several pumping stations across the system that were a result of grease build up. These problems ranged from instruments becoming plugged to floats being caught up in the grease. Third party contractors were brought in several times throughout the year to clean wet wells and remove the grease and other non-flushable items as required. There were several power related problems at several stations, some of which caused spills to the environment. Staff adjusted alarms and replaced generator testing equipment as a response to these spills. Collins Bay Road Sewage Pump Station has had ongoing issues with infiltration and excessive gravel accumulation in the wet well. Staff are working to collect CCTV footage and complete spot checks to locate the source of the large increase in flow during wet weather events.

### 4 SYSTEM FLOWS

The City of Kingston wastewater collection system transported 32,853,653 m<sup>3</sup> of sewage to the Ravensview and Cataraqui Bay WWTPs. The Cana system collected and transported 22,841 m<sup>3</sup> of sewage to the Cana WWTP. The concentration of the raw influent into the three WWTP's increases as the volume of flow decreases. The flow into each plant also increases as the number of wet weather events increase. The increased flow during the wet season, as well as the differences in concentrations that correlate to changes in volumes indicates there is likely ground water infiltration or illegal sump connections in the systems.

### 5 BYPASS & OVERFLOW SUMMARY

The collection system had several wet weather overflow events which totaled 6,134.82 m<sup>3</sup> for 2023. The surrogate loading rates from these overflow events are listed in Table 3. There were 4 spills to the environment from the collection system at Pumping Stations totaling 904.4 m<sup>3</sup>. The loading rates for the spills are in Table 4. The overflow locations are listed in Table 1. None of the collection system overflows or spills were disinfected, and no adverse impacts were noted. Staff, and third-party contractors checked for, and cleaned up any debris, and garbage after each event. The number of overflows, and the volume of overflows was dramatically reduced in 2023 compared to 2022. This year Utilities Kingston completed the separation of storm and sanitary sewers on Gore St. and removed PCP#24. The rainfall events in 2023 were much less severe than in 2022, and that coupled with the efforts to separate storm and sanitary sewers has led to the reduced overflow volumes. Utilities Kingston released and maintains a real-time overflow map in 2017. This map displays overflow locations and lets you know if an overflow has occurred within the past 48 hours.

## 6 OVERFLOW REDUCTION EFFORTS

The City of Kingston and Utilities Kingston have been working to reduce the number of combined sewers, both sanitary and storm water in the same pipe, within the collection system. As described above, the Gore St. project was completed in 2023 with a construction cost of \$713,028.62. Another two large, combined sewer separation projects are to be started in 2024 and 2025 respectively. The 2024 project is to include combined sewer separation of: two blocks of Victoria St., one block of Earl St., one block of Collingwood St., one block of Couper St., and two blocks of Union St. The estimated budget forecast for the 2024 construction is \$1.93 million. These projects will lead to reduced overflows of the collection system in wet weather events.

## 7 POLLUTION PREVENTION CONTROL PROGRAM

The Utilities Kingston Pollution Prevention and Control Plan (PPCP) was developed in 2017 and is set to be updated in 2025. The PPCP focuses on combined sewer separation to reduce the number of overflows from our facilities in the future. As discussed above, the Gore St. project was completed in 2023, which removed an overflow point that historically has been the source of many overflows. There were no specific timelines produced for the 2017 version of the PPCP. The City of Kingston and Utilities Kingston remain dedicated to completing sewer separations within our collection system in preparation for future population growth.

**Information for this section of the Annual Report is still being compiled. All required details in accordance with the ECA and to satisfy the MECP will be completed by the March 31, 2024, deadline.**

## 8 CALIBRATIONS

Many of the pumping stations have flow meters installed which helps to investigate inflow and infiltration, as well as any operational problems that may occur. Third party contractors calibrated all facility flow meters. One flow meter in the collection system failed the calibration and will need to be replaced in 2024. Calibration records are available upon request.

## 9 MAINTENANCE

Staff continue to use our preventative maintenance program in accordance with manufacturer's recommendations.

### **Additional Maintenance completed this year:**

- Infrared scans of high voltage electrical was performed at Pumping Stations throughout the City.
- Equipment and motors had routine vibration monitoring conducted.
- The air relief valve at Bath Rd. PS failed and was rebuilt.
- The Bath-Collins Bay station had all check valves and isolation valves replaced.
- River St. PS had a pump rebuilt by the manufacturer.
- River St. PS bar screen maintenance to track and wheels.
- River St. PS Generator #2 service and maintenance completed.
- Overflow flap valve replaced on Morton St. PS overflow pipe to prevent lake water from entering station.

## 10 CAPITAL WORKS

The major highlights for capital works were:

- Significant progress was made on the construction of the new Days Rd. PS and decommissioning of the old station has begun.
- Westbrook PS had new level sensors and instrumentation installed.

**DOCUMENT:**

City of Kingston Wastewater Collection System Annual Report

- Crerar PS had a new flow meter installed.
- Palace Rd. PS had a new flow meter installed.

**11 COMPLAINTS**

In the 2023 reporting year, there were a number of complaints from residents regarding the system. There were nine (9) odour complaints connected to the new construction of the Days Road pumping station. These complaints spanned from June to October. The station was under the control of the contractor, constructing the new facility. However, Utilities Kingston operations staff investigated the complaints and inspected the odour control unit at the facility regularly to ensure it was functioning and being properly maintained. Additional filters have been purchased for the odour control unit at the facility, and staff continue to monitor the system.

There were seven (7) odour complaints regarding the collection system, these include sewage odours noted in residences and businesses. Staff responded and investigated all of these complaints. Responses to these complaints included, inspecting infrastructure upstream and downstream of the complaint, installing dishes in manholes to reduce the chance of sewer gasses being released, jetting and cleaning pipes, and inspecting lines with a camera.

Staff responded to fifty-one (51) complaints about lateral and main collection system backups. Operations staff worked with property owners and tenants at each site to locate and confirm the source of the backup. The majority of the sewer backups were caused by non-flushable materials, tree root growth, or deformed or degraded pipes. 17 of the 51 complaints were related to private infrastructure (i.e., the homeowner or business owner's sewer lateral on their property). Staff worked to relieve these backups using different methods. Crews rodded lines, performed camera work to identify and locate the issue, used jet trucks to clear blockages and to return the collection system to good working order. Operators also proactively flush known problem sewers, in order to maintain the integrity of the collection system.

For further information about this report or any questions regarding accessibility, contact Tim Bourne at [tbourne@utilitieskingston.com](mailto:tbourne@utilitieskingston.com) or call 613-546-1181 Ext 2190.

## 12 ANNUAL OVERFLOW SUMMARY

Table 1 – Annual Overflow Summary

PCP #	Location	Number of Events	Volume (m3)
1	Orchard-Emma Martin CSO	0	0.00
2	535 Rideau Belle Park Trunk	0	0.00
5	Dalton Ave PS	0	0.00
14	Barrack St E of King St	0	0.00
22	William St W of Ontario St	1	41.86
23	Earl St W of Ontario St	4	186.62
24	Gore St W of Ontario St	0	0.00
25	Lower Union W of Ontario St	3	396.65
26	West St S of King St	1	472.00
28	King St (O'Kill) PS	0	0.00
34	Helen St at Mack St	0	0.00
35	Palace Rd PS	0	0.00
41	Morton St PS	0	0.00
43	King-Portsmouth PS	0	0.00
48	West end of Sherwood Dr	0	0.00
50	South end of Parkway	0	0.00
51	Clarence St W of King St	1	450.16
52	Raglan Rd at Rideau St	1	161.45
53	Union St at Division St	1	0.02
55	King-George CSO	1	2507.80
56	King-Collingwood CSO	2	1166.63
57	Crerar PS	1	0.00
65	535 Rideau Belle Park Local	2	751.64
68	Quebec St at Barrie St	0	0.00
69	Greenview Dr PS	0	0.00
70	Carlisle St at Chestnut St	0	0.00
74	Barrett Court	0	0.00
79	Riverview Way PS	0	0.00
N/A	Total	18	6134.82

### 13 ANNUAL SPILL SUMMARY

Table 2 – Annual Spill Summary

PCP #	Location	Number of Events	Volume (m3)
1	Orchard-Emma Martin CSO	0	0.00
2	535 Rideau Belle Park Trunk	0	0.00
5	Dalton Ave PS	0	0.00
14	Barrack St E of King St	0	0.00
22	William St W of Ontario St	0	0.00
23	Earl St W of Ontario St	0	0.00
24	Gore St W of Ontario St	0	0.00
25	Lower Union W of Ontario St	0	0.00
26	West St S of King St	0	0.00
28	King St (O'Kill) PS	0	0.00
34	Helen St at Mack St	0	0.00
35	Palace Rd PS	0	0.00
41	Morton St PS	0	0.00
43	King-Portsmouth PS	1	574.00
48	West end of Sherwood Dr	0	0.00
50	South end of Parkway	0	0.00
51	Clarence St W of King St	0	0.00
52	Raglan Rd at Rideau St	0	0.00
53	Union St at Division St	0	0.00
55	King-George CSO	0	0.00
56	King-Collingwood CSO	0	0.00
57	Crerar PS	1	242.20
65	535 Rideau Belle Park Local	0	0.00
68	Quebec St at Barrie St	0	0.00
69	Greenview Dr PS	0	0.00
70	Carlisle St at Chestnut St	0	0.00
74	Barrett Court	3	88.20
76	Ravensview Wastewater Treatment Plant	0	0.00
79	Riverview Way PS	0	0.00
N/A	Total	5	904.40

### 14 OVERFLOW LOADING RATE

Table 3 – Overflow Loading Rate

Date	Location	Duration	Volume (m3)	BOD (kg)	TP (kg)	TSS (kg)	TKN (kg)	E.Coli
August 10 2023	PCP 23 Earl St	0:05	0.34	0.02	0.00	0.02	0.00	189,236
August 7 2023	PCP 26 West St	0:30	472.00	29.74	0.36	29.26	2.50	189,236
August 7 2023	PCP 65 Rideau Belle Park	0:40	685.49	43.19	0.53	42.50	3.63	189,236
August 7 2023	PCP 53 Union St	0:15	0.02	0.00	0.00	0.00	0.00	189,236
August 7 2023	PCP 52 Raglan Rd	0:40	161.45	10.17	0.12	10.01	0.86	189,236
August 7 2023	PCP 51 Clarence St	0:40	450.16	28.36	0.35	27.91	2.39	189,236
August 7 2023	PCP 25 Lower Union	0:55	348.74	21.97	0.27	21.62	1.85	189,236
August 7 2023	PCP 23 Earl St	0:40	181.46	11.43	0.14	11.25	0.96	189,236
August 7 2023	PCP 22 William St	0:25	41.86	2.64	0.03	2.60	0.22	189,236
August 3 2023	PCP 65 Rideau Belle Park	0:15	66.15	4.17	0.05	4.10	0.35	189,236
July 27 2023	PCP 25 Lower Union	2:00	24.91	1.57	0.02	1.54	0.13	189,236
July 27 2023	PCP 23 Earl St	0:10	0.82	0.05	0.00	0.05	0.00	189,236
April 5 2023	PCP 25 Lower Union	0:10	23.00	1.45	0.02	1.43	0.12	189,236
April 5 2023	PCP 23 Earl St	0:10	4.00	0.25	0.00	0.25	0.02	189,236

**15 SPILL LOADING RATES**

**Table 4 – Spill Loading Rates**

Date	Location	Duration	Volume (m3)	BOD (kg)	TP (kg)	TSS (kg)	TKN (kg)
February 22 2023	PCP 74 Barrett Ct	0:25	47	0.00	0.00	0.00	0.00
June 3 2023	PCP 74 Barrett Ct	0:20	25.5	2.32	0.14	4.08	2.08
April 10 2023	PCP 43 Portsmouth Ave	2:30	574	3.88	0.27	10.66	2.40
April 30 2023	PCP 57 Crerar Blvd	15:35	242.2	1.70	1.09	6.66	N/A
June 3 2023	PCP 74 Barrett Ct	0:20	25.5	2.32	0.14	4.08	2.08
December 27 2023	PCP 74 Barrett Ct	0:15	15.7	3.08	0.13	6.44	0.99

Draft



**City of Kingston  
Report to Council  
Report Number 24-084**

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**To:** Mayor and Members of Council  
**From:** Jennifer Campbell, Commissioner, Community Services  
**Resource Staff:** Luke Follwell, Director, Engineering Services  
**Date of Meeting:** February 20, 2024  
**Subject:** Update - Partnership Opportunities – École Secondaire  
Publique Milles-Îles and École Secondaire Catholique Sainte-  
Marie-Rivier

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**Council Strategic Plan Alignment:**

Theme: 5. Drive Inclusive Economic Growth

Goal: 5.7 Foster culture, history, education, arts and recreation (CHEAR).

**Executive Summary:**

On September 5, 2023 ([Report Number 23-229](#)) Council directed staff to continue to explore partnership opportunities for community and public access to outdoor amenities and indoor theatre at the new combined high school (Milles-Îles and Marie-Rivier in the west end) with the Conseil scolaire de district catholique du Centre-Est de l'Ontario and Le Conseil des écoles publiques de l'Est de l'Ontario. In the time since, staff have met with the school boards and reviewed partnership options of mutual benefit.

Staff are now requesting Council direction to move forward with a proposed partnership that will secure community access to the combined high school outdoor campus as well as the interior theatre and gymnasium space. This partnership would include a municipal financial contribution of \$630,000 that would be used to fund the completion of the outdoor amenity spaces – including site landscaping and a multi-use recreation field including a long-jump and an exercise track (Exhibit A).

February 20, 2024

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**Recommendation:**

**That** Council approve a contribution of \$630,000 towards the development of the outdoor amenities near the north end of École Secondaire Publique Milles-Îles and École Secondaire Catholique Sainte-Marie-Rivier with Conseil scolaire de district catholique du Centre-Est de l'Ontario and Le Conseil des écoles publiques de l'Est de l'Ontario as part of the partnership described in Report 24-084, and to be funded with \$91,350 from the Municipal Capital Reserve Fund and \$538,650 from Development Charges; and

**That** the Mayor and Clerk be authorized to execute any documents or agreements with Conseil scolaire de district catholique du Centre-Est de l'Ontario and Le Conseil des écoles publiques de l'Est de l'Ontario for the contribution for the development of the outdoor amenity and shared use of the outdoor amenities and indoor theatre at École Secondaire Publique Milles-Îles and École Secondaire Catholique Sainte-Marie-Rivier in a form satisfactory to the Director of Legal Services.



February 20, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Jennifer Campbell,**  
**Commissioner, Community**  
**Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER  
\_\_\_\_\_  
**Lanie Hurdle, Chief**  
**Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	
Desirée Kennedy, Chief Financial Officer & City Treasurer	

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**Options/Discussion:****Background**

On September 5, 2023 ([Report Number 23-229](#)) Council directed staff to negotiate with Conseil scolaire de district catholique du Centre-Est de l'Ontario and Le Conseil des écoles publiques de l'Est de l'Ontario on partnership opportunities for public access to the outdoor amenities and an indoor theatre at the new combined high school École Secondaire Publique Milles-Îles and École Secondaire Catholique Sainte-Marie-Rivier.

As outlined in [Report Number 23-229](#), the cost to construct the school site was higher than expected and the school boards were not able to complete the outdoor amenities within the budget remaining. City staff have worked with the school boards to review the uncompleted portion of the school site and to develop cost estimates for the work needed to complete the construction of the outdoor amenities to a standard that would be mutually beneficial. The outdoor amenities that still need to be constructed to complete the outdoor campus include construction of a multi-use recreation field that itself includes a long-jump and an exercise track as well as some site landscaping (Exhibit A).

**Proposal and Benefits**

The intent of the original partnership proposal in 2018 with Conseil scolaire de district catholique du Centre-Est de l'Ontario and Le Conseil des écoles publiques de l'Est de l'Ontario was to establish a unified public access campus for residents given that the school site is next to the City park, Gerard Hunt Memorial Park.

The north third of the school site is currently an uneven dirt area. Staff recommend that Council approve entering into a partnership with the two school boards to complete this portion of the campus and that this partnership include a Municipal contribution of \$630,000. This contribution would be funded 85% from Development Charges and 15% from the Municipal Capital Reserve Fund. The total cost of the project is anticipated to be \$1,170,000 with the City contributing just under 54% toward the total project cost. The school boards' contribution will be \$540,000 which is the total of the budget remaining on the combined school project. The school boards would lead the construction of the campus and associated amenities.

Assisting the school boards to complete a unified public access campus around the school is of benefit to the surrounding community as a functional extension of the adjacent City park, Gerard Hunt Memorial Park, with the benefit of community access to a recreation field and paved (asphalt) walking track. The proposed terms of the agreement would permit community access for 20+20 years to the outdoor campus, outside of school hours and generally defined as weekdays after 5 pm, weekends and summer. Campus access would include all amenities, paths, basketball, parking, field, track and landscape (but not the primary school playground area). Also included would be community access to the interior theatre and gymnasium outside of school hours but within standard operating hours. Access to the theatre and gymnasium is beneficial to the community and aligns to strategic intents within the Culture Plan, the Recreation Master Plan as well as the Council endorsed Music and Creative Industry strategies.

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The former indoor theatre at Ecole secondaire catholique Marie-Rivier was under different ownership and available for public/community access and use, and the proposed partnership would secure continued public/community uses of the new theatre.

Any formal bookings of the shared school spaces (indoor and outdoor) would be completed through the schools' booking system. In all cases, reasonable periods of closure for maintenance, security, unplanned interruption, etc. would be permitted. Through this partnership the City is not responsible for maintenance, enforcement or liability of the shared school spaces, similar to other school partnerships such as with LaSalle Secondary School.

### **Climate Risk Considerations**

Natural sports fields improve climate resiliency by enhancing stormwater management with increased infiltration and reducing solar radiation as compared to other surfaces. Although the paved track and the process of constructing the field would create greenhouse gas emissions, over the long-term the impacts are mitigated through reduced need for field maintenance, as well as reduced need for the local community to drive for recreational field access or use of an even walking track/running surface.

### **Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations**

Access to a recreational field, including a paved track within walking distance to existing residents helps create barrier free community gathering spaces and acts as a functional extension of the adjacent City park. Community use of the interior theatre and gymnasium space also provides residents opportunities to access theatre and a place to host local community programs and events.

### **Financial Considerations:**

The project cost is expected to total \$1,170,000. The City would need to contribute \$630,000 toward this total project cost in order for the School Boards to be able to complete the project to mutual benefit as described in this report. The City contribution would be funded \$538,650 from Development Charges and \$91,350 from the Municipal Capital Reserve Fund.

### **Contacts:**

Jennifer Campbell, Commissioner, Community Services, 613-546-4291 extension 1377

### **Other City of Kingston Staff Consulted:**

Luke Follwell, Director, Engineering Services

Neal Unsworth, Manager, Parks & Shoreline, Engineering Services

Lana Foulds, Director, Financial Services

Tony Gargaro, Manager, Recreation Services, Recreation & Leisure Services

February 20, 2024

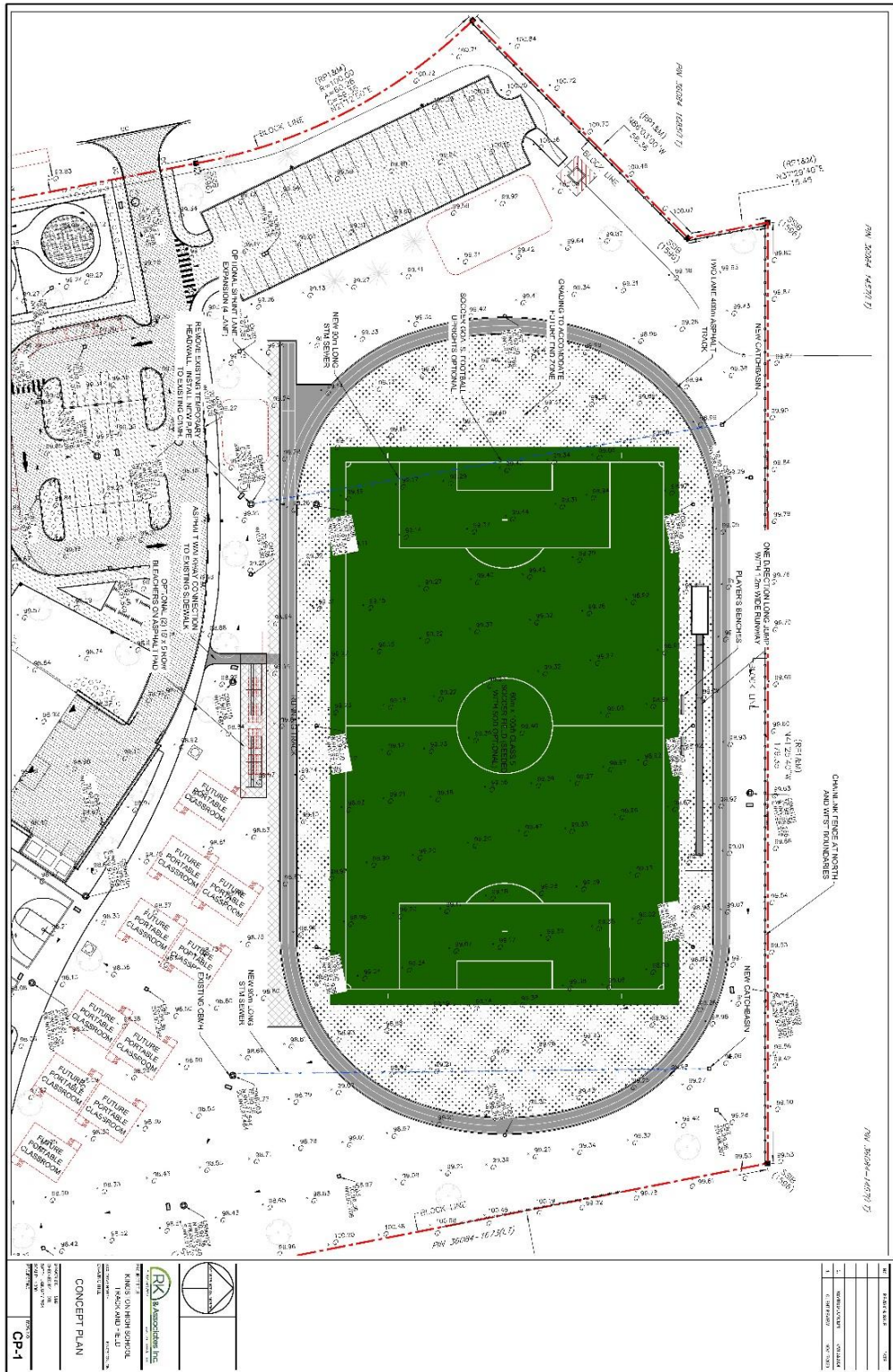
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Danika Lochhead, Acting Director, Arts & Culture Services

**Exhibits Attached:**

Exhibit A – Proposed Recreational Field Plan

Plan of Sports Field Amenity Proposed





**City of Kingston  
Report to Council  
Report Number 24-089**

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**To:** Mayor and Members of Council  
**From:** Paige Agnew, Commissioner, Growth & Development Services  
**Resource Staff:** Brandon Forrest, Director, Real Estate, Business & Environment  
**Date of Meeting:** February 20, 2024  
**Subject:** Conference Centre Update and Next Steps

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**Council Strategic Plan Alignment:**

Theme: 5. Drive Inclusive Economic Growth

Goal: 5.8 Ensure the downtown remains vibrant.

**Executive Summary:**

This report provides Council with an update on the Request for Expressions of Interest (RFEOI) process related to the development opportunity on Block 4 of the City-owned North Block District, following Report Number [23-130](#), which was presented to Council on May 2, 2023.

The development opportunity is to convert the property into a vibrant mixed-use development, with a conference centre, hotel, high-density residential and associated commercial space.

The purpose of the RFEOI was to gauge interest in this opportunity and develop a shortlist of developers with demonstrated experience, a conceptual approach to the development, and the financial capacity to undertake this development opportunity.

The RFEOI identified possible outcomes of the process and how the City may proceed based on the number and quality of responses. The possible outcomes included either the option to proceed to a second stage Request for Proposal (RFP) with a shortlist of pre-qualified

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proponents, or to negotiate directly with the proponent that submits the highest scoring RFEOI submission.

The RFEOI received responses from six qualified developer proponents. Based on the quality of all submissions, it is recommended to proceed to the RFP stage with all six of the proponents.

As part of the subsequent RFP process, staff are recommending an honorarium of \$50,000 be offered to each of the pre-qualified proponents upon receipt of a complete submission package. The intention of the honorarium is to demonstrate Council's commitment to the proponents, a recognition of the significant costs incurred in making a detailed RFP submission and to help ensure the highest quality submissions are received. The provision of an honorarium is consistent with the City's approach on large projects in the past (i.e. LVEC) and is a common industry practice.

Staff are also recommending that the City continue to work with NBLC to develop, issue and manage the RFP process.

**Recommendation:**

**That** Council direct staff to initiate the Request for Proposal process with the six pre-qualified proponents identified in Report Number 24-089, as a result of the Request for Expression of Interest process; and

**That** Council authorize the issuance of an honorarium of \$50,000 to each of the pre-qualified proponents that submit a "complete" submission through the Request for Proposal process, to be funded by existing capital budgets; and

**That** Council authorize the Mayor and Clerk, to enter into a contractual agreement with N. Barry Lyons Ltd. to develop, issue and manage the Request for Proposal process on behalf of the City, to be funded from existing capital budgets, in a form satisfactory to the Director, Legal Services.

February 20, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Paige Agnew, Commissioner,  
Growth & Development Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

\_\_\_\_\_  
**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Jennifer Campbell, Commissioner, Community Services Not required

Neil Carbone, Commissioner, Corporate Services Not required

David Fell, President & CEO, Utilities Kingston Not required

Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives Not required

Brad Joyce, Commissioner, Infrastructure, Transportation  
& Emergency Services Not required

Desirée Kennedy, Chief Financial Officer & City Treasurer



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**Options/Discussion:****Background**

The concept of redeveloping Block 4 for a mixed-use development has been under consideration by Kingston City Council for many years. There has been significant study and analysis with respect to the property's future use by the City and its partners. The following summarizes the relevant work that has been completed since 2009 when the property was recognized as a significant opportunity to achieve community and business objectives, as part of a larger analysis of the North Block District. Since then, there has been a growing interest in exploring the redevelopment of the lands for a range of public and private uses.

On May 2, 2023, City staff presented an update on the feasibility and business case for a conference centre, as well as options of how Council could proceed, through Report Number 23-130. The selected option was to pursue a "creative" approach which would maximize City-owned assets (Block 4) and various municipal tools and incentives to leverage private sector investment that could result in the development of the conference centre without significant City investment to construct a stand-alone facility.

To make this proposal appealing to the private sector, it is critical that the City provide the clear development potential and clear expectations, which will be outlined in detail in the RFP. The high-level development considerations for all submissions must include:

- a multi-use redevelopment including a restaurant, hotel (with approximately 100 rooms), residential, ground floor commercial spaces and other complementary uses and any other applicable land use policies.
- Inclusion of a 52,000 square foot privately owned and operated conference centre space.
- Inclusion of a minimum of 169 public parking spaces.
- Retention, restoration and/or adaptive re-use of the heritage buildings at 19-23 Queen Street.
- A future partnership opportunity between the operator of the hospitality component of the project and St. Lawrence College has been identified. This could include the creation of experiential learning opportunities in the form of "living labs" catering to the delivery of services. Program specifics have not been defined but it will not require dedicated space for St. Lawrence College.

