

The Regional Municipality of Durham



Year in review 2022





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Message from the Regional Chair

In 2022 we came together as a community in Durham Region—building relationships, establishing partnerships, and supporting our residents and local businesses.

We welcomed new and returning members of Durham Region Council. Together, we are committed to working on behalf of Durham residents to be a strong municipal government—one that addresses our community's evolving needs.

The past few years have been challenging for everyone. The pandemic is one of the biggest tests we have ever faced as a community, but we continue to meet these challenges head on. There are plenty of reasons to be optimistic, thanks to the hard work of our staff and community.

One key accomplishment in 2022 was the launch of the 311 phone service in Durham Region—making it easier and more convenient for people to get the information they need, when they need it. Customers can now call one number, 311, for answers to questions about services, such as roads and traffic, waste and recycling, water and sewer, and more.

We've also been working with our community partners—sharing best practices, collaborating, and continuing our work on community safety and well-being.

In 2022, we came together with York Region, Halton Region, Peel Region, the City of Hamilton and the City of Toronto to host a Community Safety and Well-Being (CSWB) Symposium. The important conversations we have with our partners will help inform the implementation of the Region's CSWB Plan, and make Durham Region a safer place for everyone.

I look forward to sharing more exciting updates this year as we move toward achieving our vision for a smart, connected and accessible region. We remain focused on the future to ensure a prosperous tomorrow for our great communities.

—**John Henry**, Regional Chair and
Chief Executive Officer



Message from the Chief Administrative Officer

I'll remember 2022 as the year we reopened and recovered many Regional services as we learned to live with the pandemic and continued mass vaccination efforts.

By working together with our community, partners, and other levels of government, we also launched new initiatives to support continuous improvement; and better programs and services for Durham residents.

Through collaboration, we can learn more, do more, and grow more than we are capable of on our own.

Projects like our new Nuclear Sector Strategy, which was created in collaboration with a wide variety of contributors, will prepare Durham Region to seize opportunities and take action to support a prosperous and sustainable community.

We also continued our journey to improve diversity, equity and inclusion at the Region. While we still have a way to go, I'm pleased to see us moving forward to create a Durham where everyone feels included.

Summing up the theme of collaboration is our recognition as one of the global Top 7 Intelligent Communities for 2022. Durham was named alongside other communities from Canada, as well as Australia, Brazil, Taiwan and Vietnam. This award honours Durham's ingenuity when it comes to using technology and outside-the-box thinking to solve big problems. I'm so glad people from around the globe are getting to see all the innovation happening here in Durham.

One thing I know for sure is we couldn't do it all without our teams, and I am so grateful to all staff. It's about working together to deliver service excellence through leadership, collaboration, innovation and environmental stewardship. I'm looking forward to continuing this work in 2023.

—**Elaine Baxter-Trahair**, Chief Administrative Officer

Significant achievements



Held a municipal election and welcomed a new Regional Council for the 2022 to 2026 term; delivered a comprehensive Council orientation highlighting Regional programs, services and facilities.



Advanced government relations activities on key initiatives, resulting in the removal of tolls on highways 412 and 418; and approval of the Bowmanville GO Lakeshore East extension in the provincial budget.



Hosted spring and fall testing of the nuclear alerting system in Clarington and Pickering.



Implemented an e-scooter by-law on Regional roads to increase safety; hosted 30 attendees at an e-scooter and e-bike demonstration to educate about the use of e-mobility devices, rules, regulations and safety tips.



Supported the implementation of the Canada-Wide Early Learning and Child Care system; resulting in eligible families seeing a 50 per cent reduction in child care fees.



Worked to create new affordable housing opportunities via nine applications for grants through the At Home incentive program.



Advanced recommendations within the Regional Cycling Plan Update, including 21 kilometres of new cycling routes; a signage and wayfinding strategy; assisting with school safety plans; and the installation of an iconic new bike rack at Regional Headquarters.



Completed study for Liberty Street North Pumping Station to expand municipal water supply in Bowmanville.



Acquired the Streamline Development Approval Fund from the provincial government to enhance PLANit, the Region's development tracking system.



Advanced design work and consultations for eight kilometres of the Durham Scarborough Bus Rapid Transit project in anticipation of construction start in 2023.



Demonstrated the Health Department's commitment to providing quality care under Accreditation Canada's Qmentum program.





Incorporated a Municipal Service Corporation—Durham OneNet Inc.—to design, build and operate the Regional Broadband Network.

- Completed the Region’s first broadband project with the installation of 36 kilometres of fibre-optic infrastructure between Pickering and Uxbridge.
- Began construction on Project Genesis, in partnership with a private internet service provider, which will deliver last mile fibre-to-the-premise service to 14 underserved communities in Durham.

Advanced implementation of the Corporate Climate Change Action Plan and made progress toward the Region’s target of net zero greenhouse gas emissions by 2045, including:

- Charging infrastructure for Durham Region Transit’s first 10 battery electric buses.
- Retrofitting Regional facilities to improve energy efficiency and accessibility.

Launched two new health surveillance dashboards:

- The Population Data Tracker: provides estimated population counts and selected demographic indicators by year, from 1986 to 2021 for Durham Region and the eight municipalities.
- The Cancer Data Tracker: provides cancer incidence and mortality data for Durham Region and Ontario by year, age group, sex and type of cancer.



Created new waste management education programs to help educators engage students about waste reduction; 59 lesson plans posted to the Region’s website.



On-boarded more than 800 users, in 11 service areas, onto a Regional Enterprise Maintenance Management System to help plan and track maintenance activities; improving data collection and quality.



Conducted annual Business Count with more than 12,000 businesses, via a return to in-person interviews, supplemented by online and phone surveys.



Offered 134 training and development opportunities with 1,670 employees; as well as 52 health, safety and wellness opportunities with 4,737 staff attendees, to help foster employee development.

Invested **\$3.5** million toward a new 52-unit rental apartment building in Bowmanville, being developed by Durham Region Non-Profit Housing Corporation on land made available by the Municipality of Clarington.

Completed **83** pedestrian safety improvements, at various intersections in Durham, to advance Vision Zero.

Positively impacted **7,833** students through Durham's Active and Sustainable School Travel Program; creates school travel and safety plans for elementary schools throughout Durham.

Engaged **45,000** people in Smart Commute Durham workplace events.

Watched **47** small businesses share their innovative solutions for the public sector at the Business Showcase event.

Counted **15,200** cycling trips, within Durham, during Bike Month.

Installed **10** temporary micro-home units in Oshawa to offer transitional housing with support for those who need it; units were designed, constructed, delivered and occupied within a nine-month time frame.





Customer service



Increased PULSE 15-minute service on select Durham Region Transit routes.



Implemented a Mental Health Outreach Program, providing clinical counselling services to vulnerable populations, including to individuals who are unsheltered, underhoused and who may have mental health and addictions challenges.



Enhanced information transfer with Lakeridge Health for long-term care residents going to and from hospital, as part of the provincial rollout.



Launched the Accessing Affordable Technology program: offering 87 Chromebooks and 14 laptops to support low-income individuals and trusted youths; technology that helps them succeed in employment and education.



Opened a new Oral Health Division dental clinic and office in Oshawa to provide a full range of dental care for seniors, children and youth covered under provincially funded dental programs.



Introduced reimbursement program for residential sewer repairs.



Increased nursing and personal care hours at long-term care homes from an average of 3.4 hours, per resident, per day to 3.8 hours, per resident, per day.



Challenged residents to rethink and help overcome ageism during Seniors Month with an anti-ageism campaign.



Completed five large-scale water supply environmental assessments.



Issued four heat warnings and one extreme heat warning; helping to prevent heat-related illness during heat waves.



Increased the number of data sets available on the Open Data Portal to 109 (an increase of 13.7 per cent).



Launched 311 phone service in Durham Region—a major milestone for the myDurham 311 project to enhance service for customers.

More than **1.2** million transactions managed through multiple channels (phone, front desks, online).

Provided more than **45,000** customers—25 per cent of total customers—with access to MyDurhamWater; delivered more than 68,000 paperless e-bills.