To secure private developer interest in the development partnership it was also identified that certain City contributions be included:

- City contribution of the Block 4 property for \$1.
- City contribution of approximately \$40,000 per public parking stall.
- City property tax exemption for the conference centre space through a Community Improvement Plan (CIP).
- Eligibility for the City's Brownfields program.

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- Contribution of up to \$110,000 per year for five years from the Municipal Accommodation Tax.

The RFEOI process launched on September 29th, 2023. The particulars of the RFEOI process include:

- The opportunity was sent directly to 502 individual email contacts (primarily developer/builders, plus other industry contacts in the hospitality sector).
- The opportunity was advertised throughout the month of October in Novae Res Urbis, Renx.ca, The Globe and Mail – National Real Estate section, and the Ontario Business Journal.
- Registrants of the website (upon executing a Confidentiality Agreement) were provided with a submission requirements document and other materials.
- Questions were due November 1st, by 5 p.m. – a total of 35 questions were received demonstrating significant interest in the opportunity and depth of understanding of the project opportunity and complexity.
- Six RFEOI submissions were received by the Closing Time (November 28th, 2023, 1:00 p.m. EST).
- Completeness of the submissions by NBLC was assessed immediately following closing of the ‘in-market’ process. The RFEOI Evaluation Team, comprised of a multi-disciplinary team of senior staff from NBLC and City Staff, scored submissions and jointly conducted a ‘Consensus Session’ on February 8th, 2024.
- Before receiving submissions, each evaluator was provided with a memorandum outlining the RFEOI Evaluation Protocol.

Each member of the RFEOI Evaluation Team conducted an independent review of the submissions using an Evaluation Matrix. The Matrix included a description of the factors to guide scoring. The Evaluation Matrix was point-rated to determine the technical level of each proposal and the best overall value to the City. The rated criteria included:

1. Identification of Lead Proponent, the Proposed Project Team, and Senior Personnel;
2. Description of Interest and Conceptual Approach to the Project; and
3. Project Experience – including demonstrated experience within a similar market area and technical experience with similar projects.

### Summary of Results

All six submissions were deemed ‘complete’ based on non-rated (minimum) requirements and advanced to the rated round.

Based on the scoring and the consensus of the evaluators, it is recommended that all six proponents listed below be invited to proceed to the RFP process:

- Taggart Group of Companies and CaraCo;
- Claridge Homes Group of Companies;

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- IN8 64 Barrack (IN8 Developments Incorporated, The Springer Group of Companies and Westdale Properties);
- Homestead Land Holdings Limited;
- Jay Patry Enterprises and Trinity Development Inc; and
- Fitzrovia and Seeker Labs.

Next Steps and RFP Process

NBLC would complete the RFEOI process by sending notification letters to the successful proponents. Successful proponents will be advised of the opportunity to enter the second stage RFP process and will be asked to sign a commitment letter to proceed to the next stage.

NBLC and City staff will work through the ideal transaction structure with a view to developing the RFP submission requirements. The RFP will include and build on all elements already endorsed by Council through Report Number 23-130 and included in the RFEOI. More details on space and operational requirements for these approved elements will be captured in the RFP.

Once a transaction structure has been determined, the RFP document can be developed around it.

RFP submissions will have at least two key components:

1. The Design Concept: A more detailed design of the proponent’s approach to the project.
2. The Business Case: Summarizing the financial aspects of the submission including the proposed deal structure.

As with the RFEOI process, NBLC would review each submission to ensure that each is complete with respect to the standards of the RFP document. NBLC and the City would establish an Evaluation Committee to review the submissions based on the criteria outlined in the RFP document.

Given the high-profile nature of this project, consideration will be given to the inclusion of an external subject matter expert(s), such as a well-respected architect or urban planning professional, be added to the evaluation process.

**Financial Considerations:**

The \$300,000 for the honorarium and \$85,000 for consulting services provided by N. Barry Lyon Consultants to administer the RFP process will be funded from existing capital budgets.

**Contacts:**

Brandon Forrest, Director, Business, Real Estate and Environment, 613-546-4291 extension 2205

February 20, 2024

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**Other City of Kingston Staff Consulted:**

Jenna Morley, Director, Legal Services & City Solicitor

**Exhibits Attached:**

None



**City of Kingston  
Report to Council  
Report Number 24-095**

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**To:** Mayor and Members of Council  
**From:** Lanie Hurdle, Chief Administrative Officer  
**Resource Staff:** Jennifer Campbell, Commissioner, Community Services  
**Date of Meeting:** February 20, 2024  
**Subject:** Municipal Fee Assistance Program Review

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**Council Strategic Plan Alignment:**

Theme: 4. Foster a Caring and Inclusive Community

Goal: 4.1 Enhance community safety and well-being.

**Executive Summary:**

The Municipal Fee Assistance Program (MFAP) began in the fall of 2009 based on the work of the Kingston Poverty Roundtable. The original goal was to make transit and recreation more affordable and streamlining the intake process for residents living in low-income households. The MFAP was a pioneer in Canada in terms of providing a “one window” application process, allowing applicants to verify their income information once and access several discounted municipal services. MFAP has grown over the years in terms of what is available within MFAP and the number of households who are financially eligible to access it. The program remains the most comprehensive municipal discount program in Canada with a simple access process and the widest range of programs and services.

The last update to the MFAP policy was made in 2020 which included free access to some recreation & leisure programs involving amendments to the Fees and Charges By-Law. The current policy can be amended by the Corporate Management Team without Council approval unless there are budgetary implications. This was implemented to allow as much flexibility for people requiring access to MFAP as possible. This report is coming to Council for approval of various budgetary implications related to proposed policy changes.

As one of the goals in the Kingston Strategic Plan, staff were asked to conduct a “review of the Municipal Fee Assistance Program to remove additional barriers to low-income individuals.” The

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review was completed in January 2024, and this report summarizes the findings of that research.

**Recommendation:**

**That** Council direct staff to undertake a communication/marketing campaign for the Municipal Fee Assistance Program; and

**That** Council approve the continuation of the Affordable Transit Program with a discount of seventy-five percent (75%) of the cost of a monthly pass, and that the 2024 operating budget be amended to reflect additional costs for April to December 2024 in the amount \$143,000, funded from Provincial Gas Tax revenues; and

**That** Council approve the redirection of \$67,000 from the operating budget for the Subsidy Program for Affordable Recreation in Kingston (SPARK) program to offset the cost of a food security partnership to support Municipal Fee Assistance Program households; and

**That** the By-Law to Amend By-Law Number 2005-10 "A By-law to Establish Fees and Charges to be Collected by The Corporation of the City of Kingston", as amended, attached as Exhibit B to Report number 24-095, be presented to Council for all three readings.

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Jennifer Campbell,**  
**Commissioner, Community**  
**Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

\_\_\_\_\_  
**Lanie Hurdle, Chief**  
**Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services

Neil Carbone, Commissioner, Corporate Services

David Fell, President & CEO, Utilities Kingston Not required

Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives Not required

Brad Joyce, Commissioner, Infrastructure, Transportation  
& Emergency Services

Desirée Kennedy, Chief Financial Officer & City Treasurer

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**Options/Discussion:****Background**

Fourteen years after the establishment of MFAP, it has expanded to include more components and the income threshold for accessing the program has risen. A chronology of the program and related Council reports is included as Exhibit A of this report.

The current components include the Affordable Transit Program (ATP); Subsidy Program for Affordable Recreation (SPARK); Transit Employment Program (TEP); Responsible Pet Ownership Spay and Neuter Program; Arts & Cultural Services discounts for Grand Theatre and Heritage Services discounts for City museums; and Extended Health Benefits for non-social assistance recipients.

The review of this program included:

- survey of other municipalities across the country with similar programs
- summary of other municipal supports in Kingston for low-income households
- data collection and analysis on the overall utilization of MFAP and each of its components
- review of the income threshold to access the program
- review of the application process
- summary of changes and new components to be included in 2024
- recommendations for improvements

**Survey of Similar Municipal Programs**

In June of 2023, a survey was sent to approximately seventy-five municipalities across Canada. These municipalities ranged in population size from under 10,000 to 3,000,000. Many of the municipalities contacted do not offer discounts and therefore did not complete the survey. Responses were received from seventeen municipalities that offer some form of discounted programs and services to their residents. While the response rate was somewhat low, there was enough of a response to show both the similarities and differences of programs across the country and provide information on potential improvements for MFAP.

Responses were received from: Town of Banff (AB); City of Barrie (ON); City of Burlington (ON); City of Calgary (AB); Town of Canmore (AB); City of Hamilton (ON); City of Kamloops (BC); City of London (ON); City of Ottawa (ON); City of Red Deer (AB); City of Richmond (BC); City of St. Catharines (ON); City of Thunder Bay (ON); City of Toronto (ON); City of Vancouver (BC); City of Waterloo (ON); and City of Windsor (ON).

**Types of Discounts Offered**

Transit - 12; Recreation - 16; Pet Related Services - 5; Cultural Programs - 6. Other discounted programs and services noted: Partner agency programs and services; discounts at restaurants, sports organizations; senior property tax rebate programs; senior home maintenance program;



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discounted parking pass program; dental and health programs; lifeguard training subsidy program; and water/wastewater credits.

Ten of the seventeen respondents responded that they had a “single window” application process; however, upon further review, only six of these ten offered multiple discounts across different City departments. Various techniques were used in the application process, most with a combination of methods. Thirteen indicated residents could apply with a paper application; eight with an online application; fourteen in person; and seven through the mail. One municipality uses partner organizations to process the applications and several use agency referrals as an intake criterion.

As anticipated, there was a range of income thresholds noted for access to the discounts. The two main measures of low income used by Statistics Canada are the Low Income Measure (LIM) and the Low-Income Cut-Offs (LICO). These measures can be used before tax or after tax and Statistics Canada updates the measures annually.

The Low-Income Measure (LIM) defines low income as being below a fixed percentage of income. A household is considered low income if its income is below 50% of median household income. It is therefore a relative measure of low income. It is adjusted based on household or family size. Many countries use this measure, so it is frequently used for international comparisons.

The Low-Income Cut-Offs (LICO) are income thresholds below which a family will devote a larger share of its income on the necessities of food, shelter and clothing than the average family. A family is considered low income if it spends twenty percentage points more on these necessities than the average family. It is also a relative measure of low income. The LICO are adjusted for seven family sizes and five different community sizes to capture differences in the cost of living.

The survey indicated several measures being used across Canada for discounted programs:

- Low Income Cut-off Before Tax (LICO-BT)
- LICO-After Tax (LICO-AT)
- Low-Income Measure After Tax (LIM-AT)
- LICO-BT +30%
- LIM-AT +20%
- Receipt of social assistance or Guaranteed Income Supplement (GIS)
- Seventy-five percent of LIM-AT
- Household income under \$55,000
- The City of Toronto has multiple thresholds for different programs
- The City of Kingston used LIM-AT +15% which is one of the highest noted, second only after Vancouver (LIM-AT +20%)

When MFAP began, there were very few municipalities offering discounted programs and services, especially utilizing a “one-window” single application process for multiple services. This has changed over time and there are several municipalities that now offer this. It is worth noting that the online application process in other jurisdictions includes either the uploading of

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income verification documents and/or a random sample verification check each month of online applications to ensure income and other information is accurate.

Several municipalities indicated they provide low-income discounts for property taxes and/or water and wastewater, most notably for seniors. The City of Kingston offers similar supports, outside of the MFAP, and these are summarized in the next section.

**Supports for Low-Income Households**

While the focus of this report is the MFAP, it should be recognized that the City offers a wide variety of other programs and services for low and moderate income households. The income thresholds to access these programs varies across programs and some are provincially set. Table 1 shows a list of these programs which are in addition to the mandated provision of Ontario Works, social housing and childcare fee subsidies. Staff recognize that there is some duplication within those programs, especially related to support utility costs. It is anticipated that those programs will be reviewed over the next year with potential changes that would streamline processes and create better access.

**Table 1: Programs to Support Low Income Households in Kingston**

Program	Department	Link for more information
Homemaking Services	Housing & Social Services (H&SS) (administered by Paramed)	Cleaning, meal preparation & laundry assistance <a href="https://www.cityofkingston.ca/residents/community-services/homemaking">https://www.cityofkingston.ca/residents/community-services/homemaking</a>
Seniors Property Tax Credit Program	Taxation & Revenue	Tax credit of \$100 for homeowners sixty-five years of age or older, receiving Guaranteed Income Supplement <a href="https://www.cityofkingston.ca/residents/property-taxes/tax-assistance">https://www.cityofkingston.ca/residents/property-taxes/tax-assistance</a>
Tax Deferral Program	Taxation & Revenue	Tax deferral of up to \$1,000 for property owners receiving benefits under the Ontario Disability Support Program, or the Ontario Works Act, or seniors receiving the Guaranteed Income Supplement <a href="https://www.cityofkingston.ca/residents/property-taxes/tax-assistance">https://www.cityofkingston.ca/residents/property-taxes/tax-assistance</a>
Tax Increase Deferral Program	Taxation & Revenue	Deferral of tax-related increases for property owners receiving benefits under the Ontario Disability Support

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Program	Department	Link for more information
		Program, or the Ontario Works Act, or seniors receiving the Guaranteed Income Supplement <a href="https://www.cityofkingston.ca/residents/property-taxes/tax-assistance">https://www.cityofkingston.ca/residents/property-taxes/tax-assistance</a>
Ontario Electrical Support Program	Utilities Kingston (administered by UW Simcoe Muskoka)	Credit on utilities bill to lower costs <a href="https://ontarioelectricitysupport.ca/">https://ontarioelectricitysupport.ca/</a>
Energy Affordability Program	Utilities Kingston (administered by Save on Energy)	Help with lowering electricity costs through home energy assessment and free energy saving kits <a href="https://www.saveonenergy.ca/For-Your-Home/Energy-Affordability-Program">https://www.saveonenergy.ca/For-Your-Home/Energy-Affordability-Program</a>
Low Income Energy Assistance Program	Utilities Kingston (administered by UW Simcoe Muskoka)	Arrears or facing disconnection for natural gas, electricity, water & wastewater <a href="https://utilitieskingston.com/News/Article/Trouble-paying-your-utility-bill-We-can-assist">https://utilitieskingston.com/News/Article/Trouble-paying-your-utility-bill-We-can-assist</a>
Discretionary Residency Benefit	H&SS	Assistance for recipients of Ontario Works/Ontario Disability Support Program (OW/ODSP) facing disconnection of utilities or assistance with hookups and arrears <a href="https://www.cityofkingston.ca/residents/community-services">https://www.cityofkingston.ca/residents/community-services</a>
Homelessness Prevention Fund	H&SS (administered by Salvation Army)	Grants (non-repayable) to help stay housed (rent, mortgage, property tax arrears, utility arrears, damages, and repairs, moving, tenant insurance, first and last month's rent) <a href="https://www.cityofkingston.ca/residents/community-services/housing/programs/low-income-assistance">https://www.cityofkingston.ca/residents/community-services/housing/programs/low-income-assistance</a>
Home Ownership Program	H&SS	Down Payment Assistance

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Program	Department	Link for more information
		<a href="https://www.cityofkingston.ca/residents/community-services/housing/programs/home-ownership">https://www.cityofkingston.ca/residents/community-services/housing/programs/home-ownership</a>
Kingston-Frontenac Renovates	H&SS	Forgivable loans up to \$15,000 for emergency repairs to make home accessible <a href="https://www.cityofkingston.ca/residents/community-services/housing/programs/kingston-frontenac-renovates">https://www.cityofkingston.ca/residents/community-services/housing/programs/kingston-frontenac-renovates</a>
Homelessness Services	H&SS	Provision of emergency shelters and drop-in services <a href="https://www.cityofkingston.ca/residents/community-services/housing/homelessness-services">https://www.cityofkingston.ca/residents/community-services/housing/homelessness-services</a>

**Utilization of MFAP**

The number of households deemed eligible in a calendar year for MFAP was consistent in the ten-year period between 2009-2019 with approximately 2,000-2,400 households applying per year. This number dropped to a low of 1,001 households in 2021 during COVID-19. The number of applicant households has risen substantially in 2023 with 2,434 applications processed. This appears to be due to the introduction of the online application process in May of 2023 and the increase in the discounts through the ATP.

When applying for MFAP, households are required to use some form of government documentation to verify their household income information. This can be from a range of government issued documents. Most households (75-80%) applying for MFAP have been primarily those on social assistance (SARS) until 2018. Now that social assistance recipients can receive monthly transit passes through Ontario Works and ODSP, the percentage of SARS applicant households has dropped to about 54% in 2022. There is a likelihood that this was also impacted by COVID-19. In addition, newcomers (those that have been here less than 12 months) do not need to provide income verification during their first year of residency. The number of newcomers accessing MFAP has steadily grown and in 2022 comprised just over 6% of all applicant households.

The next section of the report will examine the income situation for those accessing MFAP compared to household income data of the community at large.

**Income Thresholds for MFAP**

While the original purpose of MFAP was to provide a low cost and low barrier access to households experiencing poverty, this shifted when the income threshold was raised in 2020 ([Report Number AP-19-016](#)) to LIM-AT +15% from the original LICO-AT threshold. This change allowed for moderate income households to access the program and the range of components.

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As noted earlier, this is the second highest threshold being used by municipalities in Canada. These thresholds are adjusted annually based on Statistics Canada LIM data releases.

**Table 2: Eligibility Thresholds for MFAP 2023**

- 1 person household – \$30,556
- 2-person household - \$43,212
- 3-person household - \$52,924
- 4-person household - \$61,111
- 5-person household - \$68,324
- 6-person household - \$74,845
- 7-person household - \$80,843
- 8-person household - \$86,424
- 9-person household - \$91,667
- 10-person household - \$96,625

It is important in reviewing the program to compare the households that are eligible to access the program to those that utilize it. For the purposes of this comparison, data from the 2021 Census for the City of Kingston and MFAP application data from 2022 has been used. The table and figures below compare the number of households in various income brackets to those that applied for MFAP. Preliminary analysis of 2023 data shows a similar pattern of household income to 2022. Eligibility for MFAP is dependent on household size as well as income, so not every moderate-income household would qualify. Even with this consideration, the program is underutilized.

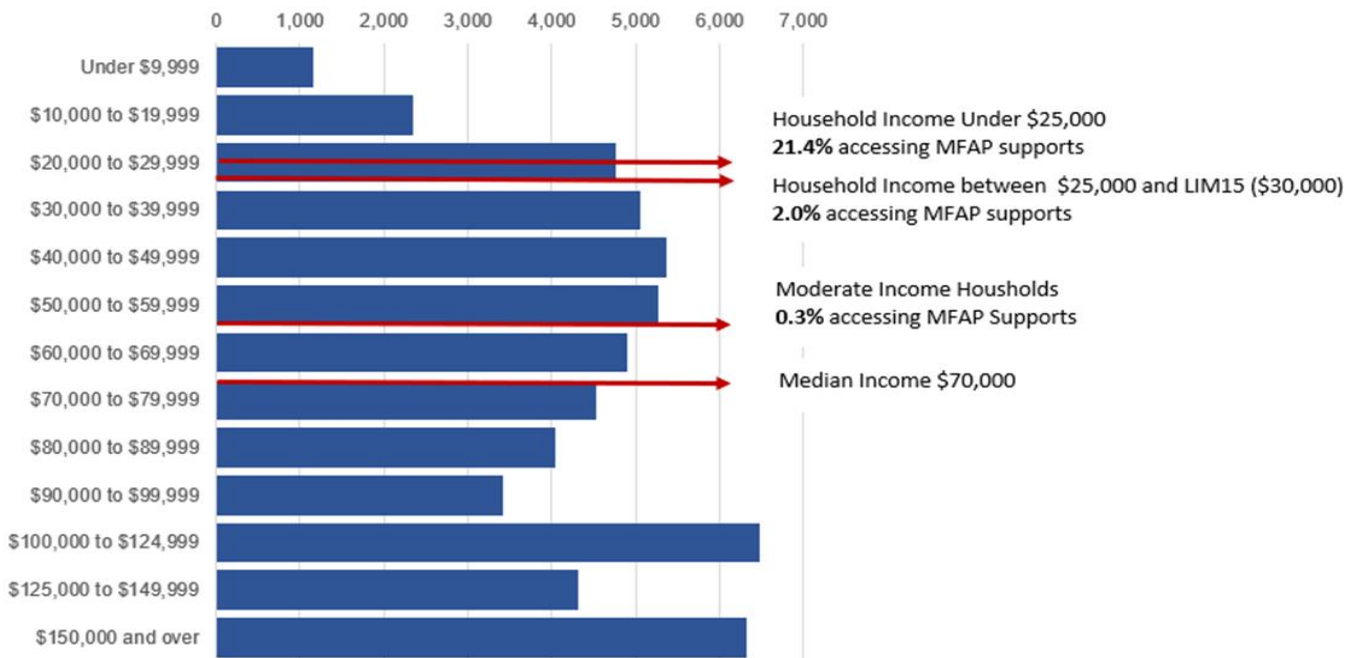
**Table 3: Income Data for Kingston Households and MFAP Households**

2021 Census Data	Threshold	Total # of Kingston Households	% of Total Kingston Households	# of HH accessing MFAP in 2022	% of Eligible Households accessing MFAP
<b>Low Income</b>	After-tax income below \$24,999	5,815	10.1%	1,243	21.4%
	After-tax Income between \$25,000-\$29,999	2,430	4.2%	48	2.0%
<b>Moderate Income</b>	After Tax Income \$30,000-\$59,999	15,660	27.1%	51	0.3%
<b>Moderate-High Income</b>	Over \$60,000	33,930	58.7%	N/A	N/A
<b>Total</b>		57,385	100%	1,342	23.7%

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**Figure 1: Total Household After-Tax Income Groups, City of Kingston, 2021**



Source: Statistics Canada. 2023. (table). Census Profile. 2021 Census of Population. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released March 29, 2023.

**Application Process**

Originally, applying for the MFAP program involved completion of an application form and a drop-in appointment to the Housing & Social Services building to have the application and related documentation reviewed. Then, depending on the components selected, residents had to take paperwork to Artillery Park to access recreation subsidies and/or to City Hall to purchase a transit card and pass.

Over time the process has been streamlined and as of 2023, an online application is now available. Eligible households can now receive their MFAP identification card by mail and no in-person meeting is necessary. In 2024, the application process will be completely done through the online portal ([www.mykingston.ca](http://www.mykingston.ca)), except in cases where there are accessibility needs that require a paper/manual application process or the client prefers to complete the application manually. In these cases, the paper information will be then entered into the online portal by City staff.

As the system moves to an online process, it is important to ensure that the accountability systems are in place and that internal application reviews are done to ensure accuracy.

**Transit**

When the ATP program began in 2009, eligible residents received a 32% discount on the cost of a monthly transit pass. Seniors and youth passes were already discounted but received a

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further 32% discount. Over time this discount amount grew to 35% in 2014, 50% in 2017 and in 2023, Council approved a nine-month pilot raising the discount levels for the ATP Program to 75% of the cost of a regular monthly pass.

In 2018, there was an average of 769 Adult ATP passes sold each month, eighty-two youth ATP passes and sixty-nine senior ATP passes. In 2021 these numbers dropped to an average of 386 Adult ATP passes per month, forty-seven youth ATP passes and sixty-two senior ATP passes. Since the introduction of the larger discount in May 2023, Transit is seeing the highest MFAP ridership for seniors and youth that they have ever seen with MFAP adult ridership rebounding to slightly above pre-COVID-19 levels.

It is important to look at this data in terms of the number of individuals being served by the ATP program. As expected, some individuals only buy one or two monthly passes in a year, while others buy passes each month. A decade ago, in 2012, there was a total of 1,570 individuals who purchased at least one ATP pass. Utilization of the ATP program has changed over time due to a few factors. Most notably COVID-19 which impacted ridership dramatically in 2020 and 2021. The introduction of the free OW & ODSP pass programs resulted in a decrease of adults buying an ATP monthly pass as they could now receive one at no cost through these programs. The following chart shows the number of individuals who purchased at least one monthly pass under the program.

**Table 4: Number of Individuals Purchasing at least one ATP Pass in Calendar Year**

Year	Total	ATP Adult	ATP Youth	ATP Senior	Ontario Works
2012	1,570	1,379	143	48	N/A
2014	1,739	1,547	130	62	N/A
2018	1,778	1,459	210	109	3,881
2022	1,418	1,061	203	154	2,441
<b>% change 2012-2022</b>		-23%	+42%	+221%	N/A

The most dramatic change has been the number of seniors who are now accessing the program. The reasons for this could be more awareness of the program, the aging demographic in the community with many “aging out” of Ontario Works and ODSP and seniors finding themselves needing to use transit as a primary mode of transportation when they are no longer able or want to drive a vehicle.

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**Table 5: Average Number of Rides Monthly by ATP Riders**

<b>YEAR</b>	<b>MFAP Adult Average Rides/Month</b>	<b>MFAP Senior Average Rides/Month</b>	<b>MFAP Youth Average Rides/Month</b>
<b>2014</b>	27,100	1,453	1,159
<b>2015</b>	29,550	1,698	814
<b>2016</b>	30,495	1,611	513
<b>2017</b>	27,579	2,098	1,581
<b>2018</b>	27,810	2,393	2,280
<b>2019</b>	22,478	2,273	2,594
<b>2020</b>	12,232	1,502	1,577
<b>2021</b>	11,316	1,644	1,167
<b>2022</b>	15,516	2,553	2,088
<b>2023</b>	22,862	3,969	3,695

In addition to the survey of municipalities, additional data was collected on the affordable transit options available in some municipalities that did not respond to the initial survey. As shown in Table 6 below, two municipalities offer both an affordable single ride and monthly pass options. Three municipalities offer only single ride affordable options while ten municipalities, including Kingston, offer affordable monthly pass options.

Two municipalities use a tiered system with three price categories based on household income below the threshold. It should be noted that Kingston uses one income threshold for all households for access to all MFAP components for simplicity and ease of access. A tiered system was originally used for SPARK but was administratively burdensome. However, social assistance recipients in Kingston, who would fall in the lowest tier in these other municipalities, are able to access transit passes at no cost to the client. There are a few other municipalities who also offer passes to social assistance recipients but these are not included in the following tables as they each have different criterion for accessing them. In addition, all monthly pass users in Kingston have the option to purchase monthly passes up to three months in advance.



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**Table 6: Affordable Transit Programs**

Municipalities with Single-Ride Affordable Transit Option

Municipality	Income Threshold	Single Ride Adult Regular Cost	Single Ride Affordable Cost	% Discount	Notes
Toronto	75% of LIM-AT	\$3.30	\$2.10	36%	
Ottawa	LIM-AT	\$3.50	\$1.75	50%	
Hamilton	LIM-AT	\$2.70	\$1.90	30%	free after 11 rides/week
Guelph	LICO (3 tier scale)	\$3.25	\$0.13/\$0.62/\$1.17	96/81/64%	free after 32 rides/month
York Region	LIM-BT+15%	\$3.88	\$1.94	50%	free after 40 rides/month

Municipalities with Monthly Affordable Transit Option

Municipality	Income Threshold	Monthly Adult Regular Pass Cost	Monthly Affordable Pass Cost	% Discount
Toronto	75% of LIM-AT	\$156	\$123.25	21%
Ottawa	LIM-AT	\$125.50	\$58.25	50%
Waterloo	LICO-AT	\$92	\$47.84	48%
Windsor	LICO -BT	\$104.90	\$52.45	49%
Halifax	LICO-BT	\$82.50	\$41.25	50%
Brampton	LIM-AT	\$141.26	\$70.63	50%
Calgary	LICO-BT (3 tier scale)	\$112	\$5.60/\$39/\$56	95/65/50%
Mississauga	LIM-AT	\$131	\$65.50	50%
London	LICO-AT	\$112	\$72	36%
Thunder Bay	LICO-BT	\$82	\$41	50%

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Municipality	Income Threshold	Monthly Adult Regular Pass Cost	Monthly Affordable Pass Cost	% Discount
Regina	LIM-AT	\$88	\$71	20%
Kingston	Ontario Works & ODSP	\$80	\$0	100%
Kingston	LIM-AT+15% MFAP	\$80	\$20	75%

**Transit Employment Program**

This component began in 2014 to help bridge the transition into employment. Based on referrals from Employment Ontario offices, eligible participants, who meet both the employment and income requirements, can receive two complimentary monthly transit passes for their first couple months of employment. After the two months, they can purchase an ATP pass as long as they continue to qualify. While there was some participation initially, it has dropped down to small numbers in the past few years. Since 2020, only seven people have participated in this component.