Completed **1,046** development reviews and prepared 72 development agreements (valued at \$61.2 million) for Regional services.

Issued **19** community cold warnings; helping to prevent cold-related illness during periods of cold weather.

Issued **2,725** gift cards; 4,000 winter clothing allowances; and 6,450 transit passes through the Social Investment Fund, to assist people experiencing hardship.

Declared a total of **546** health-related outbreaks (66 in child care settings; 116 in group homes; 90 in hospitals; 124 in long-term care homes; 123 in retirement homes; 14 in shelters; and 13 in other settings).

Hosted **4** Environment Days; eight compost giveaways; and collected more than 60 tonnes of batteries for recycling during special curbside collection.

Managed more than **233,000** tonnes of material through our waste management programs, including:

43,000
tonnes of blue
box materials

60,000
tonnes of
organics, leaf
and yard waste





Photo courtesy of Colin Williamson

Helped **789** youth customers save \$113,040 as part of Durham Region Transit's 2021-2022 Y10 program.

Delivered **9,500** counselling sessions to individuals, couples and families.

An average of **7,204** families or individuals supported each month through Ontario Works; amounting to 12,539 people receiving social assistance.

Managed an average of **97** income support applications per week.

Delivered **449** virtual and 66 in-person workshops, about life stabilization and employment supports to 6,368 Ontario Works clients.

Helped **906** people find jobs through employment supports, including 354 clients who exited Ontario Works for employment.

Supported **146** at-risk individuals with developmental disabilities to access and maintain housing—achieved via homelessness prevention support, housing subsidies and life stabilization case management.

Delivered **50** mental health and wellness workshops and debriefings to 849 participants.

Provided **681** outreach safety planning and support contacts to partners of individuals attending the Partner Assault Program.

Applied **36,300** tonnes of salt and 943,800 litres of brine to winter roads to improve safety.

Responded to **142,227** calls for emergency paramedic services.

Supported **115** young parents (ages 16 to 25) and 220 young adults—receiving Ontario Works and working toward completing their Ontario Secondary School Diploma—to achieve their education and employment goals.

Conducted a total of **6,597** inspections (3,773 food safety, 681 child care centre, 654 private sewage systems, 573 personal service setting, 485 recreation water facility, 247 housing for international agriculture workers, and 184 other facilities).



Offered more than **12,500** hours of programming through EarlyON Child and Family Centres with more than 57,000 children visits.

Supported a total of **1,491** families through the Healthy Babies Healthy Children Program and 1,030 families through breastfeeding services.

Hosted **10** Virtual Learning Series events for seniors with 679 registrations.

Replaced and updated **20,977** residential water meters.

Conducted **1,348** rabies investigations with 156 residents receiving orders for rabies pre-exposure prophylaxis.

Treated **190,480** catch basins for mosquito larvae to control for the West Nile virus; 16 rounds of mosquito trapping (14 traps per round) for West Nile virus surveillance.

Hosted **46** workshops via Durham Behaviour Management Services with more than 500 participants.

Supplied **68,434** megalitres of safe drinking water with 99.9 per cent compliance and Zero Boil Water Advisory days for Durham's water supply systems.

Treated **171,938** megalitres of sanitary sewage with 100 per cent compliance of effluent results to protect the environment.

Inspected **173.5** total kilometres of sewers.

More than **99,000** kWh exported to the provincial electrical grid from the Durham York Energy Centre.

Enhanced **2,235** smiles via oral health services through Healthy Smiles Ontario and the Ontario Seniors Dental Care programs.

Part III and Part IX prosecutions under the Provincial Offences Act were transferred to The Regional Municipality of Durham from the province.

More than **100,000** Provincial Offences Act charges (e.g. traffic and by-law offences) processed via POA Court Services—an all time high.

Provided more than **\$250,000** of legal services to Durham Regional Police Services, displacing external legal fees to save taxpayers money, via the Legal Services.

Responded to four major storms:

January 17: dealt with the most impactful snowstorm in decades, with up to 60 centimetres falling in some areas of Durham overnight.

May 21: dealt with a significant weather event, with strong winds causing power outages throughout Durham. Provided emergency assistance,

including lodging, to hardest hit communities including a declared state of emergency in Uxbridge.

December 15: responded to a significant snowstorm.

December 23: responded to a major winter storm causing snow drifts and widespread power outages.



Housing and homelessness

Found housing for more than **218** people experiencing homelessness who were on the By-Name List. Of those, **131** people were experiencing chronic homelessness.

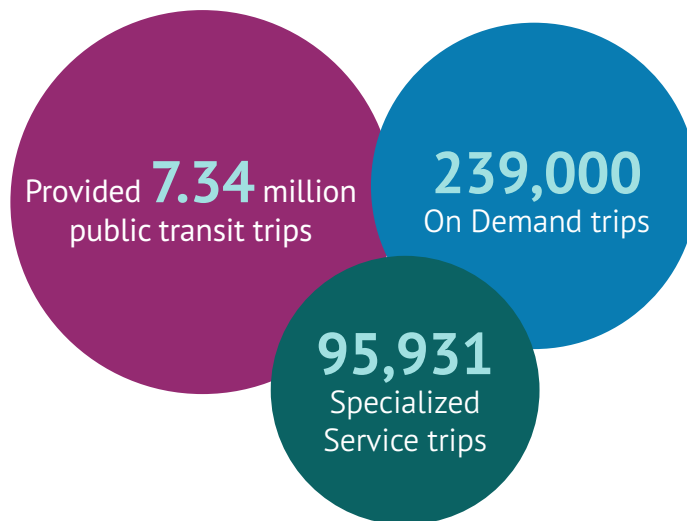
Secured housing for **417** individuals who were experiencing homelessness through funded community agency efforts.

Through the Housing Stability Program, assisted **971** households with last month's rent deposit and moving expenses through the Housing Stability Program; prevented **635** households from becoming homeless through rental and utility arrears.

Saw **1,484** households remain housed after six months; a result of long-term innovative approaches to prevent homelessness. Increased number is result of additional new programs.

Provided housing opportunities to **527** households on the Durham Access to Social Housing wait-list.

Durham Region Transit trips



Created a Tax Clinic Community of Practice

42 volunteers at **10** community tax clinics completed:



Also offered free tax filing sessions to Children's Services Fee Subsidy clients, in partnership with Ontario Tech University's Capstone program.

Community engagement

Showcased **10** farms in Durham's vibrant agriculture sector at the Gates Open event.

Hosted more than **120** people at the 20th annual Durham Agricultural Advisory Committee farm tour at Sargent Family Dairy in Clarington.

Reached more than **400** participants as part of a Vertical Farming 101 four-part webinar series to support advancement of agri-innovation in our region.





Rebranded and relaunched Your Durham, the Region's online engagement platform, with 3,247 engagements about 24 Regional initiatives.



Hosted a Freight and Goods Movement Forum focused on Durham-specific issues to co-ordinate with broader GTHA agencies.



Conducted a public review of proposed design options of the median-lane Bus Rapid Transit shelters for Kingston Road. Approximately 500 people participated in the online survey, providing comments and suggestions to improve the shelter design.



Conducted a Visioning Study and began initial business case for rapid transit on Simcoe Street in Oshawa. Study area was extended due to high community engagement (more than 250 people).



Engaged with residents and businesses via Envision Durham, receiving 1,190 written submissions and survey responses, and adding over 175 new subscribers to the project's interested parties list.



Received feedback from more than 1,200 residents about exploring a non-police led mental health crisis response in Durham.



Supported the local film industry by hosting a Film and TV Career Fair; helped to co-ordinate 63 film productions.



Held a virtual information session for community partners on the Cold Warning Information System.



Hosted information session for employers of International Agricultural Workers to provide updated information about housing requirements, COVID-19 and outbreak guidance.



More than 14,000 residents hosted at virtual Budget Town Hall; responded to more than 115 questions.

COVID-19 response and recovery

January

Placed 1,168 children in emergency child care due to school closures.

March

Officially ended state of emergency.

April

Reopened all Regional facilities to the public.

July

Expanded eligibility for COVID-19 second booster doses for individuals 18 and over; and expanded vaccine eligibility to children six months to five years of age.