**Recreation**

**Positive Recreation Opportunities for Kids (PROKids)**

In 2004, prior to MFAP, PROKids (Positive Recreation Opportunities) began to provide subsidies to access community-based recreation programs and/or equipment for recreational activities. It was funded by the City and donations from the community and corporations.

In 2016, the City received notification from its major funding partner, Canadian Tire JumpStart, that their funding approach was changing, and they would no longer be supporting PROKids. Instead, community members could apply directly to JumpStart for assistance. In its final year, PROKids assisted 357 children.

**Subsidy Program for Affordable Recreation in Kingston (SPARK)**

This program was developed in 2008 with a goal to make municipal recreation programs and services more financially accessible. It provided a complementary program to PROKids. SPARK has gone through several changes over the past 14 years. Most notably, it initially provided a subsidy that could be used for family members in an MFAP household to access a fitness pass or sign up for various municipal programs. For the first decade of SPARK, most of the SPARK funding was being utilized for memberships and most years the available annual funding (\$117,000) was fully allocated before the end of the calendar year.

While SPARK remains one of the two most requested components of MFAP, eligible households are not utilizing their memberships or their recreation subsidies. In 2022, there were

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1,854 individuals who had a membership through SPARK, but only 524 (28%) of them utilized their membership and those that did used it on average less than ten times in the year. In 2023, there were 2,704 individuals with SPARK memberships. The Table 7 shows the number of “swipes” for MFAP clients which represents the number of times they entered a City recreation facility.

**Table 7: SPARK Utilization by Year 2019-2023**

YEAR	# of SPARK memberships	Total # of Swipes	# of individuals	Average # of visits per year	% of members accessing facilities
2019	1,440	6,094	462	13	32%
2020	626	2,451	274	9	44%
2021	1,506	3,217	323	10	21%
2022	1,854	5,269	524	10	28%
2023	2,704	9,165	881	10	33%
<b>Total</b>	8,130	26,196	2,464	11	33%

In 2021, it was determined that all MFAP households could receive a SPARK Fit Pass membership and therefore all SPARK funds could be used toward registered instructor-led program activities. Free access to the City’s fitness centres, arenas (public skate) and pools (public swim and access to Culligan Water Park) are included in the SPARK Fit Pass membership. For 2023, the value of SPARK memberships, if use was maximized, was \$870,148.

This change has seen a significant decrease in the amount of SPARK funding being utilized each year as these memberships are free and no longer utilize the SPARK funding. In addition to municipal programs, SPARK funding can now be used at partner organizations such as the Seniors Association, BGC Southeast and the YMCA. It can also be used toward the cost of essentials at City recreation facilities such as swim diapers, goggles, etc. In 2023, only 21.8% of the SPARK annual budget was utilized with the majority being used for aquatics.

Families face a multitude of barriers, so even when the financial barrier is removed, participation levels in recreation remains low. Recreation staff are looking to other ways to address this underutilization including expanding partnerships for programs and to purchase equipment or match people with programs that provide equipment free of charge.

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**Table 8: Utilization of SPARK Funding**

Program/Service	2019	2020	2021	2022	2023
<b>Memberships</b>	\$51,020.86	\$34,609.64	-	-	-
<b>Aquatics</b>	\$16,990.64	\$6,905.68	\$5,671.49	\$16,385.24	\$23,110.95
<b>Fitness Classes</b>	\$2,195.59	\$931.42	\$313.80	\$389.10	\$396.45
<b>Drop-Ins</b>	\$45	\$614.59	-	-	-
<b>Programs-Other</b>	\$9,751.06	\$1,684.17	\$90.50	\$2,436.86	\$453.31
<b>Programs - Camps</b>	\$14,662.10	\$1,140	-	-	-
<b>Additional Services*</b>	-	-	-	-	\$604.14
<b>Partner Programs</b>	\$112	-	-	\$248.60	\$963.05
<b>Total</b>	\$94,777.25	\$45,885.50	\$6,075.79	\$19,459.80	\$25,527.90

\*Includes equipment (goggles, water diapers, etc.) and rentals (birthday parties)

**Arts and Culture Services and Heritage Services**

**Grand Theatre**

In August of 2015 discounts for MFAP households were introduced at the Grand Theatre for productions that were part of the “Grand OnStage” series of performances. Eligible households can purchase up to eight tickets per household per season. Tickets are \$15/person or \$8/person for Kidstage productions. Tickets must be purchased in person and MFAP cards need to be presented for each household member receiving a ticket. Tickets are on a first come, first serve basis and there are a limited number of tickets for each performance. Tickets must be purchased at least 7 days prior to the performance. Table 9 shows the utilization of this component since its introduction.

**Table 9: Utilization of Grand Theatre Discounts**

Year	Value of Discounts	# of Tickets
<b>2015</b>	\$1,306.35	37
<b>2016</b>	\$970.83	28
<b>2017</b>	\$4,809.09	138

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Year	Value of Discounts	# of Tickets
2018	\$5,206.20	149
2019	\$2,807.27	81
2020	\$106.23	3
2021	\$67.34	2
2022	\$1,835.73	53
2023	\$2,471.01	71

**Pump House Steam Museum and McLachlan Woodworking Museum**

In June of 2017, the two City operated museums were added to the components of the MFAP program. Eligible household members receive a 50% discount on the entry fees if they present a current MFAP card. Utilization of this component has been extremely low. It must be noted that the Kingston Public Library has free passes that can be borrowed from the library to access the museums.

**Table 10: Utilization of Museum Discounts**

Year	Library Pass	Cost to Museum	MFAP discount	Cost to Museum
2018	70	\$910	0	\$0
2019	116	\$1,500	2	\$13
2020	0	\$0	0	0
2021	0	\$0	0	0
2022	63	\$330	4	\$26
2023 (Sept 30)	177	\$445	7	\$18

**Extended Health Benefit**

Beginning in the spring of 2018, the Extended Health Benefit (EHB) component was added to MFAP. The purpose of this component was to reduce the financial barrier of accessing health care for low- and moderate-income households who are not receiving social assistance.

Over the past six years the program provided up to \$600 per calendar year for a single individual or \$800 for a couple/family. This benefit can be used toward dental care (for adults

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eighteen and over), eye exams (for adults twenty and over), prescription glasses (for adults and children), and prescription medications (for adults). For those over the age of sixty-five, they are asked to access coverage through the Provincial Seniors Dental program first as that coverage is broader. If they cannot use that program, then they can use the EHB. “Layering” of multiple forms of coverage is not allowed. Clients receive an eligibility letter which they can take to the appropriate health care provider who then submits a claim through Accerta. The fees paid for the services are according to the Ministry of Children, Community and Social Services (MCCSS) Schedule of Dental Services and Fees. Prescription medication amounts are paid according to the Ontario Drug Benefit schedule and are paid to the pharmacy from Accerta.

**Table 11: Extended Health Benefits Expenditures**

Category	2019 July-Dec		2020		2021		2022		2023	
	Expense	# of Claims	Expense	# of Claims	Expense	# of Claims	Expense	# of Claims	Expense	# of Claims
<b>Vision &amp; Dental Hygiene</b>	\$13,416	28	\$24,041	53	\$31,540	82	\$46,489	107	\$50,380	118
<b>Dental</b>	\$12,812	73	\$20,665	140	\$26,237	185	\$27,148	228	\$63,958	476
<b>Drugs</b>	\$2,207	18	\$7,880	87	\$7,297	223	\$8,077	201	\$14,264	425
<b>Dentures</b>	\$236	1	\$192	1	\$2,367	4	\$1,133	1	\$1,048	3
<b>Total</b>	\$28,671	120	\$52,778	281	\$67,441	494	\$82,847	537	\$129,650	1,022

The Utilization of the EHB continues to grow each year and with the addition of the online application, more people are becoming aware of the availability of this component. The full implementation of the Canadian Dental Care Plan by 2025 should substantially reduce the dental claims which make up about 50% of claims. This will provide financial room for new MFAP clients as well as create the potential to increase individual and household maximum annual benefits.

Since the onset of the program the benefit amount has remained the same. Commencing in 2024 the annual fee per household will be adjusted to reflect the increase in cost of living over the past several years to a level of \$700 per individual and \$935 for families. Moving forward, the annual allocation will be indexed in-line with the Ontario Consumer Price Index. Staff continue to monitor the EHB utilization to ensure adequate operational budget is available.

**Responsible Pet Ownership**

This component began in April 2014 based on recommendations from the Responsible Pet Ownership Committee. Initially the vouchers were set at \$100, but it became evident quickly that this amount did not address the financial barrier and the out-of-pocket costs were still too high for most MFAP households. This was also verified through feedback received in an MFAP survey at the time. Therefore in 2015, the value of the vouchers was raised to \$250 per voucher. It has remained at this level since 2015, although costs of these procedures have risen over this nine-year period. Based on a recent survey of local veterinary clinics, and assuming the pets are

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otherwise healthy, the average cost for a cat is \$630, while the average for dogs is \$1,000. These costs can vary based on the age of the pet and in the weight of dogs.

Annually, there is a budget to offset one hundred pet vouchers. They are distributed every quarter. If they are not utilized within the three-month time frame, they are reissued to other clients in the next quarter. Housing & Social Services distributes about 50% more pet vouchers than are utilized each year. Due to COVID-19, there is a backlog of need in the community so fewer pet vouchers are being utilized within the available time period. Three quarters of vouchers are used for cats.

**Table 12: Utilization of Pet Vouchers**

Year	2018	2019	2020	2021	2022	2023
Number of pet vouchers	99	100	72	79	71	45

It is clear that there are still barriers for MFAP households to have their pets spayed/neutered. In August 2022, the Kingston Humane Society began a once a month, one day spay/neuter clinic specifically targeted at the cat population. The City assisted with funds for the equipment to get the clinic established. They currently manage 12-15 animal surgeries per month. There have been preliminary discussions about expanding this program that will be discussed later in the “Program Ideas” section of this report.

**Summary of MFAP for 2024**

There are some changes planned for MFAP beginning in 2024, of which some depend on Council’s approval of budgetary changes. As noted earlier, the intake process will switch to using the online “My Kingston” portal for most applicants. Paper applications will only be used when there are accessibility issues and for those that are not comfortable filling out information online.

Below is a summary of all components and rates that will be offered as part of the MFAP program should Council approved the budgetary changes as well as the changes to the fees and charges by-law schedules.

**1. Affordable Transit Pass – Change**

The change to the program would maintain the 75% reduction for all passes in 2024 (Adult \$20, Senior/Youth \$14.88). This requires Council approval of a budget amendment to include the related cost in the 2024 operating budget, with funding from Provincial Gas Tax revenues, as well as an amendment to the Fees and Charges By-Law.

**2. Transit Employment Program – No Change**

Eligible participants can receive two complimentary monthly transit passes when starting new employment.

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### 3. Recreation – Change

The program will continue to include free access to fitness centres, arenas (public skate) and pools (public swim and Culligan Water Park). This broad free access to recreation has an estimated value, if used to its maximum extent, of \$870,148. The program also currently includes \$117,000 for registration to programs offered by the City and partner agencies. This component has been underutilized since the City has been providing free access to multiple services. Staff are therefore recommending a reallocation of this budget leaving \$50,000 for recreation program registration (for a total maximum investment of \$920,148). The remaining \$67,000 would be redirected to food security (this is further described in proposed change 8). This allocation of funds will be monitored and could be adjusted next year if required.

### 4. Arts & Culture and Heritage Services – No Change

No changes are being implemented to this program. The City will continue to provide reduced ticket prices for MFAP clients (\$15 per person and \$8 per person for Kidstage productions) at the Grand Theatre.

The City will also continue to provide 50% discount on entry fees for City owned and operated museums. This is in addition to free passes that can be borrowed from the library.

### 5. Extended Health Benefits - Change

The full implementation of the Canadian Dental Care Plan by 2025 should substantially reduce the dental claims which make up about 50% of claims. This will provide financial room for new MFAP clients as well as create the potential to increase individual and household maximum annual benefits.

Since the onset of the program the benefit amount has remained the same. Commencing in 2024, the annual fee per household will be adjusted to reflect the increase in cost of living over the past several years from \$600 to \$700 per individual and from \$800 to \$935 for families. Moving forward, the annual allocation will be indexed in-line with the Ontario Consumer Price Index.

### 6. MFAP Spay/Neuter Clinic – Change

As noted earlier, one of the barriers to the utilization of the existing pet voucher program is the differential in cost between the voucher and the actual cost charged by vets for the procedure. In discussions with the Kingston Humane Society, there is the potential of a one day/month clinic specifically for cats belonging to MFAP households who have a pet voucher. The cost would be equal to the pet voucher resulting in no “out of pocket” costs for the pet owner. The program would be like the current monthly spay/neuter program but provide an additional day of service each month specifically for MFAP household cats. This will increase the level of service from 1 to 2 days per month for MFAP clients. In addition, there is the potential of having the cats micro-chipped at the same time to



February 20, 2024

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make it easier to find owners should animal stray. The focus would be on cats as this is the greatest need and within the current capacity of the Humane Society.

### **7. Marriage Solemnization & License - New**

The Clerk's Office is implementing some fee changes for MFAP clients beginning January 1, 2024. The fee for marriage solemnization for MFAP clients will be \$160, half of the regular fee of \$320. The fees for marriage licenses will be \$88.80, half the regular fee of \$177.55. Similarly, the fees for administering of oaths or declarations will be \$20.95 for MFAP members, which is half of the regular fee of \$41.85. Staff are not expecting any significant budgetary impacts.

### **8. Food Security - New**

This is still a significant issue in the community, especially for households in the MFAP income brackets. Preliminary discussions have begun with the food provider network to find the best way to add a food security component to the MFAP program. It is proposed that a portion of the underutilized funds (\$67,000) within SPARK be reallocated to support this critical need in the community. For 2024, staff are establishing a community partnership providing vouchers to MFAP households that can be redeemed at the fresh food pop-up markets operated through Lionhearts.

## **Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations**

While moving to an online system to access the MFAP program will make it more convenient and simpler for most households, it is important to continue to provide alternative application options for those that require it.

Newcomers to the community continue to be a growing percentage of MFAP households and through support from organizations such as KEYS and Immigrant Services, these households are able to access MFAP and its various components to assist with their settlement in Kingston.

As the communication/marketing campaign is developed, it will take into consideration a variety of methods to communicate with the City's diverse community to increase knowledge and utilization of MFAP.

### **Financial Considerations:**

The cost to develop and implement a complete communication/marketing strategy for MFAP will be funded from approved operating budgets. As noted, the cost to continue the current discount level for the Affordable Transit Program to the end of 2024 is \$143,000. This cost will be included in the 2024 operating budget with funding from provincial gas tax revenues. As the SPARK program remains underspent annually, it is being recommended that an amount of \$67,000 of the \$117,000 annual operating budget be redirected toward implementation of the food security initiative for MFAP.

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Laurie Dixon, Research and Data Manager, Office of Strategic Innovation & Partnerships

Jeff Walker, Manager, Taxation & Revenue, Financial Services

Derek Ochej, Deputy City Clerk, Legal Services

**Exhibits Attached:**

Exhibit A – Chronology of MFAP and Related Council Documents

Exhibit B – Amendment to the Fees and Charges By-Law

## Chronology of Municipal Fee Assistance Program (MFAP)

### 2004

- Positive Recreation Opportunities (PRO) Kids began and was funded by the City and donations from the community and corporations.
- Subsidies through PROKids could be used to access community-based recreation programs and/or equipment to participate in recreation activities.
- Council supported recommendation from Mayor's Task Force on Poverty to make municipal recreation programs more accessible for low-income families.

### 2008

- Subsidy Program for Affordable Recreation in Kingston (SPARK) developed based on research and presented in "Fair Play" report.
- EITP committee passed resolution to find ways to make transit more accessible to low-income families, especially those on social assistance.
- Kingston Transit, Community and Family Services staff and Poverty Roundtable developed the Affordable Transit Pass (ATP) program.
- Poverty Roundtable suggested finding a way to have single eligibility process for both programs.
- City staff from three departments worked with Poverty Roundtable to create a single point of access through Community and Family Service.

### 2009

- MFAP officially began in late fall of 2009.
- Purpose of MFAP is to assist residents with cost of monthly transit passes and municipal recreation programs: ATP, SPARK and PROKids.
- Eligibility: Kingston resident, household income below Low-Income Cut-off (LICO).
- Eligibility approved for the next 12 months.
- Had to make appt to apply or attend a drop-in clinic.
- SPARK provided recreation subsidy up to \$300 per year per household member.
- Recreation subsidies were on a sliding scale for those households with income above LICO-AT.
- ATP provided a 32% discount off full price of monthly transit pass.

### 2010-2011

- City, United way (UW) and Poverty Roundtable began work to create community-based poverty reduction plan with five focus areas: health services, Social and community supports; skill development and employment; housing; and community supports for education.
- Housing & Social Services staff provided monthly drop-in clinics at City Hall and other municipal facilities to process applications for MFAP.

### 2012

- Staff began tracking households that were new to the program and those that had accessed it previously. The split was almost equal.
- ATP users can now access their monthly passes online after the initial pass purchased.

### **2013**

- City staff continued work with UW and community stakeholders on the poverty reduction initiative and identifying aspects that could be implemented and/or supported by the City.
- Residents no longer needed to make appointments to apply and could drop in any time during business hours.

### **2014**

- Council approved four activities based on the work done by the Poverty Reduction Initiative: Transit Employment Program, MFAP Garbage Tag program, additional SPARK funding, and Bridges Out of Poverty training.
- Transit Employment Program (TEP) provides complimentary short-term transit passes for low-income individuals to address transportation barriers to enter/re-enter the work force. Pilot aimed to help two hundred people with two months of transit passes. After two months they can receive the ATP discounts.
- Transit passes for regular riders had a slight cost increase, but MFAP cost remained the same, thereby increasing discount for monthly passes from 32% to 35%.
- Garbage Tags – MFAP recipients could receive 12 garbage tags/year provided they did not live in apartments and had 3+ household members. Estimated 750 households could be eligible. This was a one-year pilot.
- Responsible Pet Ownership Spay and Neuter vouchers also began in April 2014 to help offset the cost for eligible MFAP households based on the recommendations from the Responsible Pet Ownership Working Group to Council in 2013.

### **2015**

- ATP moved from approval for 12 months from MFAP eligibility to a calendar year to align with the other MFAP components.
- Sliding scale for SPARK subsidies was removed and all households under threshold eligible for \$300/per household member toward recreation.
- Pet vouchers switched from \$100 to \$250 to cover more of the actual cost of spay/neutering services.
- Discounts for Grand Theatre added as a component in August.
- MFAP Policy approved by Council.

### **2016**

- Ontario Works clients began to receive ATP passes at no cost in November to access work, school or medical appointments.
- City received notification that Canadian Tire Jump Start was changing its funding approach and would no longer be funding PROKids but taking applications for funding directly. Decision made to avoid duplication, to end PROKids component.

### **2017**

- Youth category for Transit was raised to age 24.
- ATP fare reduction increased from 35% to 50% effective January 1<sup>st</sup> as part of the Transit Business Plan.
- Kingston Access Bus introduced the use of unlimited monthly passes, including affordable transit passes aligned to the MFAP program, on April 1, 2017.
- PROKids ended as of March 1<sup>st</sup> as all remaining funds were allocated.
- McLachlan Woodworking Museum and the Pump House Steam Museum added to MFAP as part of the removal of barriers to the museums.

## **2018**

- Ontario Disability Support Program (ODSP) clients began to receive ATP passes at no cost to them in August.
- Extended Health Benefit component (for non-SARS) added in May as a pilot.

## **2019**

- Age categories standardized in Rates and Fees By-Law to a child being aged 14 and under; a youth aged 15-24, adult 25-64 and senior 65+.
- Extended Health Benefits added as a permanent component of MFAP in October.
- H&SS staff began processing applications for MFAP at Rideau Heights Community Centre two days/week in addition to 362 Montreal Street.
- SPARK funding no longer transferable among household members (except in extenuating circumstances).

## **2020**

- Income Threshold increased as of January 1<sup>st</sup> to the Low-Income Measure After tax +15%.
- Eligibility moved from one year to two years to reduce barriers to access.
- Work began on an online application process to reduce barriers to MFAP.
- SPARK funding was able to be used for summer camp through the Boys & Girls Club at Rideau Heights Community Centre as the City was not operating its own programs.

## **2021**

- Throughout COVID-19, applications were still being accepted and processed for MFAP although many components were not available or limited.
- Everyone approved for SPARK now gets a Recreation "Spark" Fit Pass membership; all SPARK funds can be used toward registered instructor-led program activities (aqua-fit, fitness classes, swim lessons, etc.). Access to Fitness Centres, Arenas & Pools are included in the membership.

## **2022**

- SPARK funds can be applied toward other internal COK programs that are on the "PerfectMind" system (Heritage Services) for example museum tours or woodworking.
- SPARK funds can be applied toward program activities at partner agencies including the Boys & Girls Club, the YMCA and the Seniors Association.
- SPARK funds can be used for other minor purchases at our Recreation facilities.
- Safe Surrender Program added as a pilot to provide financial assistance to qualified individuals to off-set the cost of safely rehoming a non-permitted species – receive a voucher worth up to \$2,000.

## **2023**

- ATP discount increased from 50% to 75% as of April 1<sup>st</sup> until year-end.
- Application process now available online through the "MyKingston" portal.
- A review of the MFAP program is included as part of Council's Strategic Priorities 2023-2026 Implementation Plan to "remove additional barriers to low-income individuals".

## **Relevant Council Reports**

EITP-09-026	Municipal Fee Assistance Program
ARCP-11-022	Municipal Fee Assistance Program Update
<a href="#">ARCP-12-001</a>	Community Poverty Reduction Plan

<a href="#"><u>ARCP-13-005</u></a>	Municipal Fee Assistance 2012 Program Summary
<a href="#"><u>14-147</u></a>	Municipal Poverty Reduction Initiatives
<a href="#"><u>ARCP-15-001</u></a>	Municipal Fee Assistance Program 2014 Summary and Changes for 2015
<a href="#"><u>ARCP-15-004</u></a>	Municipal Fee Assistance Program Update
<a href="#"><u>17-087</u></a>	Delegated Authority for Customer Service Purposes
<a href="#"><u>17-074</u></a>	Discounted Fees for Municipal Programs and Services
<a href="#"><u>AP-18-004</u></a>	Municipal Discounts
<a href="#"><u>AP-19-016</u></a>	Discounted Fees for Municipal Programs and Services
<a href="#"><u>19-259</u></a>	Extended Health Benefits Review
<a href="#"><u>20-054</u></a>	Amendment to Fees and Charges By-law and Revisions to the Municipal Fee Assistance Program Policy
<a href="#"><u>ARCP-21-009</u></a>	Animal By-law Repeal and Replace

# City of Kingston By-Law Number 2024–...

## By-Law to Amend City of Kingston By-Law Number 2005–10, A By-Law to Establish Fees and Charges to be Collected by The Corporation of the City of Kingston, as amended

### Whereas:

The Corporation of the City of Kingston (the “**City**”) is a single-tier municipality incorporated pursuant to an order made under section 25.2 of the *Municipal Act*, R.S.O. 1990, c. M.45.

The powers of a municipality must be exercised by its council (*Municipal Act, 2001*, S.O. 2001, c. 25 (the “**Municipal Act, 2001**”), s. 5 (1)).

A municipal power must be exercised by by-law unless the municipality is specifically authorized to do otherwise (*Municipal Act, 2001*, s. 5 (3)).

A single tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public (*Municipal Act, 2001*, s. 10 (1)).

On December 14, 2004, council for the *City* (“**council**”) enacted *City of Kingston By-Law Number 2005–10, “A By-Law to Establish Fees and Charges to be Collected by The Corporation of the City of Kingston”*.

*Council* considers it necessary and desirable for the public to amend *City of Kingston By-Law Number 2005–10*.

**Therefore, council enacts:**

### 1. Amendment

1.1 City of Kingston By-Law Number 2005–10 - Schedule Q – Transit is amended as follows:

### Passes

Fees listed in the table below are HST (Harmonized Sales Tax) exempt.

*By-Law to Amend By-Law ...--..*

Fee Description	Unit	Fee
Commuter	5 consecutive weekdays	\$22.25
Adult	Week - 7 consecutive days	\$29.25
Youth and senior	Week - 7 consecutive days	\$21.00
Commuter	Month	\$68.75
Adult	Month	\$80.00
Youth and senior	Month	\$59.50
Adult – Municipal Fee Assistance Program (MFAP) eligible Affordable Transit Pass	Calendar month	\$20.00
Youth and senior – Municipal Fee Assistance Program (MFAP) eligible Affordable Transit Pass	Calendar month	\$14.88
Adult, youth and senior	Day	\$8.25
Adult, youth and senior	Conference and Event Pass - up to five days per attendee	\$8.75
CNIB cardholder	Annual	\$25.00
Smart Cards - reloadable	Initial and replacement	\$3.00

**2. Coming into Force**

2.1 This by-law will come into force and take effect on the day it is passed.



*By-Law to Amend By-Law ...--..*

1 <sup>st</sup> Reading	date
2 <sup>nd</sup> Reading	date
3 <sup>rd</sup> Reading	date
Passed	date

Janet Jaynes  
City Clerk

Bryan Paterson  
Mayor

# City of Kingston By-Law Number 2024–XX

## *2024 Tax Ratios By-Law*

1<sup>st</sup> Reading            date

2<sup>nd</sup> Reading            date

3<sup>rd</sup> Reading            date

Passed                date

# City of Kingston By-Law Number 2024–XX

## *2024 Tax Ratios By-Law*

<b>1.</b>	<b>Interpretation</b>	<b>4</b>
<b>2.</b>	<b>General</b>	<b>5</b>
<b>3.</b>	<b>Miscellaneous</b>	<b>5</b>

# City of Kingston By-Law Number 2024–XX

## 2024 Tax Ratios By-Law

### Whereas:

The *City* is a single-tier municipality incorporated pursuant to an order made under section 25.2 of the *Municipal Act*, R.S.O. 1990, c. M.45.

The powers of a municipality must be exercised by its council (*Municipal Act, 2001*, S.O. 2001, c. 25 (the “***Municipal Act, 2001***”), s. 5 (1)).

A municipal power must be exercised by by-law unless the municipality is specifically authorized to do otherwise (*Municipal Act, 2001*, s. 5 (3)).

The Minister of Finance has prescribed the following classes of real property for the purposes of the *Assessment Act*, R.S.O. 1990, c. A.31 (the “***Assessment Act***”) as required under subsection 7 (1) of the *Assessment Act*.

1. the residential property class;
2. the multi-residential property class;
3. the commercial property class;
4. the industrial property class;
5. the pipe line property class;
6. the farm property class.
7. the managed forests property class.