September

Began distribution of bivalent booster vaccines.



Administered **464,525** COVID-19 vaccines (86 per cent were booster doses) in Durham Region via community and hospital clinics, pop-up clinics, mobile clinics, provincial mobile clinics, as well as pharmacies and health-care providers.

92 per cent of clients were very satisfied and six per cent were somewhat satisfied with their overall experience at Durham Region and Lakeridge Health clinics, based on responses from 16,516 completed surveys.

Held **112** immunization clinics in collaboration with community agencies for priority populations.

Delivered wellness workshop series to leaders in the not-for-profit sector, focusing on stressors and mental health challenges within the context of the pandemic.

Continued the work of the Durham Economic Task Force—which includes Durham Region’s Economic Development and Tourism team and other local partners—to advocate for business, provide recovery resources, and promote shopping locally.

Diversity, Equity and Inclusion (DEI)

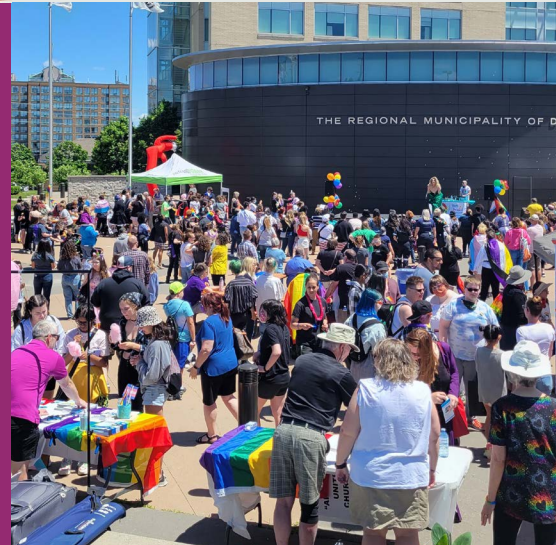
Enhanced accessibility features of the corporate website: durham.ca.



Collaborated with local Indigenous artist to design and install a new orange crosswalk and Pathway to Reconciliation plaque at Regional Headquarters, as part of the Remembering the Children memorial.

Celebrated International Women's Day, with **350** participants joining internal and external virtual events.

Hosted Youth Pride Durham event at Regional Headquarters, with more than **500** attending; wrapped a Durham Region Transit bus for Pride Month.



Partnered with Abilities Centre to host Durham's first Accessibility Conference, "Build Back Better," with more than **300** participants.

Developed a resource for employers to create more inclusive workplaces for immigrants and newcomers, in collaboration with World Education Services.

Participated in seminars with the Welcome Centre Immigrant Services – Durham Region to recruit new immigrants to apply to work in our area.

Worked with Ready, Willing & Able to enhance inclusion in the workplace and recruit persons with intellectual disabilities and Autism Spectrum Disorder.

Celebrated newcomer residents and encouraged diversity and inclusion with the Durham is Our Home campaign, with more than **30,000** video views and reaching **240,000** households.

Recruited community leaders to create a new Durham Local Immigration Partnership Council; hosted nine workshops for the Durham Local Immigration Partnership network with more than **250** participants.

Partnered with Durham Community Collective to support development of a Black Community Hub.

Improved accessibility for sledge hockey at Whitby ice rink via Durham Region 2019 Ontario Parasport Games legacy initiatives.

Awarded local accessibility champions, recognizing their dedication to removing barriers and making the Region more accessible for people of all abilities.

Established the Community Safety and Well-being Plan Implementation Steering Committee, which includes **23** community partners.

Continued to embed recommendations from the Anti-Black Racism Pillar Report in Regional initiatives to confront anti-Black racism, advance organizational change, and champion equity and inclusion.

Developed new DEI resources for staff, including a video providing guidance to acknowledge ancestral lands and Indigenous communities, and a Glossary of Terms.

Collaborated with local libraries and post-secondary institutions to celebrate Indigenous arts and culture by hosting an Indigenous Creative Arts Showcase with participation from more than **250** vendors and volunteers.

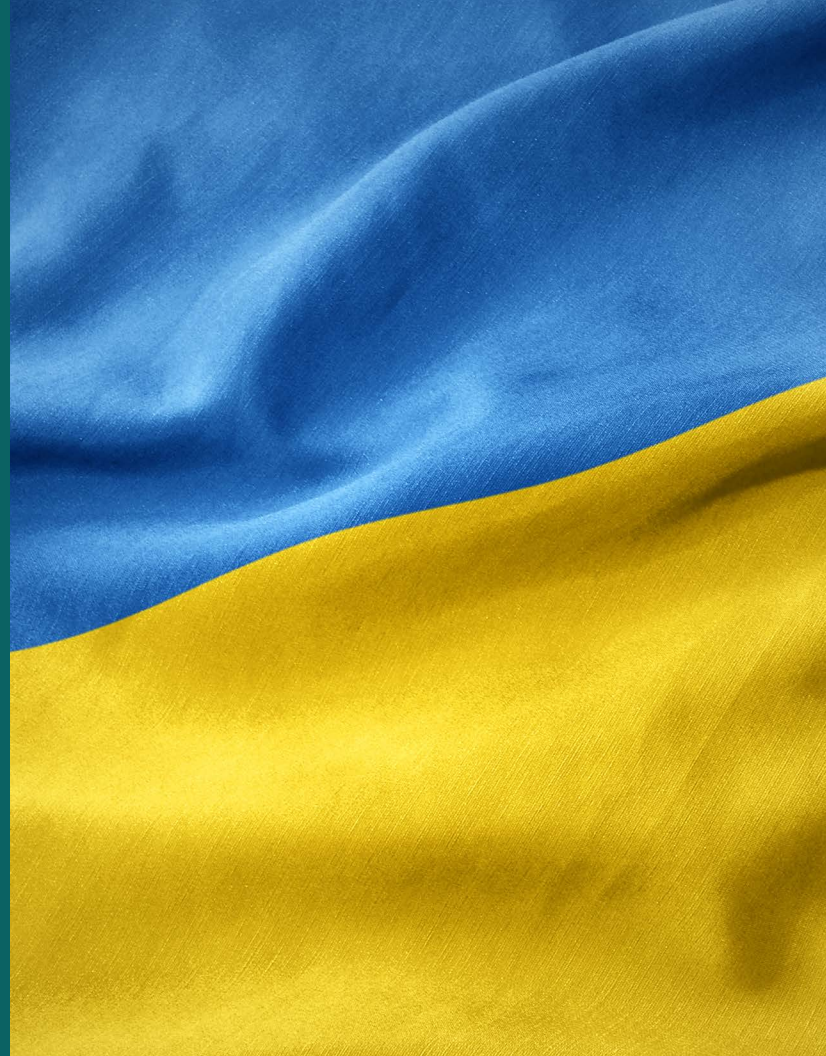


Collaborated with more than **40** community organizations to celebrate Black history and culture; hosted more than 300 attendees for a Black History Month event in February and an Emancipation Day event in August.



Support for Ukrainian newcomers:

- Partnered with Community Development Council Durham to launch the Durham Ukrainian Humanitarian Response Project, providing temporary accommodations and wraparound supports and services to Ukrainian newcomers in need of immediate and emergency assistance; assisted **54** families and **159** individuals.
- Promoted ways to help Ukrainian newcomers through a GTHA-wide communications group and through work with local organizations.
- Offered support sessions for affected employees.
- Lit Regional Headquarters up in blue and yellow to demonstrate solidarity.
- Led the creation of a GTA-wide website dedicated to newcomers— to offer easier access to services.



DEI training and education

- Engaged approximately **900** employees in monthly discussions on diversity, equity and inclusion topics.
- Offered customized anti-Black racism and non-performative allyship training for leadership in long-term care homes.
- Launched foundational DEI training and Indigenous learning opportunities for staff.
- Partnered with local municipalities to provide an anti-racism session for municipal staff across the region.
- Collaborated with Durham College and other community partners to host workshop on Restorative Justice.
- Offered four sessions about anti-racism for parents with children in early childhood education.