The Minister of Finance has also prescribed *optional property classes* for the purposes of the *Assessment Act*, including the new multi-residential property class.

*Council* wishes to have the new multi-residential property class apply within the municipality in accordance with the *Assessment Act*.

*Council* does not wish to have any other *optional property class* apply within the municipality in accordance with the *Assessment Act*.

## 2024 Tax Ratios By-Law

A single tier municipality must pass a by-law in each year to establish the *tax ratios* for that year for the municipality (*Municipal Act, 2001, 308 (4)*).

Therefore, *council* enacts:

### 1. Interpretation

1.1 This by-law may be cited as the *2024 Tax Ratios By-Law*.

1.2 In this by-law:

**“commercial classes”** means the commercial property class prescribed under the *Assessment Act* and *optional property classes* that contain property that, if *council* did not opt to have the *optional property class* apply, would be in the commercial property class, and includes the office building property class, the shopping centre property class and the parking lots and vacant land property class;

**“industrial classes”** means the industrial property class prescribed under the *Assessment Act* and *optional property classes* that contain property that, if *council* did not opt to have the *optional property class* apply, would be in the industrial property class, and includes the large industrial property class;

**“optional property class”** means a property class that *council* may opt to have apply within the municipality under regulations made under the *Assessment Act*; and

**“tax ratio”** means the ratio that the tax rate for a property class must be to the tax rate for the residential property class where the residential property class tax ratio is 1.0.

1.3 For the purposes of interpreting this by-law:

- (a) a reference to any legislation, regulation, or by-law or to a provision thereof includes a reference to any legislation, regulation or by-law enacted, made or passed in substitution thereof or amendment thereof;
- (b) any reference to legislation includes all of the regulations made thereunder;
- (c) “include”, “includes” and “including” indicate that the subsequent list is not exhaustive.

## 2. Established Tax Ratios

2.1 For the 2024 taxation year:

- (a) the *tax ratio* for the residential property class is 1.0;
- (b) the *tax ratio* for the multi-residential property class is 1.7;
- (c) the *tax ratio* for the *commercial property classes* is 1.98;
- (d) the *tax ratio* for the *industrial property classes* is 2.63;
- (e) the *tax ratio* for the pipe line property class is 1.1728;
- (f) the *tax ratio* for the farm property class is 0.2;
- (g) the *tax ratio* for the managed forests property class is 0.25; and
- (h) the *tax ratio* for the new multi-residential property class is 1.0.

## 3. Miscellaneous

3.1 If a court of competent jurisdiction declares any provision, or any part of a provision, of this by-law to be invalid, or to be of no force and effect, it is the intention of *council* in enacting this by-law that each and every provision of this by-law authorized by law be applied and enforced in accordance with its terms to the extent possible according to law.

3.2 This by-law will come into force and take effect on the date it is passed.

*2024 Tax Ratios By-Law*

1 <sup>st</sup> Reading	date
2 <sup>nd</sup> Reading	date
3 <sup>rd</sup> Reading	date
Passed	date

Janet Jaynes  
City Clerk

Bryan Paterson  
Mayor

# City of Kingston By-Law Number 2024–...

## ***By-Law to Amend City of Kingston By-Law Number 2020–69, A By-Law to Establish a Process for Administrative Penalties***

### **Whereas:**

The Corporation of the City of Kingston (the “**City**”) is a single-tier municipality incorporated pursuant to an order made under section 25.2 of the *Municipal Act*, R.S.O. 1990, c. M.45.

The powers of a municipality must be exercised by its council (*Municipal Act*, 2001, S.O. 2001, c. 25 (the “**Municipal Act**, 2001”), s. 5 (1)).

A municipal power must be exercised by by-law unless the municipality is specifically authorized to do otherwise (*Municipal Act*, 2001, s. 5 (3)).

A single tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public (*Municipal Act*, 2001, s. 10 (1)).

A municipality may require a person, subject to such conditions as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality passed under the *Municipal Act*, 2001 (*Municipal Act*, 2001, s. 434.1 (1)).

On April 7, 2020, council for the *City* passed *City of Kingston By-Law Number 2020–69*, “*A By-Law to Establish a Process for Administrative Penalties*”.

Council for the *City* (“**council**”) considers it necessary and desirable for the public to amend *City of Kingston By-Law Number 2020–69*.

**Therefore**, *council* enacts:

### **1. Amendment**

1.1 *City of Kingston By-Law Number 2020–69* is amended as follows:

- (a) Schedule A is amended by adding the following short form wording and penalty amounts in numeric order:



*By-Law to Amend By-Law ...-..*

<b>By-Law Number 2006-213, "Business Licensing By-Law"</b>		
<b>By-Law Section</b>	<b>Short Form Wording</b>	<b>Penalty Amount</b>
4.1	Carrying on a trade, business or occupation without a license	\$150.00
4.22	Obstructing, hindering or interfering with an investigation, inquiries or an inspection	\$500.00

**2. Coming into Force**

2.1 This by-law will come into force and take effect on the day it is passed.

1<sup>st</sup> Reading            date

2<sup>nd</sup> Reading            date

3<sup>rd</sup> Reading            date

Passed                date

Janet Jaynes  
City Clerk

Bryan Paterson  
Mayor

# City of Kingston By-Law Number 2024–...

## ***By-Law to Amend City of Kingston By-Law Number 2006–213, A By-Law to License, Regulate And Govern Certain Businesses***

### **Whereas:**

The Corporation of the City of Kingston (the “**City**”) is a single-tier municipality incorporated pursuant to an order made under section 25.2 of the *Municipal Act*, R.S.O. 1990, c. M.45.

The powers of a municipality must be exercised by its council (*Municipal Act, 2001*, S.O. 2001, c. 25 (the “**Municipal Act, 2001**”), s. 5 (1)).

A municipal power must be exercised by by-law unless the municipality is specifically authorized to do otherwise (*Municipal Act, 2001*, s. 5 (3)).

A single tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public (*Municipal Act, 2001*, s. 10 (1)).

A municipality may provide for a system of licenses with respect to a business (*Municipal Act, 2001*, s. 151 (1)).

On September 19, 2006, council for the *City* passed *City of Kingston By-Law Number 2006–213, “A By-Law to License, Regulate And Govern Certain Businesses”*.

Council for the *City* (“**council**”) considers it necessary and desirable for the public to amend *City of Kingston By-Law Number 2006–213*.

**Therefore**, *council* enacts:

### **1. Amendment**

1.1 *City of Kingston By-Law Number 2020–69* is amended as follows:

- (a) the recitals are amended by adding the following recital at the end of the recitals:

**And Whereas** subsection 434.1 (1) of the *Municipal Act, 2001* authorizes a municipality to require a person, subject to such conditions

*By-Law to Amend By-Law ...–.*

as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality passed under the *Municipal Act, 2001*.

- (b) section 1 is amended by adding the following definitions in alphabetical order:

**“Administrative Penalty”** means an administrative penalty established by *City of Kingston By-Law Number 2020–69, “A By-Law to Establish a Process for Administrative Penalties”*;

**“Administrative Penalties By-Law”** means *City of Kingston By-Law Number 2020–69, “A By-Law to Establish a Process for Administrative Penalties”*;

**“Penalty Notice”** means a notice given pursuant to sections 2.2 and 2.4 of the *Administrative Penalties By-Law*;

- (c) section 7.4 is added to state:

Every Person who contravenes any provision of this by-law shall, upon issuance of a Penalty Notice in accordance with the *Administrative Penalties By-Law*, be liable to pay to the City an Administrative Penalty in accordance with Schedule B to the *Administrative Penalties By-Law* for each day or part of a day that the contravention continues, and the *Administrative Penalties By-Law* applies to each Administrative Penalty imposed pursuant to this by-law.

- (d) section 7.5 is added to state:

If a Person is required to pay an Administrative Penalty under section 7.4 in respect of a contravention of this by-law, the Person shall not be charged with an offence in respect of the same contravention;

- (e) section 7.6 is added to state:

An Administrative Penalty imposed on a Person under this by-law constitutes a debt of the Person to the City.

- (f) section 7.7 is added to state:

*By-Law to Amend By-Law ...--..*

If an Administrative Penalty imposed under this by-law is not paid within 15 days after the day that it becomes due and payable, the treasurer of the City may add the Administrative Penalty to the tax roll for any property in the City of Kingston for which all of the owners are responsible for paying the Administrative Penalty, and collect it in the same manner as municipal taxes.

**2. Coming into Force**

2.1 This by-law will come into force and take effect on the day it is passed.

1 <sup>st</sup> Reading	date
2 <sup>nd</sup> Reading	date
3 <sup>rd</sup> Reading	date
Passed	date

Janet Jaynes  
City Clerk

Bryan Paterson  
Mayor

## Surety Bond Policy

**Policy #** [To be assigned]  
**Effective Date** [Insert date]  
**Final Approver** City Council

### 1.0 Interpretation

1.1 In this policy, unless the context requires otherwise:

**"City"** means The Corporation of the City of Kingston;

**"City Solicitor"** means the person appointed as the city solicitor for the *City* or their designate;

**"City Treasurer"** means the person appointed as the Treasurer of the *City* or their designate;

**"development agreement"** means an agreement entered into between the *City* and an *owner* pursuant to the *Planning Act* in which the *owner* is required to provide *security* to the *City*, and includes a site plan control agreement, a condominium agreement, a development agreement, a subdivision agreement, an off-site works (construction) agreement, an off-site works and cost recovery agreement, or a pre-servicing agreement;

**"owner"** means the registered owner or developer of lands to be developed in accordance with the *Planning Act*, and may include an individual, an association, a partnership or corporation;

**"Planning Act"** means the *Planning Act*, R.S.O. 1990, c. P.13;

**"security"** means an amount to be paid by an *owner* to the *City* to guarantee performance of the *owner's* obligations under a *development agreement*;

**"surety bond"** means a bond issued by a *surety provider* in connection with a contract, which secures the performance and fulfillment of the undertakings, covenants, terms, conditions and agreements contained in the contract; and

**"surety provider"** means a company licensed, either federally or by a provincial insurance regulatory body, to issue *surety bonds* in the Province of Ontario.

1.2 In this policy, "include", "includes" and "including" indicate that the subsequent list is not exhaustive.

- 1.3 A reference to any legislation, regulation, by-law, rule, policy or provision thereof includes a reference to any legislation, regulation, by-law, rule or provision thereof enacted in substitution thereof or amendment thereof.
- 1.4 A reference to legislation includes all of the regulations made thereunder.
- 1.5 A reference to the position or title of any *City employee* includes a reference to any position or title created in substitution thereof.

## **2.0 Policy Statement & Purpose**

- 2.1 It is the policy of the *City* to require the provision of *security* to ensure the satisfactory performance and completion of works under a *development agreement*.
- 2.2 The purpose of this policy is to establish the *City's* minimum standards for the acceptance of *surety bonds* as a form of *security* for *development agreements*.

## **3.0 Application**

- 3.1 This policy applies to all *surety bonds* received by the *City* as a form of *security* for *development agreements*.

## **4.0 Surety Provider Requirements**

- 4.1 All *surety bonds* delivered to the *City* must be issued by a *surety provider* that:
- (a) has a minimum credit rating of:
    - (i) A- or higher, as assessed by Standard and Poor's;
    - (ii) A- or higher, as assessed by Fitch Ratings;
    - (iii) A (low) or higher, as assessed by Dominion Bond Rating Service Limited; or
    - (iv) A3 or higher, as assessed by Moody's Investors Services Inc.; and
  - (b) is regulated by the Office of the Superintendent of Financial Institutions ("**OSFI**") and is required to comply with *OSFI's* minimum capital requirements.
- 4.2 The *owner* is responsible, at its cost, for providing all information or documentation required by the *City* to demonstrate that the minimum requirements set out in subsection 4.1 above have been met, which information or documentation must be in a form satisfactory to the *City Treasurer*.

4.3 If, at any time, the *surety provider* fails to maintain the minimum requirements set out in subsection 4.1 above, the *City* may require the *owner* to provide a replacement *surety bond* that meets the minimum requirements set out in this policy or other *security* that is satisfactory to the *City Treasurer*. If a replacement *surety bond* or other *security* satisfactory to the *City Treasurer* is not provided within 30 days after demand by the *City*, the *City* reserves the right to demand payment of the full amount of the original *surety bond* and hold the non-interest bearing cash *security* in the same manner as the *surety bond*.

## **5.0 Surety Bond Requirements**

5.1 All *surety bonds* delivered to the *City* must be prepared on the *City's* standard template set out in Appendix 10.1 of this policy.

5.2 Despite subsection 5.1, the *City* may, in its sole discretion, accept a *surety bond* that is not on the *City's* standard template, provided that the *surety bond*:

- (a) is printed on letterhead from the *surety provider*;
- (b) states the date of issuance;
- (c) is issued in Canadian dollars in the amount required by the *City*;
- (d) references the specific *development agreement* for which it provides *security*;
- (e) confirms that it is cashable by the *City* on demand, without cause, regard for the equities, or the requirement for further documentary evidence of obligation;
- (f) states that it is irrevocable by the *surety provider*, such that it may not be revoked or amended without the mutual consent of the *City*, the *owner* and the *surety provider*;
- (g) does not contain an expiry date, or provides for automatic renewals, whereby the *surety bond* will be automatically renewed without formal amendment for a specified period beyond the stated expiry date;
- (h) indicates that:
  - (i) the *City* will be given at least 60 days' notice by registered mail or courier if the *surety bond* is to be terminated;
  - (ii) the *surety bond* will only terminate upon the expiry of such 60-day period if the *owner* has provided *security* to the *City* in at least the

same amount as the *surety bond*, in a form acceptable to the *City*; and

(iii) if the *owner* does not provide such *security* to replace the *surety bond*, then the *surety bond* will remain in full force; and

(i) permits partial reductions and multiple demands,

and provided further that the form of *surety bond* is otherwise acceptable to the *City Treasurer*.

5.3 At any time upon the written request of an *owner*, the *City* may exchange a *surety bond* or other allowable form of *security*, provided that the replacement *surety bond* conforms to this policy or the other form of replacement *security* is to the satisfaction of the *City Treasurer*. The *owner* must provide the replacement *security* to the *City* prior to the release of the previous *security*.

## 6.0 Responsibilities of City Employees

6.1 The *City Treasurer* is responsible for:

- (a) administering this policy and approving any departmental operating procedures and processes under this policy;
- (b) holding and maintaining all *surety bonds* provided to the *City* pursuant to this policy; and
- (c) reviewing requests for deviations or exceptions to this policy, including *surety bonds* issued by *surety providers* that do not meet the minimum requirements of this policy, and approving and/or denying such requests, as the case may be.

In exercising its authority under this policy, the *City Treasurer* may, in their sole discretion, decline a *surety bond* for any reason.

6.2 At the request of the *City Treasurer*, the *City Solicitor* is responsible for providing advice related to this policy and the acceptance, collection, substitution or release of any *surety bond* delivered pursuant to this policy.

6.3 All *City* employees who receive *surety bonds* on behalf of the *City* are responsible for:

- (a) reading and abiding by the requirements set out in this policy; and
- (b) forwarding the *surety bonds* to the *City Treasurer* for evaluation and administration.



## **7.0 Administration**

7.1 All requests for reduction or release of a *surety bond* will be administered in accordance with the *development agreement* and the *City's* standard practices and procedures.

## **8.0 Approval Authority**

Role	Position	Date Approved
Quality Review	City Treasurer.	
Subject Matter Expert	Director, Financial Services.	
Legal Review	City Solicitor.	
Management Review	CMT.	
Final Approval	City Council.	

## **9.0 Revision History**

Effective Date	Revision	Description of Change
[Insert date]	1	New Policy

## **10.0 Appendix**

10.1 City of Kingston Development Agreement Surety Bond Template

**DEVELOPMENT AGREEMENT SURETY BOND**

**BOND NUMBER:** Click or tap here to enter text.

**AMOUNT: \$** Click or tap here to enter text.

**KNOW ALL PERSONS BY THESE PRESENTS THAT**

Click or tap here to enter text.  
as principal (the “**Principal**”)

-and-

Click or tap here to enter text.  
(the “**Surety**”)

are held and firmly bound unto The Corporation of the City of Kingston, as obligee (the “**Obligee**”), in the amount of Click or tap here to enter text. Dollars (\$Click or tap here to enter text.), in lawful money of Canada, for the payment of which sum, well and truly to be made, the Principal and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

**WHEREAS** the Principal has or will be entering into a(n) Choose an item. agreement with the Obligee in respect of those lands municipally known as Click or tap here to enter text. in the City of Kingston (City of Kingston File Number Click or tap here to enter text.) (said agreement is by reference made a part hereof and is hereinafter referred to as the “**Development Agreement**”).

**NOW THEREFORE**, the condition of this obligation is such that if the Principal, in the opinion of the Obligee, fully performs all of the obligations set forth in the Development Agreement in accordance with its terms and fully indemnifies the Obligee from all costs and expenses which the Obligee may suffer by reason of the Principal’s failure to do so, then this obligation shall be void and of no effect; otherwise, it shall remain in full force and effect.

**PROVIDED**, however, the foregoing obligation is subject to the following terms and conditions:

1. Whenever the Principal is declared in writing by the Obligee to be in default under the Development Agreement, and the Obligee intends to make a claim under this bond, the Obligee will notify the Principal and the Surety in writing of such default and make a written demand for payment, in the form attached to this bond as Schedule “A” (the “**Demand**”).
2. Within fifteen (15) days after receiving a Demand from the Obligee, the Surety will make payments to the Obligee in the amount of the Demand.
3. Except as otherwise set out herein, this bond is irrevocable and payment will be made despite any objection by the Principal. The Demand shall be accepted by the Surety as conclusive

evidence of its obligation to make payment to the Obligee, and the Surety will not assert any defence or grounds of any nature or description for not making payment to the Obligee, in whole or in part, pursuant to such Demand, including, but not limited to any of the following reasons: that a default has not occurred under the Development Agreement; that the Principal committed any fraud or misrepresentation in its application for the bond; or that the amount set out in the Demand is not appropriate, warranted or otherwise in accordance with the Development Agreement.

4. The Surety's liability under this bond is unconditional and will not be discharged or released or affected by any arrangements made between the Obligee and the Principal or by any dispute between the Surety and the Principal, or the taking or receiving of security by the Obligee from the Principal, or by any alteration, change, addition, modification or variation in the Principal's obligation under the Development Agreement, or by the exercise of the Obligee or any of the rights or remedies reserved to it under the Development Agreement or by any forbearance to exercise any such rights or remedies whether as to payment, time, performance or otherwise (whether or not any arrangement, alteration or forbearance is made without the Surety's knowledge or consent).
5. All payments by the Surety will be made free and clear, without deduction, set-off or withholding.
6. The Obligee may make multiple Demands under this bond.
7. The amount of this bond may be reduced from time to time as advised by notice in writing by the Obligee to the Surety.
8. Each payment made by the Surety under this bond will reduce the amount of this bond by the amount of such payment.
9. In no event will the Surety be liable for a greater sum than the amount specified in this bond.
10. No right of action will accrue upon or by reason hereof to or for the use or benefit of any person other than the Obligee.
11. Upon (i) completion by the Principal of all works required by the Development Agreement to the Obligee's satisfaction, (ii) the expiry of all maintenance and rectification periods contained within the Development Agreement, and (iii) the issuance by or on behalf of the Obligee of any final certificates of approval contemplated in the Development Agreement, where applicable, the Obligee will return this bond to the Surety for termination or advise the Surety in writing that this bond is terminated.
12. If the Surety at any time delivers at least 60 days' prior written notice to the Obligee and to the Principal of its intention to terminate this bond, the Principal will deliver to the Obligee, not less than 30 days prior to the termination of this bond, financial security in the amount of this bond in a form acceptable to the Obligee. If the replacement financial security is not provided by the Principal or is not accepted by the Obligee, this bond shall remain in full force and effect.

13. Nothing in this bond shall limit the Principal's liability to the Obligees under the Development Agreement.
14. This bond shall be governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable thereto and shall be treated, in all respects, as a contract entered into in the Province of Ontario without regard to conflict of laws principles. The Principal and the Surety hereby irrevocably and unconditionally attorn to the jurisdiction of the courts of the Province of Ontario.
15. All Demands and notices under this bond shall be delivered by hand, registered mail, or courier to the Surety, with a copy to the Principal at the addresses set out below, subject to any change of address in accordance with this section. All other correspondence may be delivered by regular mail, courier, or email. A change of address for the Surety is publicly available on the Financial Services Regulatory Authority of Ontario website. The address for the Principal may be changed by giving written notice of the new address to the other parties in accordance with this section.

<b>To the Surety:</b>	<b>To the Principal:</b>	<b>To the Obligees:</b>
Click or tap here to enter text.	Click or tap here to enter text.	The Corporation of the City of Kingston 216 Ontario Street Kingston, ON K7L 2Z3 Attention: Director, Financial Services Email: <a href="mailto:FinanceDivision@cityofkingston.ca">FinanceDivision@cityofkingston.ca</a>

**IN TESTIMONY WHEREOF**, the Principal has hereto set its hand and affixed its seal, and the Surety has caused these presents to be sealed with its corporate seal duly attested by the signature of its authorized signing authority.

**SIGNED AND SEALED** this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, in the presence of:

CLICK OR TAP HERE TO ENTER TEXT.

**(Principal)**

Per: \_\_\_\_\_

Name:

Title:

Per: \_\_\_\_\_

Name:

Title:

I/We have authority to bind the corporation.

CLICK OR TAP HERE TO ENTER TEXT.

**(Surety)**

Per: \_\_\_\_\_

Name:

Title:

Per: \_\_\_\_\_

Name:

Title:

I/We have authority to bind the corporation.

**Schedule "A"**

**DEMAND – NOTICE OF DEFAULT**

**Date:** Click or tap here to enter text.  
**Name of Surety:** Click or tap here to enter text.  
**Address:** Click or tap here to enter text.  
**Attention:** Click or tap here to enter text.

**Re: Development Agreement Bond No.: Click or tap here to enter text. ("Bond")**  
**Principal: Click or tap here to enter text. ("Principal")**  
**Obligee: The Corporation of the City of Kingston ("Obligee")**  
**Agreement: Click or tap here to enter text. ("Development Agreement")**

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To the above named Surety:

The Obligee hereby certifies to the Surety, with reference to the Bond, that the Principal is in default under the Development Agreement.

The Obligee hereby demands payment in the amount of Click or tap here to enter text. under the terms of the Bond.

Please pay the required amount in accordance with the following payment instructions no later than 15 days after your receipt of this Demand:

Payment Instructions: Click or tap here to enter text.

Yours truly,

**THE CORPORATION OF THE CITY OF KINGSTON**



**City of Kingston  
Report to Council  
Report Number 24-065**

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**To:** Mayor and Members of Council  
**From:** Desirée Kennedy, Chief Financial Officer & City Treasurer  
**Resource Staff:** Lana Foulds, Director, Financial Services  
Brent Funnell, Manager, Procurement  
**Date of Meeting:** February 20, 2024  
**Subject:** December 2023 Tender and Contract Awards Subject to  
Delegation of Authority

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**Council Strategic Plan Alignment:**

Theme: Corporate business

Goal: See above

**Executive Summary:**

Section 21.1 of [City of Kingston By-Law Number 2022-154](#), A By-Law to Establish a Procurement Policy for the City of Kingston, requires a monthly information report be provided to Council summarizing all procurement contracts with a value exceeding \$100,000 that were awarded by delegated authority. Accordingly, this information report provides Council with details of contracts greater than \$100,000 awarded for the month of December 2023 that meet the established criteria of delegated authority for both standard and non-standard procurements.

**Recommendation:**

This report is for information only.

February 20, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY CHIEF

FINANCIAL OFFICER & CITY TREASURER

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**Desiree Kennedy, Chief  
Financial Officer & City  
Treasurer**

p.p. ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services Not required

Jennifer Campbell, Commissioner, Community Services

Neil Carbone, Commissioner, Corporate Services

David Fell, President & CEO, Utilities Kingston Not required

Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives Not required

Brad Joyce, Commissioner, Infrastructure, Transportation  
& Emergency Services



February 20, 2024

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**Options/Discussion:****Background**

[City of Kingston By-Law Number 2022-154](#), a By-Law to Establish a Procurement Policy for the City of Kingston, provides for the delegation of authority to award contracts under both standard and non-standard procurement methods. Schedule C to By-Law Number 2022-154 delegates the approval authority to senior staff and Procurement Services for both procurement methods.

**Standard Procurement**

Standard procurement is defined as the acquisition of goods, services, or construction, or a combination thereof, in accordance with the standard procurement method for the type and value of the deliverables as determined in By-Law Number 2022-154. Utilizing the standard procurement method, Schedule C to By-Law Number 2022-154 provides for the delegated authority to award contracts greater than \$100,000 but less than \$500,000 to City Directors and Procurement Services, and contracts greater than \$500,000 to the City Commissioners and Procurement Services.

Standard procurements greater than \$100,000 require a competitive process conducted in accordance with the procurement's solicitation document. As provided for in the solicitation document, tenders are evaluated and awarded based solely on price, whereas request for proposals (RFPs) are based on the highest ranked proponent based on pre-determined price and non-price criteria.

No award of contract may be approved unless:

- Sufficient funding is available in an approved budget;
- The selection of the standard procurement method is determined in accordance with City of Kingston By-Law Number 2022-154; and
- The procurement process was conducted in accordance with City of Kingston By-Law Number 2022-154.

All procurements that exceed an estimated value of \$121,200 (goods and services) and \$302,900 (construction) are subject to applicable trade treaty requirements.

Exhibit A to this report provides information on standard procurements over \$100,000 that met the established criteria of delegated authority under City of Kingston By-Law Number 2022-154 and were awarded in the month of December.

**Non-Standard Procurement**

Non-standard procurement is defined as the procurement of deliverables through a process other than the standard method required for the type and value of the deliverables as determined in City of Kingston By-Law Number 2022-154. Schedule C to City of Kingston By-

February 20, 2024

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Law Number 2022-154 provides for a higher level of approval authority to award contracts under a non-standard procurement method. A non-standard procurement cannot be approved, and no contract can be awarded, unless sufficient funding is available in an approved budget.

Exhibit B to this report provides information on non-standard procurements over \$100,000 awarded in the month of December through group buying programs. Procurement Services is delegated the authority to approve a request from a department to leverage group buying after validating that the respective group buying program meets or exceeds the procurement requirements as defined in the City's procurement by-law. Exhibit B also provides information on an emergency procurement for facility abatement & remediation services for the Days Road Fire Station.

December 2023 procurement activities that are not included in this report are as follows:

- value of the purchase, if less than \$100,000;
- any awards closing in this time period that were approved separately by Council.

### **Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations**

The [Accessibility for Ontarians with Disabilities Act, 2005](#) is a consideration and may form part of the evaluation criteria for any Request for Proposal administered by the City of Kingston.

### **Existing Policy/By-Law**

[City of Kingston By-Law Number 2022-154](#), "A By-Law to Establish a Procurement Policy for the City of Kingston"

### **Financial Considerations**

All procurements, as reported, have sufficient funding available in an approved budget.

### **Contacts:**

Lana Foulds, Director, Financial Service, 613-546-4291 extension 2209

Brent Funnell, Manager, Procurement, 613-546-4291 extension 2452

### **Other City of Kingston Staff Consulted:**

Applicable City Departments

### **Exhibits Attached:**

Exhibit A – Summary of Standard Procurements over \$100,000 – December 2023 Awards

Exhibit B – Summary of Non-Standard Procurements over \$100,000 – December 2023 Awards

## Summary of Standard Procurements over \$100,000 December 2023 Awards

Proponents are listed in order of ranking based on pre-determined evaluation criteria.