Innovation and modernization

Completed the Whitby Autonomous Vehicle Electric (WAVE) shuttle pilot project, which carried more than **250** passengers along the Whitby waterfront and travelled a total of more than **2,300** kilometres.

Installed solar-powered digital signage at Durham Region Transit stops, as part of a pilot project called Next Bus, to provide riders live updates about bus departure times.

Conducted an innovative pilot project using recycled materials in road construction.

Launched an [online tool](#) that indicates school readiness for children.

Installed new audio-visual equipment and hybrid meeting software in Regional Council Chambers; significantly improving the meeting experience for participants and quality of live-streamed committee/council meetings.

Implemented a new Procedural By-law for meetings of Regional Council and its Standing

Committees; improving readability, accessibility, and functionality of procedural rules for public meetings.

Launched an internal Innovation Strategy to support teams to innovate; hosted **10** Innovation Community of Practice events for Regional staff, and kicked off the inaugural year of an Innovation Fellowship program.

Launched an internal mentoring program for employees to learn from one another, with **36** mentors and **53** mentees participating in the program's first year.

Advanced the Enterprise Information Management strategy; launching an internal pilot initiative to move select business units into a new digital records management environment.

Modernized Durham's corporate website home page to improve user functionality.

Implemented new e-agenda software to improve the preparation of digital agendas for Regional Council and Committee meetings.

Installed automated lockers to modernize and streamline the delivery of technology to Regional employees.

Helped more than **300** residents make energy improvements to their homes via the Durham Greener Homes Program.

Partnerships



Continued support of LEAF Tree Planting Program, with more than **300** trees and shrubs placed through the backyard program; and close to **1,000** native trees and shrubs introduced via community events that included more than **100** resident participants.

Supported two Access IO events to foster entrepreneurship and promote innovative technological solutions in the community.



Signed a Memorandum of Understanding with the Mississaugas of Scugog Island First Nation related to water supply and wastewater systems.

Continued to grow CityStudio Durham—a collaborative partnership with local post-secondary institutions, local municipalities, and Durham Regional Police Service—with **17** projects completed with **160** students.

Partnered with the Christian Faith Outreach Centre to open a new hub in Ajax to help homeless and vulnerable residents.

Partnered with various agencies to help research and investigate challenges for families impacted by developmental disabilities, while supporting early intervention strategies to help eliminate the need to remove a child from their family or cultural community. Local partner agencies included Durham College, Durham Association for Family Resources and Support, and Durham Children's Aid Society, in addition to others.



Expanded Durham Region Transit service to the Toronto Zoo and Rouge National Urban Park. Urban Park (Route 917Z), with customers taking **2,234** trips.

Raised the equivalent of approximately **17,867** pounds of food during the Hunger Action Month campaign with local area municipalities.



Collaborated with the Durham College Social Impact Hub on projects to co-design financial empowerment strategies for those living with low income and empower parents with cognitive challenges.



Joined GO Transit’s co-fare agreement so Durham Region Transit (DRT) customers can travel fare-free on DRT when connecting to and from GO Transit.



Broke ground on Durham College’s new Barrett Centre of Innovation in Sustainable Urban Agriculture, a temporary urban farm on Regional land in Ajax.



Offered free tax filing sessions in partnership with Oshawa Public Libraries and Welcome Centre Immigrant Services.



Launched a challenge to inspire local businesses to use technology to create community solutions for accessibility and road safety via the Durham Regional Technology Development Site.



Surveyed residents to plan for future transportation needs, via the Transportation Tomorrow Survey, in partnership with the Ontario Ministry of Transportation, Metrolinx, Toronto Transit Commission, and other participating municipalities across the Greater Golden Horseshoe.



Welcomed **150** guests to Feast on the Farm—an event supporting industry changemakers who are championing regenerative farming and sustainable practices—in partnership with the Culinary Tourism Alliance.



Hosted a Post-Secondary Education Fair as an opportunity for Durham Region residents to explore their post-secondary options and grow their careers close to home.



Teamed up with Durham’s local innovation community—including the eight local municipal economic development teams; three post-secondary institutions; as well as 1855 Accelerator; and Spark Centre—to showcase Durham Region’s exciting development potential to businesses and investors at Collision Conference.