The successful proponent appears first in each table unless stated otherwise.

**1. Request for Proposal: F18-CS-FMCS-2023-31**

Supply & Installation of Emergency Communications  
Consoles at 500 O'Connor Drive, Kingston

**Closing Date:** November 21, 2023

Supplier / Service Provider	Price
Evans Consoles Corporation	\$108,143.98
Sustema Inc.	\$106,841.88

**2. Request for Proposal: F18-CAO-RLS-2023-05**

Provision of Services to Fully Design Layout, Supply,  
Deliver and Assemble Fitness Equipment for INVISTA  
Fitness & Wellness Centre

**Closing Date:** June 30, 2023

Supplier / Service Provider	Price
FDF Group	\$149,090.18

**3. Request for Proposal: F18-TPW-ES-2023-33**

Enhanced Flood Protection of Abbey Dawn Road,  
Highway 2 and St. Lawrence Avenue

**Closing Date:** December 1, 2023

Supplier / Service Provider	Price
R.W. Tomlinson Ltd.	\$3,766,900.00
GIP Paving Inc.	\$4,446,363.75
Len Corcoran Excavating Ltd.	\$4,944,452.00

**Summary of Non-Standard Procurements over \$100,000  
December 2023 Awards**

**Emergency Procurement**

December 7, 2023

**Facilities Management & Construction Services**

**Abatement & Remediation at KFR Fire Station #10 – 127 Days Road**

Kingston Fire & Rescue Station #10 requires emergency abatement & remediation services due to mold identified within the building. The work includes abatement, reinstatement of walls, ceiling work, insulation, and vapour barriers as well as enhancing the HVAC system for the dorm area of the facility. The work is anticipated to be completed in February 2024.

<b>Supplier / Service Provider</b>	<b>Price</b>
<b>Environmentall Contracting Services</b>	\$120,000.00

**Group Buying**

**Corporate Asset Management & Fleet**

**Sourcing Partner: Local Authority Services/Canoe Procurement Group**

December 3, 2023

Route optimization software for Solid Waste Heavy Equipment Vehicles

Category: Fleet Management Program

<b>Supplier / Service Provider</b>	<b>Price</b>
<b>Rubicon Global LLC</b>	\$117,960.00

December 12, 2023

NPR-HD Gas Crew Cab Truck

Category: Truck Program

<b>Supplier / Service Provider</b>	<b>Price</b>
<b>Surgenor Truck Group</b>	\$97,256.72

December 14, 2023

Heavy Equipment Vehicle - Broom Bear Mechanical Sweeper Truck

Category: Sweeper & Vacuum Equipment Program

<b>Supplier / Service Provider</b>	<b>Price</b>
<b>Joe Johnson Equipment Inc.</b>	\$498,653.00

December 21, 2023

Heavy Equipment Vehicles - Labrie Automizer Side Load Body x 1 and Mack LRE Truck Chassis x 1 – both with ultra service level agreements

Category: Truck Program

<b>Supplier / Service Provider</b>	<b>Price</b>
<b>Surgenor Truck Group</b>	\$845,080.00



**City of Kingston  
Information Report to Council  
Report Number 24-077**

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**To:** Mayor and Members of Council  
**From:** Lanie Hurdle, Chief Administrative Officer  
**Resource Staff:** None  
**Date of Meeting:** February 20, 2024  
**Subject:** Quarterly Report: Tourism Kingston – Q4 2023

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**Council Strategic Plan Alignment:**

Theme: Regulatory & compliance

Goal: See above

**Executive Summary:**

In accordance with the Service Level Agreement entered into between the City of Kingston and Tourism Kingston ([Report Number 21-006](#)), the attached report (Exhibit A) provides detailed reporting on Q4 2023 for Tourism Kingston. Section 2.0 “Transparency, Reporting and Accountability” of the Service Level Agreement indicates “Tourism Kingston will be accountable to the Council of the City of Kingston in the performance of the activities and services provided in accordance with the provisions of this Agreement and/or as determined in the approved annual operating budget.” Specific direction to Tourism Kingston on reporting is included in Section 2.3 which reads in part:

*“2.3 Tourism Kingston shall communicate with the City as follows:*

- a) Annually, by way of the draft budget, and Tourism Kingston’s annual business Plan as updated to reflect the priorities of City Council;*
- b) Annually, by way of the Annual Financial Report as required by Clause 4.6 of this Agreement;*
- c) Quarterly, by way of Activity Reports to demonstrate the progress of Tourism Kingston in achieving its Strategic Plan and the impact of Tourism Kingston’s actions and*

February 20, 2024

Page 2 of 4

*programs on the key performance measures of tourism. The Quarterly Reports shall form the basis of an Annual Year in Review Report to Council. All Activity Reports shall be publicly accessible;”...*

The attached report is provided in fulfillment of the quarterly reporting requirement noted above.

**Recommendation:**

This report is for information only.

February 20, 2024

Page 3 of 4

**Authorizing Signatures:**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services	Not required
Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required



February 20, 2024

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**Options/Discussion:**

Exhibit A to this report provides an activity report from Tourism Kingston on results for Q4 2023.

**Existing Policy/By-Law:**

[Report Number 21-006](#) dated December 1, 2020

**Notice Provisions:**

None

**Financial Considerations:**

Section 4 of the Service Level Agreement relates to financial operations and provides clear parameters on funding to Tourism Kingston to undertake its core activities.

**Contacts:**

Lanie Hurdle, Chief Administrative Officer, 613-546-4291 extension 1231

**Other City of Kingston Staff Consulted:**

None

**Exhibits Attached:**

Exhibit A – Q4 2023 Tourism Kingston Report to Council

# *FOURTH QUARTER REPORT 2023*



# Tourism Kingston Quarterly City Report



Attn: Lanie Hurdle  
Chief Administrative Officer  
City of Kingston  
216 Ontario Street  
Kingston, ON K7L2Z3

**January 15, 2024**

**RE: Tourism Kingston Q4 2023 Report**

Please find attached our summary report on the activities undertaken by Tourism Kingston for Q4: October through December 2023.

Outlined in the service level agreement with the City of Kingston, Tourism Kingston will work cooperatively and collaboratively with the city, other levels of government, partner organizations, and other tourism stakeholders in developing products and services that will attract visitors, ensure longer stays, and increase spending. The core tourism activities will align with the updated Integrated Destination Strategy and Council's Strategic Priorities.

We are pleased to deliver our fourth-quarter activity measures within each of the seven portfolios. This quarter reflects a continued effort to see maximum economic impact within the City of Kingston.

We look forward to our continued work together. If you have any questions or require clarification on our activities or outputs, please do not hesitate to contact me.

Yours truly,

**Megan Knott**  
CHIEF EXECUTIVE OFFICER  
Tourism Kingston

# MARKETING & COMMUNICATIONS



This quarter, our paid marketing campaigns focused on fall activities including spooky and family-friendly Halloween experiences and, later in the quarter, festive activities, positioning Kingston as an ideal location for holiday shopping. We also continued our weddings campaign, which promotes Kingston as a domestic destination wedding location in nearby markets of Toronto, Ottawa, and Montreal. The fall shoulder season sees the largest investment in paid media as we aim to extend visitation from peak season to drive overnight stays and business for partners.

Alongside paid marketing, we continued to raise profile for Kingston through proactive earned media efforts. This includes pitching select stories and experiences for coverage, nurturing relationships with media, and hosting influencers and journalists in Kingston, designing custom itineraries. We hosted Ian Shantz from the Toronto Sun from October 13–15. He explored Kingston’s vibrant music scene, including an interview with Rob Baker from The Tragically Hip, a [Creative Kingston Music Walking Tour](#), a Blue Rodeo concert at the Leon’s Centre, and an interview with Moira Demorest, Music Commissioner at Tourism Kingston. We also hosted Ottawa Life with a focus on Kingston’s diverse culinary scene. Their experience was well rounded with The Secret Garden Inn’s Afternoon Tea, a private tasting at Kingston Olive Oil Company, and meals at local restaurants (Tango Nuevo, Olivea, AquaTerra, Sens Café). In their spare time, we filled their itinerary with Kingston attractions (Kingston Pen Tours, Kingston Trolley Tour, Kingston 1000 Islands Cruises).

Rounding out our marketing mix, we leveraged our owned channels (website, social media, newsletters) to support our paid and earned activities, aligning key messages and content through a series of new stories, including our signature “25 things to do” monthly series and blog posts about Halloween attractions, holiday markets, and local restaurants. Our Instagram reels and TikTok videos brought these stories to life through video, engaging our social media followers, and our monthly newsletters delivered the stories to our subscribers. We produced 14 stories and 19 supporting social media videos in Q4.

In total, our strategic campaigns achieved considerable results. Our paid marketing campaigns generated 24,279,661 impressions. Our earned media work in Q4 generated 39 proactive stories and 123,137,916 impressions. Our owned media efforts generated 4,561,102 social media impressions and 118,365 engagements. Our reels and TikTok videos generated more than 196K views. The combined result of this work is 297,003 website sessions and 78,238 referrals to local businesses. Website traffic surpassed 2019 (pre-pandemic) by 40%. These strong marketing metrics delivered increased tourism to Kingston in Q4. Hotel occupancy averaged 61.3% in Q4, up from 56.7% in Q4 2022.

# MARKETING & COMMUNICATIONS



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Q4 was also a period of industry engagement and planning for the Marketing and Communications team. Alison Migneault, Director of Marketing and Communications, presented at an Economic Developers Association of Ontario regional event in October. She was part of the Indigenous Economic Development presentation, sharing two Kingston case studies (Katarokwi Indigenous Art & Food Market and a Kingstonlicious event) as well as the work Tourism Kingston has undertaken to support Truth and Reconciliation. Alison also represented Tourism Kingston at the CGLCC Black & White Gala for Canada's 2SLGBTQIA+ chamber of commerce, which celebrated its 20th anniversary in November.

The team met with partners as part of our monthly Destination Marketing Committee and quarterly Creative Committee for Visual and Digital Communicators, sharing plans and soliciting partner feedback as we reflect on 2023 and plan for 2024. The Marketing and Communications team also completed 2024 planning sessions with our marketing, earned media, and search marketing agencies of records.

Finally, the Marketing and Communications team was recognized with four awards in Q4:

- // Summit International Creative Award for Diversity, Equity, and Inclusion Marketing (gold)
- // Summit International Creative Award for Public Relations Program (bronze)
- // Marketing Canada Award for digital marketing – social media (Economic Developers Association of Canada)
- // Ontario Tourism Award of Excellence for Marketing Campaign over \$50,000

We are also finalists for two Economic Developers Council of Ontario awards: Tourist Attraction & Tourism Product Development for Kingstonlicious and Inclusive Community Based Initiative & Programming for our brand development and management efforts. These awards will be announced in February.

# MARKETING & COMMUNICATIONS



## 2023 annual goals

Marketing and Communications	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
Website sessions	1,250,000	357,539	505,482	531,903	297,003	1,691,927	135%
Website pageviews	1,820,000	489,287	677,766	750,621	413,897	2,331,571	128%
Referrals to partners (web + phone)	215,000	36,673	46,307	115,560	78,238	276,778	129%
Advertising impressions	75,000,000	25,736,454	12,195,829	31,785,986	24,279,661	93,997,930	125%
Social media link clicks	375,000	147,284	96,877	82,760	59,334	386,255	103%
Social media engagements	800,000	304,789	306,387	180,544	118,365	910,085	114%
Social media impressions	46,500,000	11,180,211	9,590,815	8,150,122	4,561,102	33,482,250	72%
Total followers	120,000	111,218	113,397	116,713	119,469	119,469	100%
Proactive earned media stories	110	12	9	24	39	84	76%
Total media stories	400	123	299	369	374	1,165	291%
Total earned media impressions	450,000,000	281,515,718	61,948,761	249,710,408	123,137,916	716,312,803	159%

# PACKAGING



This quarter, we worked closely with partners to build overnight stay packages that bridge a variety of sectors (including attractions, experiences, and accommodations) and to curate signature events aligned with special projects. Q4's 18 packages included attraction experiences, along with family-friendly packages tailored around pre-holiday activities. Packages resulted in 8,171 referrals (web, calls, emails), and a minimum of 130 room nights were booked.

In Q4, we continued to partner with SLPC and three hotel partners, who created three packages with fall seasonal experiences, Pumpkinferno at Kingston Pen and Fort Fright at Fort Henry. Twenty-five tickets and 10 packages were sold, with most visitors selecting the Pumpkinferno packages. Overall, we saw an increase in overnight packages and tickets sold from participating hotels throughout the season with continued demand for these signature attractions.

In October, we also worked with Queen's Alumni Relations to organize events within Homecoming. This included a curated campus walking tour that shared stories from our Creative Kingston literary, music, and film tours. This experience engaged alumni to explore the campus they once knew through a new lens while highlighting the recently launched Creative Kingston walking tours. Building on these relationships, we hosted another activation bringing together the city and campus with a community event hosted at the Visitor Information Centre.

When Kingston was chosen as host location for the Vanier Cup in November 2023 and 2024, we worked with Queen's University Athletics, securing 100 tickets for the 2023 game ahead of the general public sale. These tickets were part of an overnight stay package, positioned as an incentive to encourage visitors to purchase football tickets and accommodation early. Six hotel partners participated in this package.

In early November, we launched a Visa incentive program ahead of the winter holidays. This encouraged incoming visitors to stay and shop in our community with a \$100 Kingston Visa gift card and a 20% voucher for use at the Visitor Information Centre. The addition of the 20% voucher leverages the locally made products within the Visitor Information Centre along with Kingston-branded merchandise. This program aligned with local holiday markets and ran November 6 to December 17. This "shop on us" package saw a minimum of 95 overnight stays, (one night on weekdays and two nights on a weekend) over the six-week period.

# PACKAGING



A partnership with Kingston Food Tours and hotel partners encouraging multi-night stays and a \$100 Visa gift card wrapped up in late December with three accommodation partners yielding 10 two-night stays during Q4.

Our winter culinary festival, Kingstonlicious, returns in January. Outreach to culinary partners for the 2024 season began in September with an in-person kick-off meeting. Throughout the quarter, we engaged with partners and have confirmed participation from over 35 partners across the city, including restaurants, cafés, and breweries. We have also been working with restaurant partners to curate a series of six signature events, with the aim of engaging new host restaurants. In early December, we began outreach to accommodation partners for the 2024 winter promotion offering a \$100 Visa gift card as part of overnight packages (one night on weekdays and two nights on a weekend). This promotion will align with the return of Kingstonlicious in mid-January.

Throughout the quarter, we held bi-monthly meetings with key community stakeholders in planning for the total solar eclipse on April 8, 2024. We have made significant steps to create community activations before and during the eclipse. There are now four dedicated viewing eclipse areas across the city: Breakwater Park, Woodbine Park, Lake Ontario Park, and the walking path of the Waaban Crossing. The Department of Physics, Engineering Physics, & Astronomy at Queen's University will assemble a team of subject matter experts who will be deployed across the city. More than 100 Eclipse Ambassadors will share information on how to safely view the eclipse. Other eclipse activities are being planned by Fort Henry, the Murney Tower Museum, the Tett Centre, and Kingston 1000 Island Cruises, with more to come. In Q4, the Marketing and Communications team deployed phase one of the [2024 Solar Eclipse landing page](#). Phase two launches early in Q1 2024 and will include an update to the landing page to showcase partner events throughout the city, activations, lead segmentation for email signups, and packages.

The quarterly Attractions Committee last met in early December. This committee reviews high-level operational plans and programs for Kingston attractions as well as business performance, which is shared with hotel partners to inform packaging.

We attended the Ontario Tourism Summit in Mississauga, presented by the Tourism Industry Association of Ontario. This event provides keynote speakers from across the tourism sector ranging in topics around advocacy to the use of AI. This event offers networking opportunities with professionals from across the province.



# PACKAGING



## 2023 annual goals

Packaging	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
See + Do packages	40	5	16	2	15	38	95%
Eat + Drink packages	40	25	8	1	0	34	85%
Rest + Relax packages	15	4	4	0	2	10	67%
Family packages	15	5	2	4	1	12	80%
Package referrals to partners	22,500	6,892	5,962	6,785	8,171	27,810	124%
Minimum room nights	600	406	40	55	130	631	105%

*\*\* Tourism Kingston supported or created packages*

# SPORT AND WELLNESS



Local business Improbable Escapes won their bid to host the Canadian KeyForge National Championships in Kingston, and we assisted them in securing hotel rooms for the 70 board game competitors and families visiting our city from across Canada. The event took place October 6–8, with players vying for spots at the World Championships of this popular game.

Also in October, Kingston welcomed the Ontario Hockey League Leadership Meeting, Fall Bash - Greater Kingston AAA Hockey, and the Climb Canada Pan Am Training Camp. In November, Kingston hosted its inaugural Hockey Helps the Homeless tournament. Previous tournaments have taken place in cities across Canada to raise funds for services for vulnerable populations. Proceeds from the local tournament event went to Kingston services OneRoof and the Integrated Care Hub. The Kingston event saw Kingstonian Hockey Hall of Famers Doug Gilmour and Jayna Hefford, as well as former Kingston Frontenacs forward Mike Zigomanis, join local players for a day of hockey. Skate Ontario's Synchro Series came to Kingston in December, with 960 skaters participating at the three-day event at the Leon's Centre.

Kingston hosted two major U Sports events in November. The Women's Soccer National Championships on November 9–13 had 1,000 attendees and booked 300 local hotel rooms. The Vanier Cup on November 25 had 4,000 attendees and booked 600 hotel rooms.

With the support of the Kingston Native Centre and Language Nest, we attended the Indigenous Masters Games in Ottawa, where we met with representatives from Indigenous Sport & Wellness Ontario to hear about their future plans, and how we can assist.

We have been working with the Greater Kingston Girls Hockey Association Ice Wolves to secure rooms for their returning tournament in January 2024, with the assistance of Kingston Accommodation Partners. This tournament brings over 60 girls' hockey teams to Kingston.

// Looking ahead to Q1, 2024, Kingston will welcome the following events:

// 2024 Ice Wolves Hockey Tournament, January 5–7

// 2024 Taylor Hall Classic, January 12–14

// Ted Brown Classic, January 25–27

// RELM Sports Showdown, February 16–18

// International Police Hockey Tournament, February 21–23

// Canadian Scrabble Classic, February 16–19

# SPORT AND WELLNESS



## 2023 annual goals

Sport and Wellness	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
Number of traces	2,000	716	324	300	300	1,640	82%
Number of bids prospected	50	18	27	10	3	58	116%
Number of bids submitted	8	2	4	2	3	11	138%
Number of bids won	4	0	4	2	3	9	225%
Room attendees	20,000	4,768	6,016	1,450	1,600	13,834	69%
Event attendees	38,000	9,112	10,162	21,000	3,200	43,474	114%
Estimated economic impact	\$15,000,000	\$2,630,400	\$6,665,700	\$4,632,850	\$1,358,400	\$15,287,350	102%

*All numbers are based on date traces/leads began*

*Bids prospected - potential events*

*Bid submitted - bids that require a bid book presented to the sport organization for consideration to host.*

# TRAVEL TRADE



In Q4, we held four FAM tours and one sales mission:

- // Champlain College tourism program FAM tour (September 14–15)
- // Markham Sales Mission (September 27–28)
- // AUS/UK Market FAM tour with Destination Ontario and 11 tour operators (October 16–17)
- // German Market FAM tour with Destination Ontario and 10 tour operators (October 17-18)
- // South Korea FAM tour with five tour operators (November 5)

In the weeks following these events, we sent partner referrals to tour operators, including follow-up information on Kingston restaurants, attractions, and accommodations.

Client traces are at over 109%, definite leads are at over 135%, referrals to partners are at 131%, and number of buses, at 146% for this quarter. We continue to utilize tracking tools in the Simpleview CRM software but note that these numbers do not reflect all outgoing communications with tour operators.

In December, we attended the Ontario Motor Coach Association Marketplace in Toronto. There, we held meetings with more than 40 tour operators, with partners from Hilton DoubleTree and Home2Suites and Kingston Destination Group.

We continue to build out our library of local itineraries in Travefy and work closely with tour operators on customized itineraries for their trip to Kingston. In Q4, we added 14 new Itineraries in Travefy, both sample and customized for tour operators. Examples of these new itineraries include Kingston Educational Itinerary, Pearl Mist Day in Port of Kingston, Culture Exchange Day, and more.

Throughout Q4, we held monthly meetings of the cruise committee. We continue to work with our partners and cruise agencies to ensure their guests make the most of their time here in Kingston. This fall, we welcomed the MS Hamburg, with over 300 guests, into the Port of Kingston. On the ship's September 22 arrival, guests were welcomed by Visitor Services staff, and were able to explore downtown Kingston and local sights. We worked closely with a local Indigenous Drum Circle group, Ollin, to offer the guests a traditional send-off from the Crawford Wharf. The ceremony was very well received by the guests.

# TRAVEL TRADE



MS Hamburg returned to Kingston on October 8 but couldn't tender, due to high winds. This missed opportunity for cruise ship passengers to visit Kingston further supports the need for a deep-water dock.

We continue to plan for an upcoming trade show in Nashville in January: the American Bus Association Marketplace. We currently have 37 meetings booked with North American bus tour operators. This will be one of five trade shows we will attend in 2024, to directly connect with both Canadian and international tour operators to encourage them to include Kingston in their future itineraries.

**2023 annual goals**

Travel Trade	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
Number of traces	600	146	178	202	165	691	115%
Definite leads	60	9	54	21	7	91	152%
Referrals	350	142	235	84	37	498	142%
Cruise passengers	800	385	0	560	280	1225	153%
Number of buses booked	50	5	52	18	3	78	156%
Estimated economic impact	\$2,500,000	\$303,103	\$1,952,000	\$843,370	\$86,500	\$3,184,973	127%

*All numbers are based on date traces/leads began*  
*Traces - contact with clients and prospects*  
*Definite leads - potential business that has turned into booked business*  
*Referrals are when partner information is provided to a client, either by email referral or through Simpleview*  
*Buses booked in the quarter do not necessarily arrive in the quarter booked*

# BUSINESS EVENTS



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We worked closely during the autumn months with organizers for the Canadian Society for Psychomotor Learning & Sport Psychology, the OHL League Meetings, the Queen’s University Conference on Business and Governance, and Camping in Ontario/CampX, all of which hosted multi-day conferences in Kingston during the last quarter of the year. These events were wonderful “shoulder season” additions to an extremely busy year for meetings and conferences in the city.

We enjoyed a strong fourth quarter with respect to meeting and conference inquiries, beginning work during the quarter with the following groups, all of which intend hosting in Kingston in 2024: The Canadian Glaucoma Society, FIRST Robotics Canada, the Canadian Critical Care Society, NCSY Canada, RTO 9, Napa Autopro, FEED Ontario, AIESEC Canada, the Canadian Brewers Journal & Brewers’ Choice Awards, and the Therapeutic Gastroenterology Training Program. Together, these events represent more than 2,700 rooms nights, plus meeting space and food and beverage.

The need for a medium-sized, purpose-built conference centre in Kingston was highlighted this quarter by our inability to bid on four significant future events, each of which is too big to be accommodated in existing facilities. These events (with estimated direct economic impact noted) were: Canadian Council for the Advancement of Education 2025 Conference (\$468,385), Ontario Association of Architects 2026 Conference (\$656,130), Canadian Association of Exposition Management 2024 Conference (\$339,354), and the Canadian Chamber of Commerce 2025 AGM and Convention (\$525,812). Fortunately, the Conference Centre Request for Expressions of Interest process had positive results and is moving forward to a short-list of interested parties and, hopefully, issuance of a Request for Proposals.

The fourth quarter also saw preparations for several major conferences to take place in 2024. We will welcome the Northeast Shrine Association, in both April and September, BGC Canada (formerly the Boys & Girls Clubs) in May, the Ontario Association for Mathematics Education in May, the Vespa Club of Canada in June, the Canadian Society of Association Executives in July, the Municipal Information Systems Association in October, and the Tarot Lenormand Conference in November. Combined, these major events represent over 5,000 room nights plus all ancillary spending in the community.

# BUSINESS EVENTS



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One of the 2024 events in particular, the Canadian Society of Association Executives (CSAE) Summer Summit in July, holds virtually unlimited long-term potential for Kingston as a premier destination for meetings and events. The CSAE is Canada's "association for associations" and the 250 people attending Summer Summit from July 10 to 12, 2024 represent organizations that all host their own meetings and conferences every year. We worked hard to secure this first-ever "industry gathering" for Kingston, and we will be pulling out all the stops to ensure attendees see first-hand all that our city has to offer them as event planners and organizers.

During Q4, we attended a number of key industry events at which we promoted Kingston as an ideal meeting place. These events included the Professional Convention Management Association's Canada East Chapter Speed Networking event in Montreal in October, and the Meeting Planners International Ottawa Chapter's Education Day Event and Annual Festive Dinner gathering, both in Ottawa in November. These industry association events are ideal opportunities to meet with meeting planners and organizers from all key sectors – corporate, government, and association.

We also spent a good deal of time in Q4 putting in place all the various elements required to succeed in the year ahead, including finalizing details for Kingston's participation in Ottawa Meet Week (Destination Direct Canada, Tete-a-Tete, REVEAL, and various industry events), the Canadian Meetings & Events Expo in Toronto, and a number of key industry conferences and conventions that Tourism Kingston will attend and sponsor.

Lastly, the fourth quarter saw a strong push to compile all necessary information to launch the [Business Events Digital Venue Catalogue](#). This initiative will result in a comprehensive listing in the Business Events section of VisitKingston.ca of all the city's key meeting and event venues, including photographs, virtual tours, capacity charts, floor plans, catering information, and contact details. It will offer meeting planners a compelling first look at what we as a city can provide by way of facilities for their meetings, and further enhance our standing in the business events community. With an initial launch on December 22, the Digital Venue Catalogue will undergo constant updating and revision to ensure planners have access to the most up-to-date information available.

# BUSINESS EVENTS



## 2023 annual goals

Business Events	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% Goal Actual
Number of traces	800	263	210	280	310	1063	133%
Tentative leads	35	9	6	12	8	35	100%
Definite leads	40	15	5	11	9	40	100%
Contracted room nights	10,000	3,900	3,105	988	4,012	12,005	120%
Estimated economic impact	\$1,500,000	\$844,000	\$147,000	\$425,000	\$726,792	\$2,142,792	143%

*All numbers are based on date traces/leads began*

*Traces - contact with clients and prospects*

*Tentative leads - prospect converts to a business opportunity for the partners to respond to*

*Definite leads- booked business*

*Economic impact reflects room nights and does not include indirect spend for delegates*



# FILM & MEDIA



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In Q4, we saw inquiries from large, studio-based productions as the writers' and actors' strikes in the U.S. finally came to a close after more than eight months of significant disruption to the industry. We welcomed groups from Netflix and Corus Entertainment, who toured prime locations including Royal Military College and Queen's University. Both groups included senior executives and creatives, including VP-level executives, show runners, directors, and cinematographers. Senior personnel taking part in location scouts is generally a good sign that they are very close to finalizing plans to bring productions to the city. In the case of Netflix, they have begun pre-production on their project in December and if all goes according to plan, they will begin production in summer 2024. We should have further details early in the new year.

We also hosted a location tour for the upcoming Netflix production *Frankenstein*, directed by Guillermo Del Toro, who previously used Kingston as a location for the 2015 movie *Crimson Peak*. We held numerous conversations with producers about hosting three separate big-budget series that are being produced for the Paramount+ streaming platform as well. Canadian production company Shaftesbury indicated they will be returning to Kingston to film additional episodes of their long-running CBC series *Murdoch Mysteries* and, separately, we've begun initial conversations with Shaftesbury about possible location needs for the series *Ruby and the Well*, which is awaiting a fourth season order in 2024. This quarter has been encouraging for what lies ahead in 2024 regarding productions from out of town. We continue to pursue additional opportunities as we enter the new year.

In Q4, we welcomed several unscripted and documentary productions to the city; two of these were returning productions that wish to repeat their positive experiences filming in Kingston. *Ghost Hunters of the Grand River* came back to film an additional episode of this popular paranormal series after initially coming to Kingston in late 2022. French-language series *Secrets des Profondeurs* came to Kingston for the second time this year. Low-budget feature films *The Guy* and *Red Converse* filmed entirely in Kingston in October.

# FILM & MEDIA



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We had great turnouts for our professional development workshops this quarter. We partnered with organizations such as the Directors Guild of Canada and the Kingston Canadian Film Festival, as well as renowned and award-winning film and TV producers, to offer a wide-ranging group of workshops. The workshops offered in Q4 included:

- // The Basics of Entertainment Law (in partnership with KCFF)
- // Filming Considerations 101 (in partnership with RTO 9)
- // Special Effects and Makeup Training (in partnership with KCFF)
- // Fundamentals of the Film & TV Art Department (in partnership with the Directors Guild of Canada)
- // From Concept to Delivery: How to Ideate, Develop, and Pitch Your TV Show Idea
- // Reel-Scout 101 (how community members can utilize our film resource database to find work on local productions in Kingston)

In total, we welcomed nearly 400 participants to our events in Q4. We're actively working with partners to develop even more exciting events in the new year.

And lastly, in Q4 we welcomed Joanne Loton to the Film & Media team as Film & Media Officer. Joanne's 20 years of experience as a documentary producer and collaborations in the digital media space will be a great asset as we ramp up production in the post-strike period and expand our outreach and collaborations beyond film and TV production and into exciting new areas in the digital and interactive space.

# FILM & MEDIA



## 2023 annual goals

Productions	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
Tier 1 (7+ days)	3	1	1	1	0	3	100%
Tier 2 (overnight to 1 week)	10	0	2	2	8	12	120%
Tier 3 (single day)	10	0	0	3	4	7	70%
Local productions (within 100km)	10	1	2	3	6	12	120%
Non-local Productions (>100km travel)	25	0	1	4	3	8	32%

Workshops/Events	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
Events	10	2	1	1	9	13	130%
Participants	1,000	400	10	50	340	800	80%

Scout Tours	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
Tours	60	0	10	19	7	36	60%
Participants	500	0	76	152	32	260	52%

# MUSIC



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The commitment to fostering the growth of Kingston's music ecosystem is a continuous thread throughout the Music Officer's work. Q4 highlights for the Music portfolio, under the leadership of Moira Demorest, reflect these significant accomplishments and further solidify Kingston as a hub for musicians and music enthusiasts.

This quarter, we collaborated with a number of community partners. Support included Eclipse Activations Artist Curation with Fort Henry and the City of Kingston; Holiday Programming curatorial suggestions with Downtown Kingston BIA; artist and larger-scale event consultation with Daft Brewery; music programming consultation for the Holiday Inn; ongoing strategic planning with Cantabile Choirs; and artist consultations and suggestions for the Queen's Vanier Cup programming. Ongoing conversations with the Limestone District School Board's secondary school music teachers has resulted in a partnership on the Limestone Music Celebration event, which will bring 500 area music students together in Q1 2024 to rehearse, learn, and perform collaboratively. Conversations with Algonquin & Lakeshore District School Board and the École Secondaire Publique Mille-Îles also continue. We continue to partner with St. Lawrence College's Music & Digital Media program in an advisory and mentorship capacity.

Launched in Q3, the Musiikki Merch Market saw a significant boost in attendees during its second iteration on December 9, coinciding with the busy holiday shopping season. December's Market featured 15 artists and music makers and achieved positive feedback with a "capacity" crowd of 250+ attendees during the two-hour event. The positive impact on artists was evident through post-event feedback, prompting plans for further development for Q2 2024, with outdoor expansion to ensure continuous growth and revenue opportunities for artists.

The inaugural Makers Meetup was also launched during Q4, in collaboration with the Film & Media team and the Kingston Canadian Film Festival. Meetups drew 200 attendees across two events at the Broom Factory, Kingston's newest all-ages event space. This monthly series fosters collaborations and networking among Kingston's music, film, gaming, digital, and creative communities. This initiative continues into 2024.

Engagement with the ten production companies and ten musicians featured in the Slight Music Video Program continued during Q4. Behind-the-scenes content capture for marketing and promotion continued. This program, bridging film and music,

# MUSIC



will premiere ten locally produced music videos at the Kingston Canadian Film Festival in 2024. Hosted at Kingston's Grand Theatre, production teams and artists will walk the "red carpet" for this premiere on March 2, 2024.

The final Kingston Roadshow of 2023, in collaboration with Ottawa's Spectrasonic, featured a lineup that included Kingston artists Luella and Clara Smallman. The events at the Broom Factory in November drew a packed crowd of 150+ attendees. Ongoing partnerships were also fostered through quarterly meetings with music offices from Toronto, London, Mississauga, Ottawa, Hamilton, and Kitchener.

Throughout Q4, work continued on the relaunch and expansion of the Bandwidth program, set for Q1 2024. The program, a series of professional development and networking events, aims to strengthen Kingston's music scene through professional development, collaboration, and networking. We are also facilitating an ongoing Youth Open Mic event, providing a platform for young musicians with one-on-one mentorship provided by local singer-songwriter Savannah Shea. Throughout the Open Mic initiative, high school music students will be engaged to assist in a leadership capacity, assisting with promotion and event facilitation.

The Broom Factory continues to be a centre for learning, collaboration, and presentation, creating synergy between the music and film sectors. Our presence at the Broom Factory has allowed for continued partnerships with community groups, while providing much-needed event space for our ongoing programs. During Q4, the Broom Factory hosted 39 public events, engaging with 13 unique community partners, featuring approximately 60 bands and solo artists, and 37 local bands and artists. This space continues to foster sustainable growth and support for Kingston's music ecosystem.

Since 2022, Music Officer Moira Demorest has worked with the City's Arts & Culture Services and the Nordicity team on the development of the Kingston Music Strategy (KMS). The KMS provides a strategic roadmap that identifies ways to improve support for local music and musicians, address gaps and opportunities specific to the music economy, and embrace and promote Kingston's vibrant and diverse music communities. On December 13, the Arts, Recreation & Community Policies Committee unanimously approved the KMS, which includes continued support for Tourism Kingston's music portfolio. On December 19, City Council approved the KMS and its recommendations.

# MUSIC



## 2023 annual goals

Live Events	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% Goal Actual
Kingston facilitated roadshows	5	2	1	2	1	6	120%
Artists/ bands impacted	20	7	3	4	2	16	80%
Workshops/ Professional Development Events	6	3	17	2	4	26	433%
Attendees at workshops/ events	600	300	750	150	250	1,450	242%

Sponsored Events							
Sponsored music events	20	11	7	2	2	22	110%
Attendees - sponsored events	10,000	2,175	5,475	300	300	8,250	83%
Artists/ bands impacted	500	100	165	25	18	308	62%

# VISITOR SERVICES



The fall season was busy with European visitors, primarily from France, Belgium, and Germany. The majority were here on vacation and to see the fall colours. Most European visitors plan a route between Quebec City and Niagara Falls with a stop in Kingston. The most common reasons for visiting Kingston are its perfect location between Toronto and Montreal; it is the largest city in South Eastern Ontario, and its close proximity to the Thousand Islands.

In October, we continued to strong ticket sales for our fall attractions including the Kingston Pen Tours and Ghost and Mystery Trolley Tours. Fort Fright returned this year to Fort Henry and was very popular, and Pumpkinferno moved to Kingston Pen. 1000 Islands Cruises also offered some Ghost & Mystery cruises, which sold well.

Kingston Trolley Tours launched its 2023 Christmas Light Tour in early December. The 75-minute tour ran until December 31 and was very successful.

We had strong retail sales this quarter namely our Tourism Kingston pins and Christmas ornaments. We also offered ornaments from a local maker [Found & Lost Art](#), as well as the Downtown Kingston's pewter ornament program.

We continue to add local makers to our retail offering including a local Indigenous maker to our offerings. Liv Rondeau, of [Flint and Maple Beadwork](#), supplied handmade jewelry, and in December handmade tree ornaments. Liv is a Kanyen'kehá:ka (Mohawk Nation) interdisciplinary artist.

We continue to showcase local artisans and producers, including [Kenny Maple Syrup](#), Iris Russak photography, and candles from [TwelveFive Candle Co.](#) We will be expanding our offerings in 2024.

Visitor Services staff participated in several community events this quarter, setting up information booths for Queen's Homecoming, the Queen's Conference on Business and Governance, the Women's Soccer championships, the Ontario Association on Developmental Disabilities conference, and the Vanier Cup football game. We also introduced a new "Letters to Santa" family event in December, which was very well received.

# VISITOR SERVICES



## 2023 annual goals

Visitors	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
Number of interactions	80,000	1,290	14,245	23,334	4,557	43,426	54%

Sales	2023 Goal	Q1	Q2	Q3	Q4	2023 Result	% goal actual
Retail	\$50,800	\$6,082	\$21,292	\$41,171	\$18,077	\$86,622	171%
Commissions – attraction tickets	\$35,000	\$0	\$9,790	\$29,583	\$5,143	\$44,516	127%
Enhanced profile – brochure racking	\$23,300	\$13,100	\$11,900	\$1,350	\$400	\$26,750	115%
<b>Total sales</b>	<b>\$70,000</b>	<b>\$19,182</b>	<b>\$42,982</b>	<b>\$72,104</b>	<b>\$23,620</b>	<b>\$157,888</b>	<b>226%</b>



# DRAFT BUDGET

\*\*Preliminary results as 2023 year-end has not yet closed\*\*

## Tourism Kingston DRAFT Unaudited Financial Summary For the Twelve Months Ending December 31, 2023

Revenue	Total Budget			Q1			Q2			Q3			Q4			TOTAL			
	Budget	Actuals	% Spent	Budget	Actuals	Variance	% Spent	Budget	Actuals	Variance	% Spent	Budget	Actuals	Variance	% Spent	Budget	Actuals	Variance	% Spent
Municipal Funding	\$1,526,844	381,711	100%	381,711	381,711	-	100%	381,711	381,711	-	100%	381,711	381,711	-	100%	1,526,844	1,526,844	-	100%
KAP Contribution	1,450,000	362,500	83%	362,500	362,500	(0)	100%	362,500	362,500	(0)	100%	362,500	362,500	(0)	100%	1,450,000	1,450,000	-	100%
KAP Contribution - Other	50,612	12,653	0%	12,653	12,653	(0)	100%	12,653	12,653	(0)	100%	12,653	12,653	(0)	100%	50,612	50,612	(0)	100%
Unused MAT 35% Fund	198,000	49,500	0%	49,500	49,500	(0)	100%	49,500	49,500	(0)	100%	49,500	49,500	(0)	100%	198,000	198,000	(0)	100%
2023 Special Projects MAT	290,000	72,500	1%	72,500	289,999	(217,499)	400%	72,500	289,999	(217,499)	400%	72,500	289,999	(217,499)	400%	290,000	316,479	(28,479)	110%
MAT STR	60,000	15,000	0%	15,000	15,000	(0)	100%	15,000	15,000	(0)	100%	15,000	15,000	(0)	100%	60,000	60,000	(0)	100%
SLPC	175,000	43,750	0%	43,750	43,750	(0)	100%	43,750	43,750	(0)	100%	43,750	43,750	(0)	100%	175,000	175,000	(0)	100%
Tourism Retailer Fund - 2022 carryforward	207,958	51,990	25%	51,990	51,990	(0)	100%	51,990	51,990	(0)	100%	51,990	51,990	(0)	100%	207,958	177,969	(30,000)	86%
2022 carryforward	17,000	16,866	99%	16,866	16,866	(0)	100%	16,866	16,866	(0)	100%	16,866	16,866	(0)	100%	17,000	16,866	(134)	99%
Reopened Grant	19,536	4,884	0%	4,884	5,860	(976)	120%	4,884	5,860	(976)	120%	4,884	5,860	(976)	120%	19,536	19,536	(0)	100%
VIC Sales & Commissions:																			
Retail	70,000	17,500	10,635	17,500	11,789	5,711	67%	17,500	50,074	(32,574)	286%	17,500	10,811	6,689	62%	70,000	80,539	(10,539)	115%
Ticket sales & other revenue	41,354	10,339	10,339	10,339	16,433	6,094	45%	10,339	16,433	(6,094)	159%	10,339	21,881	10,542	202%	41,354	41,982	(628)	102%
Brochure racking	29,000	13,100	(8,100)	13,100	4,654	8,446	16%	13,100	5,000	8,100	38%	13,100	4,000	9,100	30%	29,000	27,202	(1,798)	94%
Misc Revenue	50,000	12,500	10,000	12,500	2,500	2,500	80%	12,500	5,000	7,500	40%	12,500	5,000	7,500	40%	50,000	50,000	(0)	100%
Film Revenue	70,000	17,500	15,600	17,500	53,675	(36,175)	307%	17,500	30,775	(13,275)	176%	17,500	(36,825)	54,325	-210%	70,000	17,500	(52,500)	25%
Business Events Revenue	2,750	688	(1,668)	688	2,102	(1,415)	306%	688	10,660	(9,972)	969%	688	12,162	11,474	1686%	2,750	8,600	(5,850)	313%
Travel Trade Revenue	1,500	375	375	375	275	100	73%	375	1,500	(1,125)	400%	375	375	(0)	100%	1,500	1,775	(275)	118%
Sport & Wellness Revenue	1,500	375	375	375	4,265	(3,890)	1137%	375	1,500	(1,125)	400%	375	375	(0)	100%	1,500	4,265	(2,765)	284%
Marketing Revenue	65,000	16,250	13,738	16,250	51,600	(35,250)	317%	16,250	72,443	(56,193)	446%	16,250	(7,625)	23,875	-47%	65,000	118,830	(53,830)	183%
Marketing Revenue - Airport - 2022 carryforward	236,613	59,153	16,144	59,153	52,732	6,421	89%	59,153	10,594	48,559	18%	59,153	108,005	(48,852)	183%	236,613	210,634	(25,979)	89%
Other Funding	33,550	8,388	8,388	8,388	26,313	(17,926)	314%	8,388	26,313	(17,926)	314%	8,388	26,313	(17,926)	314%	33,550	26,313	(7,237)	78%
Canasta Summer Jobs Program																			
RTD9 Partnership Program																			
<b>Total Revenue</b>	<b>4,612,365</b>	<b>913,283</b>	<b>239,809</b>	<b>913,283</b>	<b>1,746,399</b>	<b>(833,307)</b>	<b>151%</b>	<b>1,153,091</b>	<b>1,108,472</b>	<b>100,599</b>	<b>96%</b>	<b>1,153,091</b>	<b>1,108,472</b>	<b>100,599</b>	<b>96%</b>	<b>4,612,365</b>	<b>4,774,172</b>	<b>(161,807)</b>	<b>104%</b>
<b>Expenditures</b>	<b>1,800,000</b>	<b>294,545</b>	<b>155,455</b>	<b>294,545</b>	<b>398,629</b>	<b>(103,884)</b>	<b>89%</b>	<b>450,000</b>	<b>486,005</b>	<b>(36,005)</b>	<b>104%</b>	<b>450,000</b>	<b>289,858</b>	<b>160,142</b>	<b>64%</b>	<b>1,800,000</b>	<b>1,448,937</b>	<b>351,063</b>	<b>80%</b>
Wages & Benefits	239,857	111,385	(51,421)	111,385	63,994	(47,431)	107%	59,964	70,415	(10,451)	117%	59,964	75,151	(15,187)	125%	239,857	320,946	(81,089)	134%
Other Administrative Expenses	200,000	140,724	(90,724)	140,724	292,003	(151,279)	281%	50,000	72,286	(22,286)	145%	50,000	(10,491)	60,491	121%	200,000	311,379	(111,379)	156%
Special Projects	1,682,366	484,290	(63,699)	484,290	341,699	142,591	81%	420,592	440,523	(19,931)	105%	420,592	348,659	71,933	83%	1,682,366	1,615,171	67,195	96%
Marketing/Digital Content Media Relations	207,958	51,990	10,537	51,990	138,137	(86,148)	266%	51,990	28,914	23,076	56%	51,990	10,537	41,453	81%	207,958	167,051	40,907	80%
Tourism Retailer Fund Grant	42,148	10,537	10,537	10,537	56,511	(45,974)	536%	10,537	28,914	18,377	218%	10,537	(15,525)	26,062	-147%	42,148	40,986	1,162	97%
Reconnect Grant	19,536	4,884	4,884	4,884	17,500	(12,616)	359%	4,884	0	4,884	0%	4,884	(1,779)	6,663	-36%	19,536	19,536	(0)	100%
Business Events	60,000	36,814	(21,814)	36,814	(8,985)	23,985	-60%	15,000	21,837	(6,837)	146%	15,000	5,687	9,313	38%	60,000	55,353	4,647	92%
Travel Trade	60,000	15,000	3,402	15,000	17,017	(2,017)	113%	15,000	31,684	(16,684)	211%	15,000	8,818	6,182	59%	60,000	69,117	(9,117)	115%
Sport & Wellness	65,000	12,500	(16,568)	12,500	19,515	(7,015)	128%	12,500	18,537	(6,037)	148%	12,500	15,500	(3,000)	124%	65,000	65,000	(0)	100%
Marketing	50,000	23,898	(16,368)	23,898	10,073	2,427	81%	12,500	23,127	(10,627)	185%	12,500	14,029	(1,529)	112%	50,000	47,229	2,771	94%
Marketing - Airport	50,000	12,500	12,500	12,500	10,073	2,427	81%	12,500	23,127	(10,627)	185%	12,500	14,029	(1,529)	112%	50,000	47,229	2,771	94%
Marketing - Airport - 2022 carryforward	173,938	33,875	(6,276)	33,875	(10,550)	44,425	255%	33,875	53,972	(20,097)	159%	33,875	11,070	22,805	33%	173,938	(173,938)	(0)	0%
Marketing - Airport - 2022 carryforward	135,500	21,459	(12,416)	21,459	53,217	(31,758)	157%	33,875	53,972	(20,097)	159%	33,875	11,070	22,805	33%	135,500	139,718	(4,218)	103%
Visit Kingston Services	4,612,365	1,172,733	(19,642)	1,172,733	1,402,398	(249,307)	122%	1,153,091	1,219,616	(66,525)	106%	1,153,091	833,237	309,363	72%	4,612,365	4,627,984	(15,619)	100%
<b>Total Expenditures</b>	<b>4,612,365</b>	<b>(289,450)</b>	<b>(289,450)</b>	<b>(289,450)</b>	<b>344,000</b>	<b>(633,450)</b>	<b>102%</b>	<b>1,153,091</b>	<b>(111,444)</b>	<b>103,153</b>	<b>9%</b>	<b>1,153,091</b>	<b>833,237</b>	<b>309,363</b>	<b>72%</b>	<b>4,612,365</b>	<b>4,627,984</b>	<b>(15,619)</b>	<b>100%</b>
<b>Surplus/(Deficit)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>111,444</b>	<b>103,153</b>	<b>9%</b>	<b>-</b>	<b>172,782</b>	<b>103,153</b>	<b>-</b>	<b>4,612,365</b>	<b>4,627,984</b>	<b>(15,619)</b>	<b>100%</b>

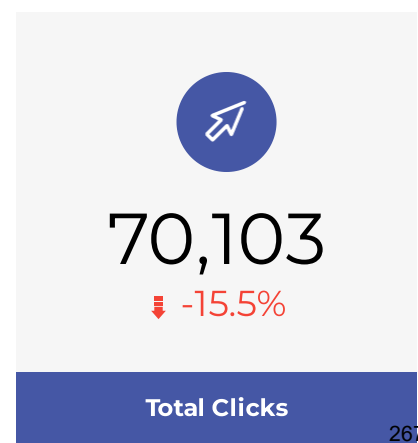
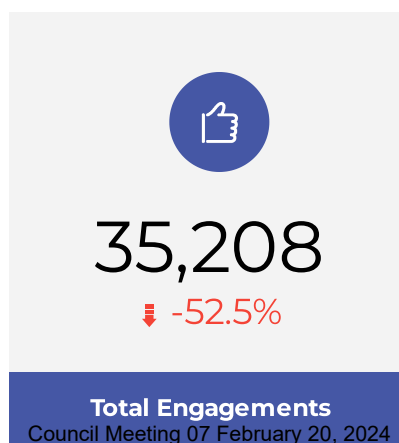
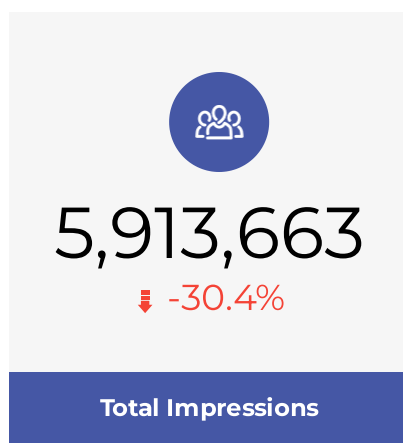
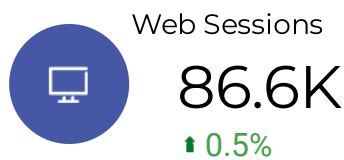


# digital report

## KINGSTON

### Overview - December 2023

The big picture of our digital activity this month



Impressions, Engagements, and Clicks include all digital activity

Dec 1, 2023 - Dec 31, 2023

**Website**

- Web sessions increased slightly (+0.5%) YoY in December, generating 86.6k sessions.
- Our return visitors rate also saw a 0.5% increase up to 12.47%, while our avg. engagement time per session has decreased 13% from Nov. (-13s) to 36s.
- Email engagement dropped off in December which caused the drop in overall engagement metrics as we typically see the strongest engagement and session times from the email audience.
- Our lead generation efforts continue to see MoM growth.

**Paid Digital**

We had brand campaigns in-market on FB/IG, Pinterest, StackAdapt, Primedatalytics and Expedia. Our wedding campaigns were in-market on FB/IG, GDN, YT and Weddingbells.

**FB/IG:**Boosted Posts:

2.08% CTR (-32%) | \$0.18 CPC (+31%)

- CTRs decreased in December as we increased the number of creatives running back up to 9 live ads at the beginning of the month.
- "Thriftmas" outperformed all other creatives with a 4.09% CTR (+64% higher than 2nd best creative). "Festive Feast" was the 2nd best-performing ad with a 2.48% CTR. The "advent calendar" creative delivered the lowest CTR of 0.65% while driving a high proportion of impressions. This type of creative/promotion would perform better in a local campaign instead of targeting Toronto - Montreal.
- Our FR campaign continued to see strong performance, delivering a 53% increase in CTRs and a 10% increase in CPMs.

**Recommendations:**

- Our campaigns and creatives all perform better when there is a maximum of 5 pieces of creative running at once.

Brand Campaign:

1.43% CTR (-11%) | \$0.51 CPC (-16%)

- Our CTRs decreased slightly, primarily due to the decrease in our remarketing performance (CTRs decreased 33%). Our prospecting CTRs remained relatively unchanged at 1.37% (-3%)
- The prospecting campaign is delivering an engagement rate (ER) of 6% while the remarketing campaign is delivering an ER of 13%.
- The "Spa/Leisure" audience delivered the strongest overall performance with a CTR of 1.74%.
- The holiday shopping creative delivered the strongest CTRs (5.16%), with the "Entertainment" focused audience delivering a 9.21% CTR.

**Recommendations:**

- Launch a new family-focused audience to test within our brand campaign as creative using family imagery performs well.

Weddings Campaign:

3.73% CTR (+15%) | \$0.32 CPC (-13%)

- Performance continued to improve in December when ad costs typically rise, and our CPMs remained the same (\$12).
- The "Event planners" audience continues to deliver the bulk of results, with an engagement rate of 10%, while the wedding interest audience has an ER of 8%.

**Pinterest:**

0.43% CTR (-8%) | \$5.06 CPM (-21%) | 1,104 total pin clicks (+76%)

- KW targeting continues to drive the strongest CTRs and lowest CPMs. We recommend utilizing KW targeting in all future campaigns.
- We tested the performance of users interested in cars, weddings and festivals, which outperformed users interested in travel or entertainment. This is interesting to note for future campaigns and could be audience segments to test on other platforms.

**Email**CONSUMER

Avg. open rate: -2% (40.04%)

Avg. CTR: +131% (26.96%)

Total unsub: +11% (30)

MEMBER

Avg. open rate: -20% (41.06%)

Avg. CTR: -32% (26.53%)

Total unsub: -% (1)

Dec 1, 2023 - Dec 31, 2023 ▾

## Paid Digital

### Google:

#### Display - Wedding Campaign:

1.69% CTR (+13%) | \$0.15 CPC (+17%) | \$2.47 CPM (+33%)

- Growth is primarily attributed to our general wedding planning and wedding rings interest audience, indicating the winter months skew more towards users who are planning or in the early stages of wedding planning.

#### **Recommendations:**

- Winter creative and messaging should reflect audience insights (e.g., users planning to propose or in the early stages of planning)

#### YouTube - Wedding Campaign:

\$1.19 CPM (+2%) | 1.31% CTR (-4%) | \$0.09 CPC (-%) | \$0.19 CPV (-45%)

- We've seen the performance of the "event planners" (generic) audience deliver strong CTRs, and rolled out a test of business and corporate event/conference interest users.

- The "Business Conferences" in-market audience is now delivering the strongest CTR by far at 7.3%, which is 36% higher than "event planners" (generic) at 5.35%.

## Paid Search

- MoM, we saw an 11% decline in general searches around things to do in Kingston, while our event-specific campaigns were up by 68%

- The majority of the increase around event-specific campaigns can be attributed to the Kingston Trolley campaign, which drove 24% of all impressions and 30% of all site visits

- MoM, outbound referrals to operators were up by 15% (5,025 vs 5,771), with 26% (1,484) of all referrals coming from the Kingston Trolley campaign.

- Overall, the conversion rate on outbound referrals improved by 7% MoM (54% vs 58%)

- The avg click-through-rate was down slightly from November, 25% vs 24%

Dec 1, 2023 - Dec 31, 2023

# Consumption

Is our content marketing working?

## Glossary of Terms

### Sessions

# of times your site was visited.

### Users

# of people who visited your site.

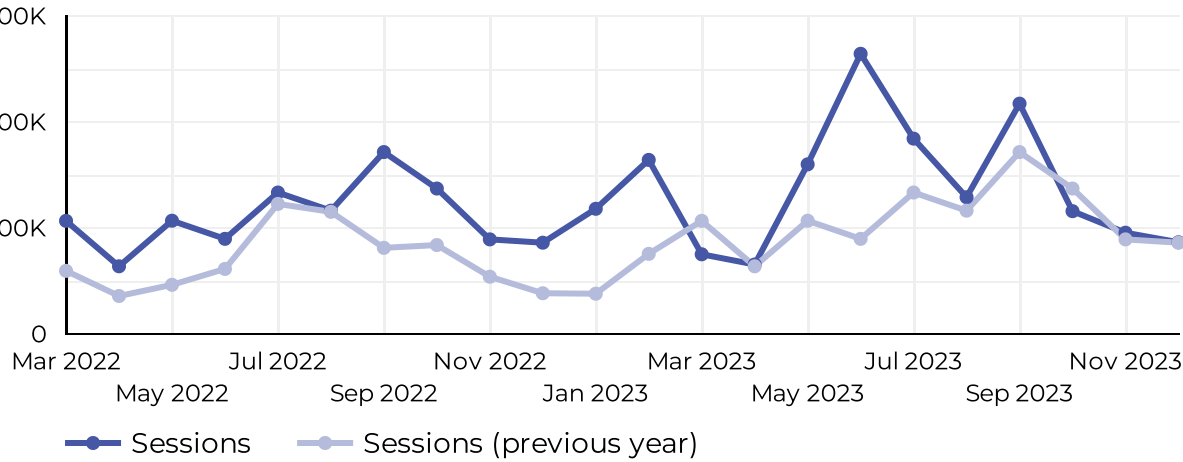
### Page Views

# of pages that have been viewed on your site.

### % Return Visitors

% of user who have visited your site more than once.

\* All percent change is Year Over Year



**Sessions**  
86.6K  
↑ 0.5%

**Users**  
72.8K  
↑ 6.6%

**Page Views**  
120.3K  
↑ 4.97%

# Retention

Are users coming back and consuming our content?

**12.47**  
% Return Visitors

# Lead Generation

Are users converting online?

## Operators

## Hotels

<p><b>15,198</b> ↑ 48.33%</p> <p>Web Referrals</p>	<p><b>92</b> ↓ 37.41%</p> <p>Clicks to Call</p>
--	---

<p><b>1,660</b> ↑ 135.46%</p> <p>Web Referrals*</p>	<p><b>121</b> ↑ 3,933.3%</p> <p>Clicks to Call</p>
---	--

\*Migration of Google Analytics took place in May. This review found that many hotel referrals are being captured as operator referrals, which has likely affected the breakdown of referrals in this report. This will be corrected going forward.

# Consumption

How is our audience using our site?

Users  
72,763

Dec 1, 2023 - Dec 31, 2023

## Glossary of Terms

### Users

# of people who visited your site.

### Avg. Engagement per Session

Average length of time that the website was in focus in the browser.

### Avg. Time on Site

Average time spent on site during one session.

### Pages/Sessions

Average # of pages viewed per session.

### Avg. Time on Page

Average time spent on a single page.

### Impressions

The number of times your content was served to users on Twitter & Facebook.

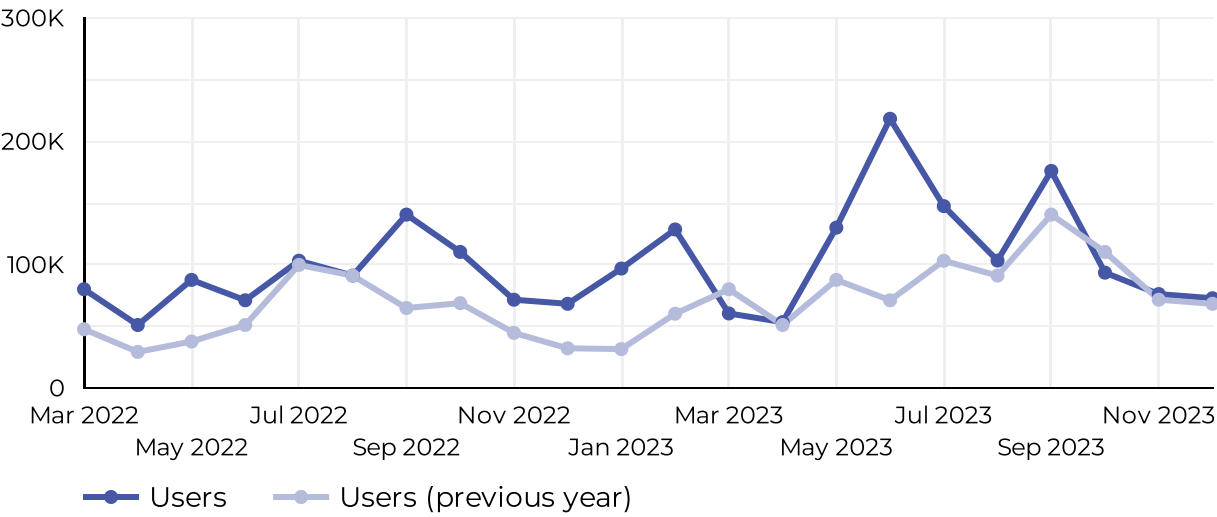
### Engagements


The total number of engagements across Twitter, Facebook, and Instagram.

### Link Clicks

The number of clicks on links within your content on Twitter & Facebook.


\* All percent change is Year Over Year





00:00:30

**Avg. Engagement per Session**



1.39

**Pages/Sessions**

# Social Media

An overview of activity on our social media channels



**22,990**  
Instagram Followers




**64,364**  
Facebook Page Likes




**68,716**  
Facebook Page Follow



**8,873**  
X Followers




**2,769**  
TikTok Followers




**1,142,316**  
↓ -48.2%

**Impressions**



**33,064**  
↓ -53.0%

**Engagements**



**18,867**  
↓ -38.3%

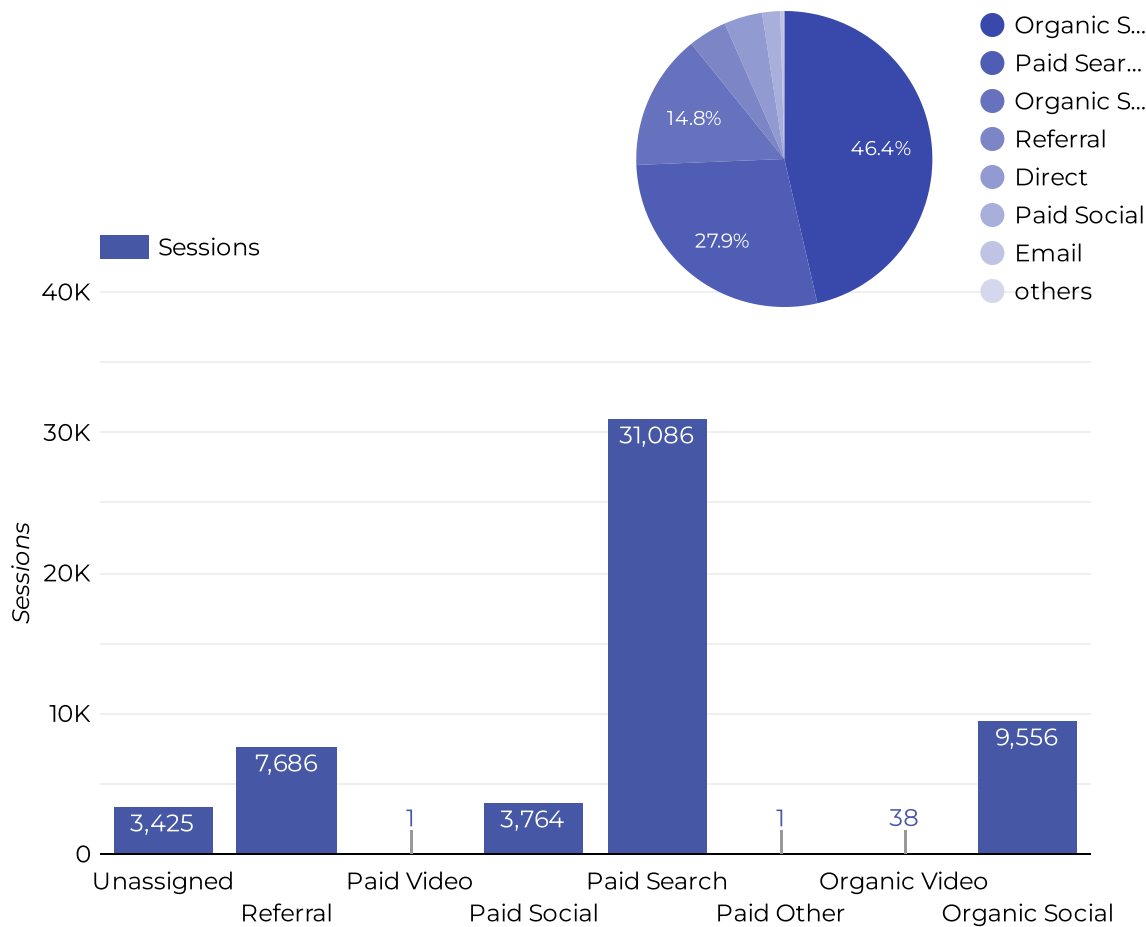
**Clicks**

Council Meeting 07 February 20, 2024

\*totals for organic and paid Facebook, Instagram, Twitter

# Website Metrics

Where is our audience coming from and what are they consuming?



Nov 1, 2023 - Nov 30, 2023

## Glossary of Terms

### Unassigned

Untagged sources.

### Organic Search

Visitors referred by an unpaid search engine listing.

### Organic Social

Visitors from organic social posts.

### Paid Search

Visitors from paid search ads.

### Direct

Visitors who visited the site by typing the URL directly into their browser or from bookmarks, untagged links within emails or documents.

### Referral

Visitors referred by links on other websites.

### Display

Visitors from display advertising.

## Website Metrics - Top 10

### Traffic by City

City	Sessions
1. Kingston	24,157
2. Toronto	20,668
3. Montreal	8,052
4. Ottawa	4,619
5. (not set)	4,171
6. Mississauga	1,315
7. Brampton	1,156
8. London	829
9. Vaughan	699
10. Hamilton	671

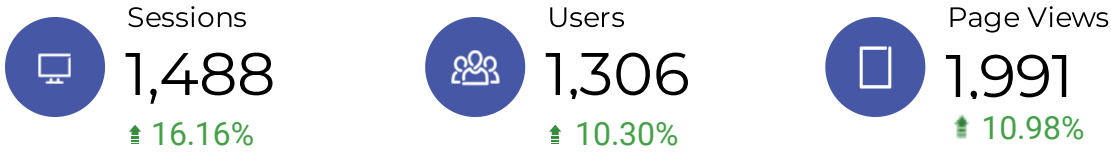
### Most Visited Pages

Landing page	Sessions
1. /weddings	24,585
2. /25-things-to-do-in-november	11,247
3. /12-holiday-markets-to-visit-in-kingst...	7,964
4. /visitor-survey	6,046
5. /together	3,821
6. /25-things-to-do-during-the-holidays...	3,584
7. (not set)	2,988
8. /	2,417
9. /athletes-of-kingston-patrick-lynch	1,690
10. /events	1,528

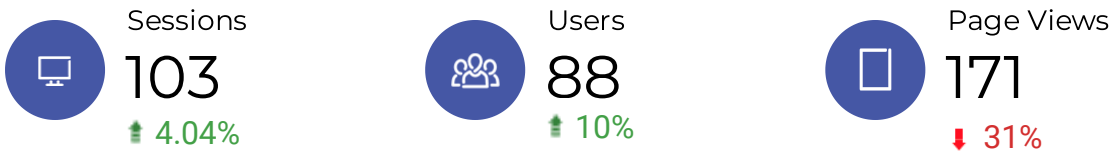
## French and Chinese Sites

Website metrics from each of our French and Chinese sites

### French

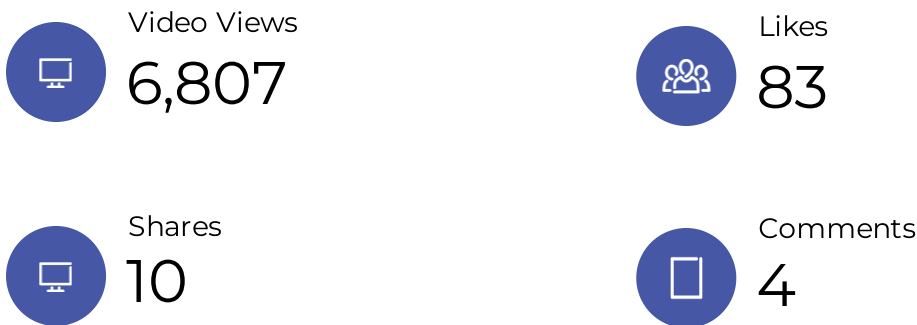


### Chinese



## TikTok

Metrics from VisitKingston's TikTok account for the month



Dec 1, 2023 - Dec 31, 2023

### Glossary of Terms

#### Sessions

# of times your site was visited.

#### Users

# of people who visited your site.

#### Page Views

# of pages that have been viewed on your site.

#### Video Views

The number of times viewers watched your videos in the selected date range.

#### Likes

The number of likes your videos received in the selected date range.

#### Comments

The number of comments your videos received in the selected date range.

*\*comparison is year over year*



Dec 1, 2023 - Dec 31, 2023

# Email Marketing

An overview of email campaigns this month

## Consumer Newsletter



8,718

Total Deliveries



3,491

Total Unique Opens



941

Total Clicks



30

Total Unsubscribes



40.04%

Average Open Rate



26.96%

Average CTR

Benchmarks: Open Rate - 24% | CTR - 12%

## Member Newsletter



358

Total Deliveries



147

Total Unique Opens



39

Total Clicks



1

Total Unsubscribes



41.06%

Average Open Rate



26.53%

Average CTR

## Glossary of Terms

### Deliveries

Number of successful emails sent.

### Unique Opens

# of people who opened your emails.

### Open Rate

Opens divided by deliveries.

### Clicks

# of clicks that were taken on your email.

### CTR

Clicks divided by unique opens.

# Paid Digital - Meta

Dec 1, 2023 - Dec 31, 2023

A snapshot of our Meta ads in market this month

## English Boosted Content

Ad Names	Impressions	Link clicks	CTR (link click-through rate)
TK (1129)   Boosted Post   Traffic   25 things in December	114,029	2,050	1.8%
TK (1215)   Boosted Post   Traffic   New Year Celeb	54,474	1,174	2.16%
TK (1116)   Boosted Post   Traffic   25 things holiday	53,102	1,258	2.37%
TK (1204)   Boosted Post   Traffic   Avent Calendar	50,861	329	0.65%
TK (1202)   Boosted Post   Traffic   West End Wish List	37,752	823	2.18%
TK (1202)   Boosted Post   Traffic   Thriftmas	34,888	1,426	4.09%
TK (1102)   Boosted Post   Traffic   Holiday Getaway	29,804	548	1.84%
TK (1205)   Boosted Post   Traffic   Festive Feast	22,376	556	2.48%
<b>Grand total</b>	<b>397,286</b>	<b>8,164</b>	<b>2.05%</b>

## French Boosted Content

Ad set name	Impressions	Link clicks	CTR (link click-through rate)
TK (1129)   Boosted Posts   Traffic   FR   25 choses a faire en dec	34,204	809	2.37%
<b>Grand total</b>	<b>34,204</b>	<b>809</b>	<b>2.37%</b>

## Brand Campaigns

Campaign name	Impressions	Link clicks	CTR (link click-through rate)
TK (2023)   Brand Campaign   REMKTG   EN   Traffic	44,672	808	1.81%
TK (2024)   Brand Campaign   REMKTG   EN   Traffic	13,635	192	1.41%
TK (2023)   Brand Campaign   Prospecting   Traffic	213,483	2,976	1.39%
TK (2024)   Brand Campaign   Prospecting   Traffic	72,257	946	1.31%
<b>Grand total</b>	<b>344,047</b>	<b>4,922</b>	<b>1.43%</b>

## Wedding Campaign

Campaign name	Impressions	Link clicks	CTR (link click-through rate)
TK (2023)   Weddings   Branded   Prospecting   Traffic	125,903	4,701	3.73%
<b>Grand total</b>	<b>125,903</b>	<b>4,701</b>	<b>3.73%</b>

\*All campaigns were optimized towards website traffic

# Paid Digital

Dec 1, 2023 - Dec 31, 2023

A snapshot of our digital ads in market this month

## Google Display/Discovery & YouTube

Campaign	Impressions	Clicks	CTR	Views
20230719-Weddings   YT	1,384,674	18,095	1.31%	8,295
20230718-Weddings   Display	553,957	9,340	1.69%	0
<b>Grand total</b>	<b>1,938,631</b>	<b>27,435</b>	<b>1.42%</b>	<b>8,295</b>

\*Interactions for display campaign are equal to clicks; Interactions for YouTube campaigns are the same as engagements which are counted when a user views or clicks on the ad; Interactions for discovery campaign includes clicks and engagement on carousel cards such as a swipe

\*\*Video views are counted when viewers view it for at least 30s or interacts with the video

## Google Search - Search Warrant

Session campaign	Ads impressions	Clicks	CTR
KA:23 Things to do in December	22,486	5,012	22.29%
KA:23 December Events: Stoke & Chill Sauna Experience	5,080	588	11.57%
KA:23 December Events: Kingston Trolley	4,709	1,494	31.73%
KA:23 December Events: Kingston Holiday Market	4,092	1,543	37.71%
KA:23 December Events: Kingston Frontenacs Games	3,179	933	29.35%
KA:23 2024 Solar Eclipse	2,935	430	14.65%
<b>Grand total</b>	<b>42,481</b>	<b>10,000</b>	<b>23.54%</b>

## Pinterest

Campaign	Impressions	Clicks	CTR
Brand Campaign 2023	258,812	1,104	0.43%
<b>Grand total</b>	<b>258,812</b>	<b>1,104</b>	<b>0.43%</b>

## Stackadapt

Campaign	Impressions	Clicks	CTR (%)
20231110-Q4-Brand Campaign 2023	607,445	2,564	0.42
<b>Grand total</b>	<b>607,445</b>	<b>2,564</b>	<b>0.42</b>

## Primedatalytics

Campaign	Impressions	Clicks	CTR	Views	CPV
Brand Campaign 2023	355,062	412	0.12%	321,458	\$0.014
<b>Grand total</b>	<b>355,062</b>	<b>412</b>	<b>0.12%</b>	<b>321,458</b>	<b>\$0.014</b>

## Expedia

Campaign	Impression...	Clicks	CTR
Brand Campaign 2023	342,451	709	0.21%
<b>Grand total</b>	<b>342,451</b>	<b>709</b>	<b>0.21%</b>

## SJC

Campaign	Impressions	Clicks	CTR
Wedding Campaign 2023	331,684	285	0.09%
<b>Grand total</b>	<b>331,684</b>	<b>285</b>	<b>0.09%</b>

Council Meeting 07 February 2024

Dec 1, 2023 - Dec 31, 2023

# Lead Generation

A snapshot of our digital lead generation

## Top Outbound Clicks (Website Referrals to Partners and Community)

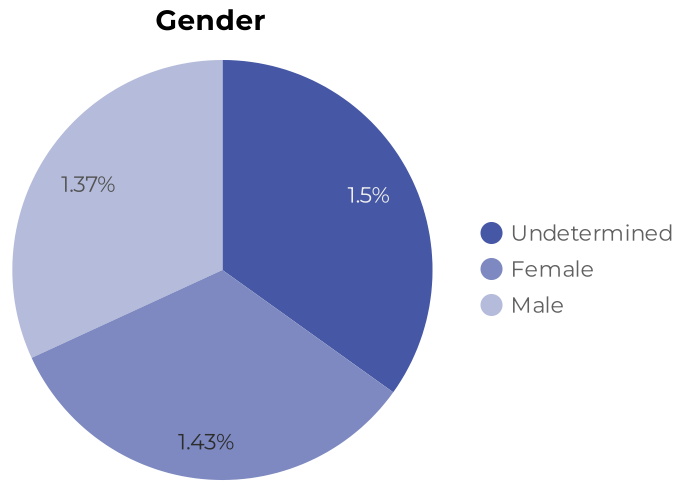
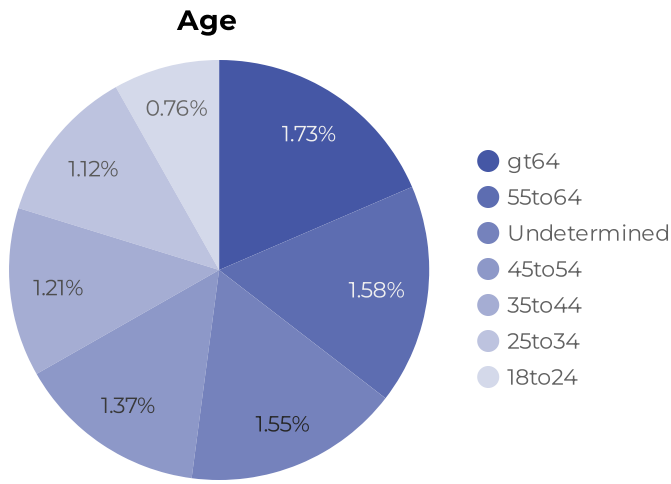
Event Action	Total Clicks ▾
<a href="https://www.kingstonrolley.ca/christmas/">https://www.kingstonrolley.ca/christmas/</a>	3,010
<a href="https://www.facebook.com/KingstonHolidayMarket/">https://www.facebook.com/KingstonHolidayMarket/</a>	1,484
<a href="https://www.stokedsaunaco.com/">https://www.stokedsaunaco.com/</a>	1,216
<a href="https://leonscentre.com/events/">https://leonscentre.com/events/</a>	543
<a href="https://www.mackinnonbrewing.com/the-winter-market/">https://www.mackinnonbrewing.com/the-winter-market/</a>	448
<a href="https://www.artskingston.ca/events/paints-pints-3/">https://www.artskingston.ca/events/paints-pints-3/</a>	357
<a href="http://www.dominotheatre.com/">http://www.dominotheatre.com/</a>	341
<a href="https://www.memorialcentrefarmersmarket.ca/">https://www.memorialcentrefarmersmarket.ca/</a>	323
<a href="https://www.kingstongrand.ca/events/candlelight-christmas-2023">https://www.kingstongrand.ca/events/candlelight-christmas-2023</a>	303
<a href="https://leonscentre.com/event/the-glorious-sons-the-glory-tour/">https://leonscentre.com/event/the-glorious-sons-the-glory-tour/</a>	null

# Website Audience

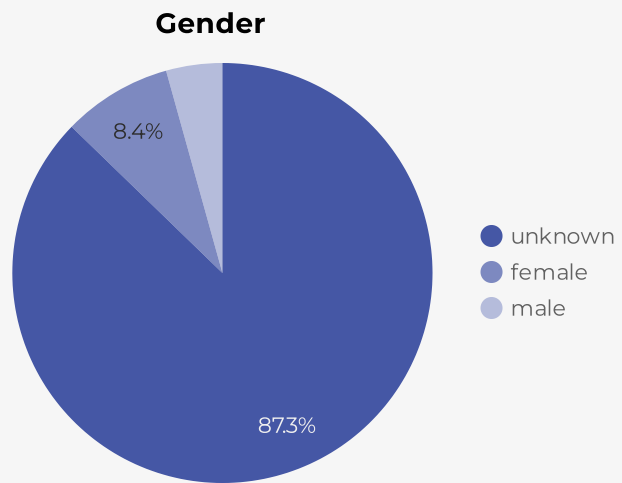
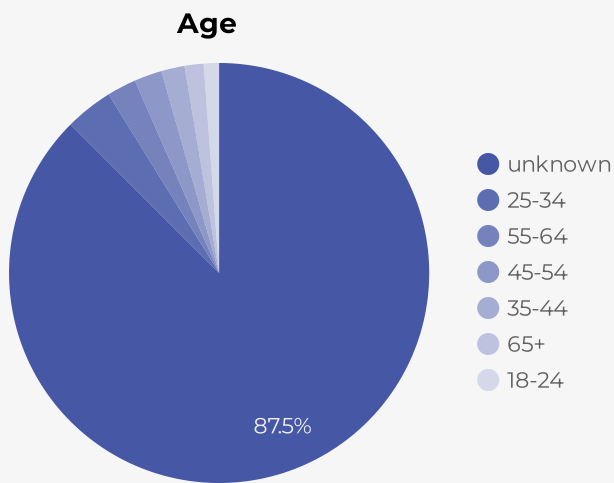
Dec 1, 2023 - Dec 31, 2023

A snapshot of the audience visiting our website

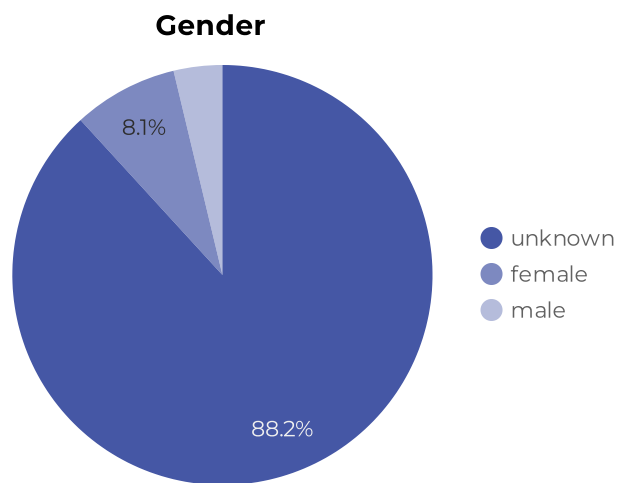
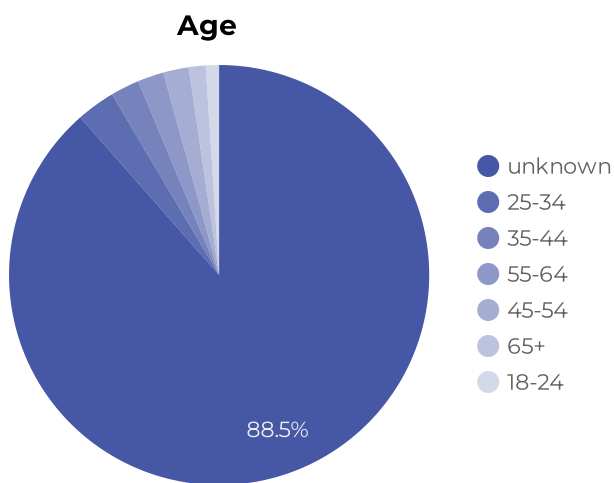
## Click-through Rate by Audience on Google Ads



## Hotel Leads by Audience



## Operator Leads by Audience





Tourism Kingston  
177 Wellington street, Suite 200  
Kingston, Ontario  
K7L 3E3

– *Tourism* –  
**KINGSTON**



**City of Kingston  
Information Report to Council  
Report Number 24-094**

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**To:** Mayor and Members of Council  
**From:** Lanie Hurdle, Chief Administrative Officer  
**Resource Staff:** None  
**Date of Meeting:** February 20, 2024  
**Subject:** Quarterly Report: Kingston Economic Development Corporation  
– Q4 2023

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**Council Strategic Plan Alignment:**

Theme: Regulatory & compliance

Goal: See above

**Executive Summary:**

In accordance with the Service Level Agreement entered into between the City of Kingston and Kingston Economic Development Corporation ([Report Number 21-014](#)), the attached report (Exhibit A) provides detailed reporting on Q4 2023 for the Economic Development Organization (EDO). Section 2.0 “Transparency, Reporting and Accountability” of the Service Level Agreement indicates “The EDO will be accountable to the Council of the City of Kingston in the performance of the activities and services provided in accordance with the provisions of this Agreement and /or as determined in the approved annual operating budget.” Specific direction to EDO on reporting is included in Section 2.2 which reads in part:

*“2.2 The EDO shall communicate with the City as follows:*

- a) Annually, by way of the draft budget, annual work plan and the Integrated Economic Development Strategy as updated to reflect the priorities of City Council;*
- b) Annually, by way of the Annual Financial Report as required by Clause 4.6 of this Agreement;*

February 20, 2024

Page 2 of 4

*c) Quarterly, by way of Activity Reports to demonstrate the progress of the EDO in achieving the Integrated Economic Development Strategy and the impact of the EDO's actions and programs on the key performance measures of economic development as set out in Appendix B of this Agreement. The Quarterly Reports shall form the basis of an Annual Year in Review Report to Council. All Activity Reports shall be publicly accessible;..."*

The attached report is provided in fulfillment of the quarterly reporting requirement noted above.

**Recommendation:**

This report is for information only.



February 20, 2024

Page 3 of 4

**Authorizing Signatures:**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services	Not required
Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

February 20, 2024

Page 4 of 4

**Options/Discussion:**

Exhibit A to this report provides an activity report from Kingston Economic Development Corporation on results for Q4 2023.

The Integrated Economic Development Strategy was approved by Council on December 15, 2020 ([Report Number 21-012](#)). The key performance measures as set out in Appendix B of the Service Level Agreement, and as outlined in EDO's quarterly reports, demonstrate the progress of the EDO in achieving implementation of the Integrated Strategy.

**Existing Policy/By-Law**

Council [Report Number 21-014](#) dated December 15, 2020

**Notice Provisions**

None

**Financial Considerations**

Section 4 of the Service Level Agreement relates to financial operations and provides clear parameters on funding to EDO to undertake its core activities.

**Contacts:**

Lanie Hurdle, Chief Administrative Officer 613-546-4291 extension 1231

**Other City of Kingston Staff Consulted:**

None

**Exhibits Attached:**

Exhibit A – Kingston EcDev Q4 2023 Report

# KINGSTON

— *Economic Development* —

January 30, 2024

Lanie Hurdle, Chief Administration Officer  
City of Kingston  
216 Ontario Street, Kingston, ON, K7L 2Z3

Dear Ms. Lanie Hurdle:

RE: Q4 2023 Service Level Agreement Performance Measures

Please accept this summary report for activities undertaken by the Kingston Economic Development Corporation in Q4 October – December 2023.

Our activities in 2023 were designed and delivered to build on the momentum of the Integrated Economic Development Strategy realized since its adoption in 2021. The outcomes speak volumes about the positive trajectory we are on with exceeding our Key Performance Indications year over year.

In 2023 we surpassed our 2022 measurements:

- // 131 Leads generated (↑4%)
- // 784 Business inquiries (↑38%)
- // 884 Consultations (↑75%)
- // 196 Events Hosted (↑98%)
- // 2,094 Event participants (↑180%)

In the fourth quarter, we launched new partnerships with the Kingston Frontenac Public Library to expand our reach into the community by delivering workshops from their branches; as well as partnering with Ontario Centre of Innovation to deliver RISE (Regional Investor Summit Experience) alongside KNDL (formerly SOAN) and Fractal Workspace. The event brought together start-ups, investors, Small Medium Enterprises, government and academia.

The team hosted delegations from the French Embassy and the Czech Republic AI Mission to Canada to look at areas for industrial collaboration. We also welcomed Invest in Canada and Invest Ontario to Kingston, who were interested in learning about the current and future business opportunities in our priority sectors.

If you have any questions or seek further clarification, please do not hesitate to contact me.

Sincerely,



Donna Gillespie  
Chief Executive Officer  
cc. Ms. Anne Vivian-Scott, Chair, Kingston Economic Development Board of Directors



# invest

## *Q4 2023 Report*

### **KINGSTON**

— *Economic Development* —

# Quarterly Report – Q4 2023

## *Corporate Updates*

### *Community*

Kingston Economic Development has been recognized as **Rainbow Registered**, a national accreditation for 2SLGBTQI+ friendly businesses and organizations. A Rainbow Registered symbol indicates that Kingston Economic Development meets stringent standards to ensure 2SLGBTQI+ customers and staff feel safe, welcomed and accepted. The Rainbow Registered Accreditation Program was launched by Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC) and Tourism HR Canada.

Nour Mazloum, Marketing & Communications Manager presented on the importance and benefits of having a united brand to the Burlington Economic Development and Tourism teams alongside Tourism Kingston. Burlington is currently undergoing a rebrand and were inspired by the **Team Kingston** approach during their visit to Kingston for the Economic Developers Association of Canada (EDAC) conference in 2022.

### *Staff Updates*

Kingston Economic Development welcomed **Micah Imomotebegha as Digital Programs Assistant** and **Abby Fitzhugh as Administrative Assistant** to the team in October.

Donna Gillespie, CEO was invited to participate in a panel on The Economic Development Opportunity in Sustainability at the **Intelligent Community Forum's Global Summit** in New York City in October. Donna was able to share Kingston's story of being the first Ontario city to declare climate change an emergency and vision of being Canada's most sustainable city. Donna was on a panel with economic development colleagues from Brazil and Vietnam. Kingston was named a top ICF Smart21 City in 2009 and 2014 and an ICF Top7 Intelligent Community in 2014.

### *Economic Developers Council of Ontario*

Ben McIlquham, Investment Manager – Health Innovation and Nour Mazloum, Marketing & Communications Manager attended the **Economic Developers Council of Ontario's (EDCO) annual Queen's Park event**, where they networked with economic development colleagues, Members of Provincial Parliaments, Provincial Ministers and parliamentary staff to share opportunities and challenges of the profession. Nour has been on the EDCO Board of Directors since 2022 and chair their Diversity, Equity and Inclusion Committee.

*\*cover photo Kingston Economic Development with visiting delegation from Invest in Canada and Invest Ontario.*

## *Attraction & Aftercare*

### *Sustainable Manufacturing*

Kingston Economic Development was pleased to attend **Umicore's groundbreaking** ceremony for the first of its kind facility in North America that will produce CAM and pCAM on a large industrial scale for EV and battery producers in Canada and the United States. Umicore's \$2.1 billion facility will produce enough battery materials to support the production of over 800,000 EVs per year and will create over 600 jobs in Eastern Ontario and strengthen Canada's end-to-end electric vehicle supply chain. The team is actively assisting Umicore by addressing crucial workforce and housing requirements, demonstrating our commitment to ensuring the seamless integration and success of their operations in our region.

Kingston Economic Development co-sponsored the **Toronto Global Forum** alongside St. Lawrence College and Queen's University, marking our commitment to fostering collaboration and knowledge exchange. Our presence at the event was further enriched by the participation of some local industry partners, Dupont and Cyclic Materials, reinforcing our dedication to shaping meaningful dialogues and driving impactful initiatives. Shelley Hirstwood, Director of Business Development, moderated a session on critical minerals and rare earth elements autonomy with speakers from across the supply chain. The panel discussed how we can sustain supply chains while sourcing responsibly.

### *Health Innovation*

In October, Ben McIlquham, Investment Manager – Health Innovation attended the **MedTech Conference** in Anaheim, California. The conference brought together the top executives and innovators from across the world together to explore critical topics, share visions for the future — and build them, together. For 2024, the Corporation is looking at collaborating with Invest Ontario for the MedTech Conference, which will be taking place in Toronto.

### *International Relations*

Kingston Economic Development welcomed the **French Embassy** to Kingston. This visit was a result from the European Mission Trip with Global Affairs Canada with an interest in meeting with sustainable manufacturing businesses in Kingston related to the EV value chain.

Kingston Economic Development hosted the **Czech Republic AI Mission to Canada**. The delegation included researchers from several institutes in the Czech Republic who focus on an array of AI-related subjects such as cybersecurity, smart mobility and neuroscience. The delegation met with researchers from Queen's University and St. Lawrence College who shared their expertise in AI subjects and discussed areas of academic and industrial collaboration.

Shelley Hirstwood, Director of Business Development and Abdul Razak Jendi, Investment Manager – Sustainable Manufacturing took part in a **US Mission Trip** with

the Consulate-General of Canada in Boston, aimed at engaging with companies exploring expansion opportunities in Kingston. This concerted effort emphasized the organization's commitment to fostering economic growth and establishing Kingston as a prime destination for investment.

### *Government Relations*

Kingston Economic Development welcomed **Nancy Gardiner, President of FedDev Ontario** to Kingston in late November. This was an opportunity for Kingston Economic Development to discuss the current program offerings and future opportunities to collaborate with FedDev Ontario on new programs to further support Kingston businesses and entrepreneurs.

In late November, a delegation from **Invest in Canada and Invest Ontario** visited Kingston to gain insights into the current business landscape and explore opportunities within the priority sectors. Site visits included: Octane, Lonza, Cyclic Materials, Queen's University, Kingston Process Metallurgy and GreenCentre Canada. Both organizations presented to the Kingston Economic Development Board of Directors on investment landscape and opportunities in Ontario and Canada.

# attract



## ***Business Retention & Expansion***

### ***Sustainable Manufacturing***

Kingston Economic Development is pleased to have signed a MOU with **Southern Ontario Network for Advanced Manufacturing Innovation (SONAMI)**, a network of 11 post-secondary institutions, who through their respective Research and Innovation Centres, collaborate with small- and medium-sized companies to tackle their manufacturing-related challenges.

### ***Health Innovation***

In partnership with Queen's Partnerships and Innovation and Ontario Bioscience Innovation Organization (OBIO), Kingston Economic Development co-hosted a panel discussion on **Understanding the Kingston Health Innovation Ecosystem and its Impact on the Canadian Economy** in late October. The panel discussion was moderated by Director of Business Development, Shelley Hirstwood and featured Anne Vivian-Scott, President & CEO, Kinarm, Allison Turner, Co-Founder and Director of Product Development, PnuVax Incorporated, and Dr. Irsa Wiginton, Co-Founder and Business Development Officer, mDETECT Inc.

### ***Eastern Ontario's Fastest-Growing Companies 2023***

The Eastern Ontario Business Journal names five Kingston-based companies among the **fastest growing businesses in eastern Ontario**. These companies include City Flats Asset Management Inc., Theia Markerless Inc., Imperium Social Ltd., Plan A Kingston & Quinte and SnapCab Canada.

### ***Creative Industries***

Kingston Economic Development hosted a panel discussion on the **Future of AI in the Creative Industry**. The panelists discussed the upcoming trends and developments in Artificial Intelligence and their implications for creative businesses and industries. The panelists were Aaron Holmberg, Technical Director at the Isabel Bader Centre; Kevin Deluzio, Dean of Smith Engineering & Applied Science at Queen's University; Sarah Marie Doherty, Owner of Shop Dressr; and Leah Riddell, Owner of SignAble Vi5ion Inc.

### ***Canada Digital Adoption Program***

As part of the **Canada Digital Adoption Program**, Kingston Economic Development welcomed 6 new E-Commerce Advisors in Q3 to support businesses that require guidance in applying for the \$2,400 Digital Adoption Program. The E-Commerce Advisors have canvassed streets throughout Kingston and in Gananoque, where they spent a day visiting Gananoque businesses in partnership with the town's Economic Development Office, to inform them about the grant opportunity. In September, they spent time in Harrowsmith at the Frontenac Business Services office to support businesses sign up for the program.

### ***Workforce***

In early November, Kingston Economic Development in partnership with Queen's University hosted the launch of the sixth cohort of the **Queen's Career**



**Apprenticeship: Kingston (QCAK) program.** QCAK connects new graduates from the arts, humanities and social science disciplines within the Faculty of Arts and Science at Queen's University with a Kingston employer. Employers who commit to a 12-month contract are reimbursed for 4 months of the gross salary to a maximum of \$2,500 per month (\$10,000 total). In 2024 – 2025, the program will support provide funding for 15 positions.

Kingston Economic Development attended the **Frontenac Business Awards** to celebrate businesses that have participated in small business programming. Christine Kennedy of Memory Lane Flowers & Gifts in won Business of the Year Award at the County of Frontenac Business awards. Roland and Liz Jensch from Grains & Goods Bakery won New Business Award. Tarra Williamson from Bloom Farm won the Sustainability Award.

In collaboration with KEYS Employment & Newcomer Services and Kingston Immigration Partnership, Kingston Economic Development has relaunched the **Employer Award that was presented at the Diversity Works Symposium** in November. The Employer Award recognized Andrea Payne from J.E. Agnew Foods as an employer who understands the value that newcomers bring to workplaces.

Kingston Economic Development, in collaboration with KEYS, hosts **Welcome Nights** on the last Thursday of each month to facilitate networking and help young professionals and newcomers to better acquaint themselves with the city. Welcome Nights have been gaining momentum and changing the theme-based event instead of just networking to engage more people and reach a wider audience who might be intimidated by the idea of networking.

To wrap the year, **Kingston Young Professionals** hosted an event at F45 Training Bayridge in partnership with Otter Creek Farms and Daft Brewing to **raise funds for the United Way**. It was an opportunity to connect and play some game to fundraise to support the work that the United Way does for our community. Kingston Young Professionals raised over \$200 at the event.



## *Start-ups and Entrepreneurship*

### *StartupBlink*

StartupBlink, a global leader in assessing and ranking start-up ecosystems, has awarded Kingston with the prestigious title of the **Best Ecosystem in Energy and Environment** among North American Cities with a population range of 100,000 to 500,000. The recognition comes as a testament to Kingston's outstanding commitment to fostering innovation and sustainable practices in the region.

### *Regional Investor Summit Experience*

Kingston Economic Development cohosted **RISE (Regional Investor Summit Experience)** alongside Ontario Centre of Innovation, KNDL (formerly SOAN) and Fractal Workspace. The event that brought together start-ups, investors, SMEs, government and academia. The event was an opportunity for collaboration to drive innovation and progress across the Eastern Ontario investment landscape featuring a pitch competition. The winner of the pitch competition was WaiveTheWait, a software company that engages AI technology to improve healthcare efficiency and clinic experience.

### *Partnerships*

In 2023, Kingston Economic Development partnered with **Ontario Centre of Innovation (OCI)** and offered office space for Cher Powers, Commercialization Manager for the Eastern Ontario region to work out of Kingston. In the first half 2023, OCI worked with 12 Kingston-based companies and supported with over \$5M in growth.

Kingston Economic Development has partnered with **Kingston Frontenac Public Library** to cross-promote services and provide resources to aspiring entrepreneurs in the community. One of the new initiatives is curating a reading list for individuals who are interested in starting a business or learning more about running a business. A regular schedule of drop-in hours at the library is being finalized to provide individuals with access to a Business Advisor to discuss ideas.

### ***Media Coverage & Success Stories***

- Kingstonist – [Umicore breaks ground on multibillion-dollar battery plant in Loyalist](#)
- Queen's University – [SUNY and CNYBAC visit Queen's campus to further Kingston-Syracuse Pathway collaboration](#)
- Kingstonist – [Kingston students reflect on recent exchange with Scottsdale Sister City](#)
- Queen's Journal – [Local businesses hire Queen's grads through apprenticeship program](#)
- Kingstonist – [2024 Queen's Career Apprenticeship aims to connect graduates with local employers](#)
- Move 98.3 – [Kingston Economic Development driving innovation in Eastern Ontario](#)
- Kingstonist – [Kingston physician, researcher makes strides to eradicate cervical cancer](#)
- Ottawa Business Journal – [Meet Eastern Ontario's fastest-growing companies for 2023](#)
- The Groundbreakers – [Strategic Leap: Kingston's Multi-Stakeholder Approach to Economic Development](#)
- The Groundbreakers – [The Blueprint of Innovation: How Kingston's Infrastructure Fuels Its Ecosystem](#)
- CanadianSME Small Business Magazine – [Economic Innovation in Kingston: Insights from Norman Musengimana](#)
- BNN Breaking – [Kingston Economic Development Fuels Local Entrepreneurship with Monthly Library Sessions](#)
- The Kingston Whig Standard – [Business seminars find home in local library](#)
- Kingstonist – [Business workshops at KFPL provide tools to help local businesses thrive](#)
- Moe 98.3 – [Business resources to library spaces through community partnership](#)
- CFRC – [Kingston Currents: Bringing business resources to the community](#)
- YGK News – [Kingston Economic Development partners with local libraries to provide business resources to community](#)
- Talk CNY Podcast – [Retaining CNY Educated Talent](#)

## 2023 Measurements

<b>Attraction &amp; Aftercare</b>	<b>Q1 2023</b>	<b>Q2 2023</b>	<b>Q3 2023</b>	<b>Q4 2023</b>	<b>2023 Totals</b>	<b>Q4 2022</b>	<b>2022 Totals</b>
Investment inquiries	28	19	15	17	79	13	88
Health Innovation Inquiries	6	1	2	4	13	0	12
Sustainable Manufacturing inquiries	3	7	9	8	27	3	16
Leads generated	32	78	41	17	168	34	126
Business Attraction Active Opportunities	62	66	81	84		47	47
Business Attraction Active Opportunities – Sustainable Manufacturing	40	44	53	56		28	28
Business Attraction Active Opportunities – Health Innovation	13	16	22	22		13	13

<b>Business Retention &amp; Expansion</b>	<b>Q1 2023</b>	<b>Q2 2023</b>	<b>Q3 2023</b>	<b>Q4 2023</b>	<b>2023 Totals</b>	<b>Q4 2022</b>	<b>2022 Totals</b>
Inquiries	120	95	54	53	322	61	262
Health Innovation Inquiries	3	0	0	0	3	0	5
Sustainable Manufacturing inquiries	0	3	0	7	10	2	12
Small Businesses Supported with Grants	9	59	28	17	113	6	166
Value of Grants to Businesses	\$22,100	\$141,759	\$58,600	\$41,775	\$264,234	\$30,238	\$550,000
Business Retention & Expansion Active Opportunities	33	28	28	28		33	33
Business Retention & Expansion Active Opportunities – Sustainable Manufacturing	13	15	15	15		16	16
Business Retention & Expansion Active Opportunities – Health Innovation	14	12	12	12		14	14

**Exhibit A**  
**Report Number 24-094**

<b>Start-ups &amp; Entrepreneurs</b>	<b>Q1 2023</b>	<b>Q2 2023</b>	<b>Q3 2023</b>	<b>Q4 2023</b>	<b>2023 Totals</b>	<b>Q4 2022</b>	<b>2022 Totals</b>
Inquiries for support	163	69	36	17	285	94	218
Consultations provided	228	204	181	125	738	156	505
Events and activities hosted	46	67	43	40	196	28	99
Persons attending programs and events	437	469	552	636	2,094	179	748
Partnered events and activities	45	42	36	27	150	21	110

## Marketing & Communications

### Social Media

Kingston Economic Development manages social media campaigns on multiple online platforms ie. Twitter, Facebook, Instagram, LinkedIn.

@investkingston shares information to the Kingston and area business community, showcase events and activities as well as enhance lead generation efforts with paid social media campaigns while celebrating new investment and activities in the community. Impacts of transitioning social accounts to align with the destination brand and specific focus on business investment are still being seen with slight declines in audience on Facebook, X and Instagram. More significant growth on LinkedIn and YouTube are being realized with an increased strategic focus on priority external audiences.

@investkingston	Facebook	X (Twitter)	Instagram	Google My Business	YouTube	LinkedIn
Followers/ Likes (End of quarter)	11,626	14,392	16,084		352	7,228
Followers/ Likes (Start of quarter)	11,666	14,421	16,253		343	6,866
% Change over previous quarter	- 0.3%	- 0.2%	- 1%		2.6%	5%
Organic Impressions		44,541				77,710
Organic Reach	5,930		7,617			
Paid Impressions	-	-				-
Actions (Visit website, request directions, call)				441		
Searches				2,261		
Video Views					54,532	
Demographics (Most popular)						
Age	55-64		25-34			
Gender	Women		Women			
Location	Kingston		Kingston			Toronto

### [investkingston.ca](https://investkingston.ca)

The Kingston Economic Development website - [investkingston.ca](https://investkingston.ca) realized over 10,000 visits in Q4, 2023. Most visits were focused on programs such Starter Company Plus and Canada Digital Adoption Program. The second most visited pages include research on major employers in Kingston and key industries. To review detailed monthly website reports, please contact Nour Mazloum, Marketing & Communications Manager at [mazloum@investkingston.ca](mailto:mazloum@investkingston.ca).

### Email Communications

Every Monday morning, a weekly Small Business Digest is distributed to an audience of over 1,600 individuals, offering them the latest updates on events, valuable insights on

support programs and funding opportunities. Additionally, a quarterly newsletters dedicated to strategic sectors – health innovation and sustainable manufacturing. The Kingston Young Professionals newsletter is published bi-monthly with networking opportunities for young professionals in Kingston.

# KINGSTON

— Economic Development —

	Actuals to Dec 31	2023 Budget	Projected Final Actuals	Forecast % for Year
<b>Revenues:</b>				
City Funding	\$1,501,226	\$1,501,226	\$1,501,226	100%
Provincial Funding	376,914	415,425	376,914	91%
Federal Funding	488,782	1,464,614	488,782	33%
Investment & Bank				
Interest	58,729	12,000	58,729	489%
Other	233,319	220,000	248,319	113%
<b>Total Revenue</b>	<b>2,658,970</b>	<b>3,613,265</b>	<b>2,673,970</b>	74%
<b>Expenditures:</b>				
Salaries & Wages	1,175,736	1,253,065	1,193,336	95%
Overhead				
Administration	181,629	175,000	181,629	104%
Boards & Committees	4,951	5,000	4,951	99%
Human Resources	28,991	10,000	28,991	290%
Marketing				
Communications	62,040	50,000	62,040	124%
Projects				
Attraction & Aftercare	228,074	255,000	267,524	105%
Business Retention &				
Expansion	243,052	260,000	301,340	116%
Start Ups & Youth				
Business	181,268	220,000	217,925	99%
Funding Programs	266,243	1,385,200	240,243	17%
<b>Total Expenditures</b>	<b>2,371,984</b>	<b>3,613,265</b>	<b>2,497,979</b>	69%
<b>Annual Surplus/(Deficit)</b>	<b>286,986</b>	<b>0</b>	<b>175,991</b>	

\*Note: Forecasted surplus includes six-year WSIB refund of \$128,462 for overpayment



**By-Law Number 2024-XX**

**A By-Law to Exempt Certain Lands on Registered Plan 13M-111 from the Provisions of Section 50 (5) of the *Planning Act*, R.S.O. 1990, Chapter P.13, as amended (Block 73 on Registered Plan 13M-111, Municipally Known as 950-956 Stonewalk Drive)**

**Passed:** [Meeting Date]

**Whereas** subsection 50(5) of the *Planning Act*, R.S.O. 1990, c. P.13, as amended (the "*Planning Act*"), provides that no person may convey a part of any lot or block which is within a registered plan of subdivision; and

**Whereas** pursuant to subsection 50(7) of the *Planning Act*, the council of a local municipality may by by-law provide that subsection 50(5) of the *Planning Act* does not apply to land within a registered plan or plans of subdivision or parts thereof; and

**Whereas** the Tamarack (Rideau) Corporation has requested an exemption from the provisions of subsection 50(5) of the *Planning Act* with respect to Block 73 on Registered Plan 13M-111, for the purpose of creating a total of 4 separately conveyable lots for townhouses together with associated easements for access;

**Therefore be it resolved that** the Council of The Corporation of the City of Kingston hereby enacts as follows:

1. Subsection 50(5) of the *Planning Act* does not apply to Block 73 on Registered Plan 13M-111 for the purpose of creating a total of 4 separately conveyable lots together with associated easements for access as shown in Schedule "A" to this By-Law;
2. This By-Law shall come into force and take effect on the date of its passing; and
3. Pursuant to subsection 50(7.3) of the *Planning Act*, this By-Law shall expire on February 20, 2026.

**Given all Three Readings and Passed:** [Meeting date]

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**Janet Jaynes**  
City Clerk

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**Bryan Paterson**  
Mayor



# Schedule 'A' to By-Law Number

Address: 950-956 Stonewalk Drive  
File Number: D27-011-2023

## Kingston Zoning By-Law 2022-62

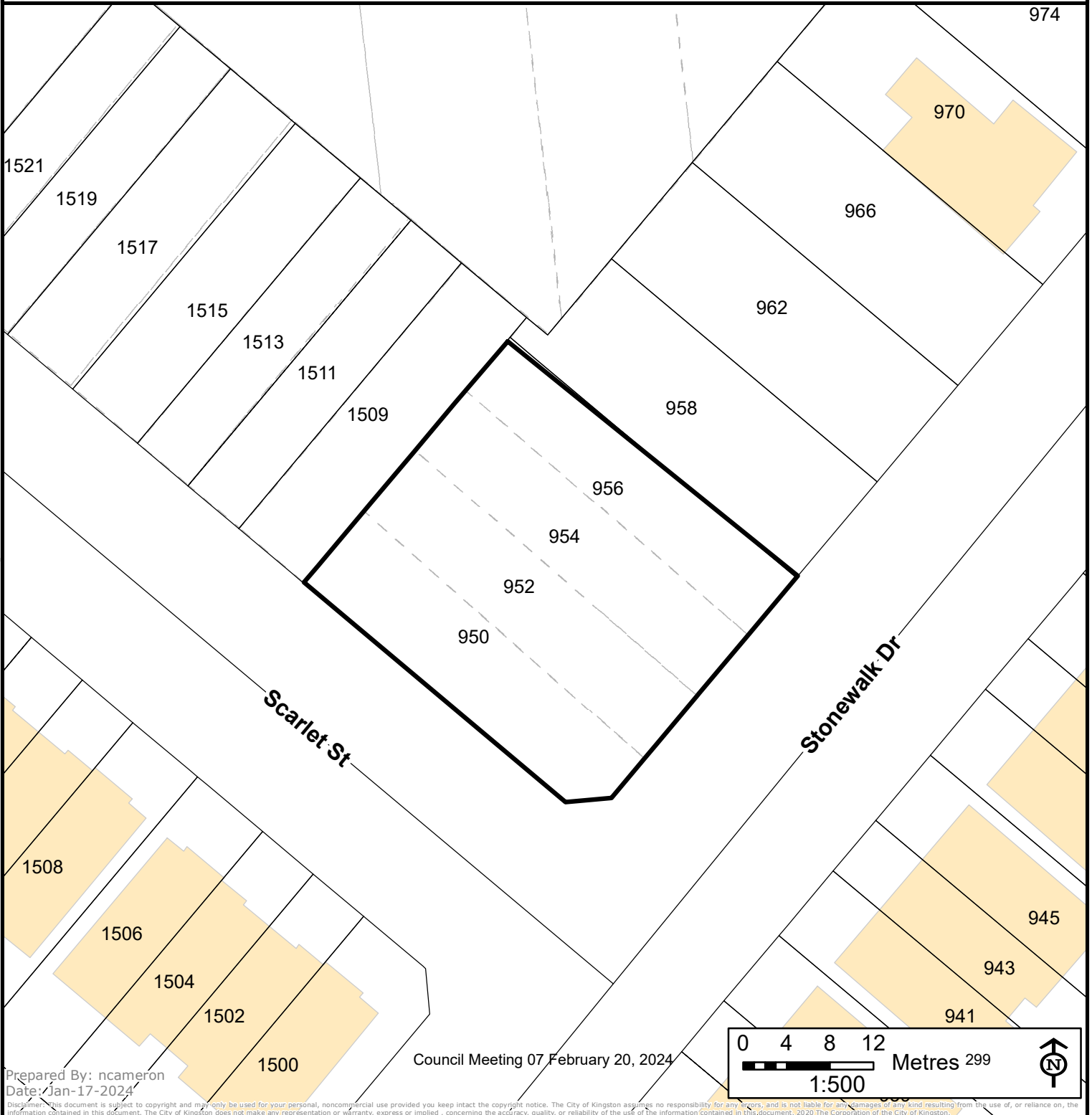
Lands Subject to Part Lot Lift

### Certificate of Authentication

This is Schedule 'A' to By-Law Number \_\_\_\_\_, passed this \_\_\_\_\_ day of \_\_\_\_\_ 2024.

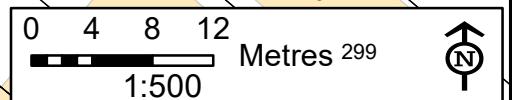
\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Clerk



Prepared By: ncameron  
Date: Jan-17-2024

Council Meeting 07 February 20, 2024



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