Offered webinars—in collaboration with the Durham Farm Fresh Marketing Association—to assist local food operators with marketing and outreach, as well as information on diversifying their farm business and value-added agriculture.



Provided access to Ontario Works caseworkers by placing them on site at libraries in all local area municipalities; assessing and supporting the needs of both social assistance recipients and local residents.



Raised more than **\$10,852** in donations to the community via staff philanthropy.



Awards

Received Innovative Solutions Award from METRO Magazine for the innovative work in launching DRT On Demand.



Received the Leader in Sustainability Award from Call2Recycle for leadership in diverting **17,673** kilograms of batteries from disposal through the battery recycling program.

Awarded Ontario Champions at the Water Environment Association of Ontario conference for Durham's Operations Challenge Team. As Ontario Champions, Durham's Operations Challenge Team represented North America at the International Water Association Challenge in Denmark, earning second place.

Recognized **32** Durham Region Transit operators for achieving safe driver milestones—ranging from five to 30 years—without a preventable collision.



A Durham Region staff member was recognized as Water Operator of the Year by Water Canada.



Recognized by the Ontario Municipal Social Services Association with the 2022 Local Municipal Champion Award for work supporting the recruitment and retention of early childhood educators (consortium with Peel Region, Halton Region, and the City of Toronto).

Top Intelligent Community

Durham Region was named one of the global Top 7 Intelligent Communities for 2022 by the Intelligent Community Forum (ICF). The ICF's top seven list recognizes the world's leading municipalities that are successfully using digital innovations to improve the quality of their citizen's lives. It's about using modern technology and innovative thinking to improve economic competitiveness, engage citizens, and increase connectivity to support smarter, healthier, more equitable and sustainable communities.

Earned a Smart 50 Award and Transportation Association of Canada Technology Achievement Award for optimizing road maintenance using artificial intelligence. Durham is the first regional municipality to implement ROVER AI for pothole detection in Canada.



Earned the prestigious 2022 Peter J. Marshall Award from the Association of Municipalities Ontario for Durham Region Transit's On Demand service.

Earned a Transportation Association of Canada Environmental Achievement Award and Ontario Public Works Association Project of the Year award for the Victoria Street construction project.

Earned design awards from Canadian Architect Awards and World Architecture News for the Beaverton Supportive Housing project.

Maintained Triple A credit rating from Moody's Investors Service.

myDurham 311

AVA Digital Award for omnichannel video.

Excellence in Municipal Systems Award from MISA Ontario.

CIO Awards Canada recognized Smart Home Device project.

TECHNATION Ingenious Award for Smart Home Device Voice Service.

Videos

Gold Viddy award for Durham is Our Home video.

Gold Viddy award for Durham Region Transit's 2021 year-end video.

Gold DotComm Award for video about how to use crossrides.

Gold MarCom award for Why Work Here? recruitment video.

Gold MarCom award for 2022 Budget Value Story videos.

Marketing Communications

DotComm Awards:

- Gold award for Transit Operator and Worker Appreciation campaign.
- Gold award for the website home page refresh.

MarCom Awards:

- Platinum award for Durham Region Year in Review.
- Gold for Together we count: Durham Employee Census internal communications campaign.
- Gold for Durham Greener Homes strategic marketing campaign.



Economic Development

- Invest Durham's Timeline of Innovation Ad won an Economic Developers Association of Canada (EDAC) Marketing Canada Award in the category of Single Advertisement; an International Economic Development Council (IEDC) award for Excellence in Economic Development; as well as an IEDC Bronze Award for the print version.
- The Durham is Home Social Media Campaign won a EDAC Marketing Canada Award in the category of Social Media/Apps.
- Tap into Talent campaign earned an EDAC Award in the Single Advertisement category.

AVA Digital Awards:

- Invest Durham Value Prop Video – Platinum
- Invest Durham Tap into Talent Video – Platinum
- Invest Durham Timeline of Innovation Campaign – Platinum

MarCom Awards:

- Invest Durham Innovation Ad Series – Gold



Social media and web

10.1 million views
durham.ca

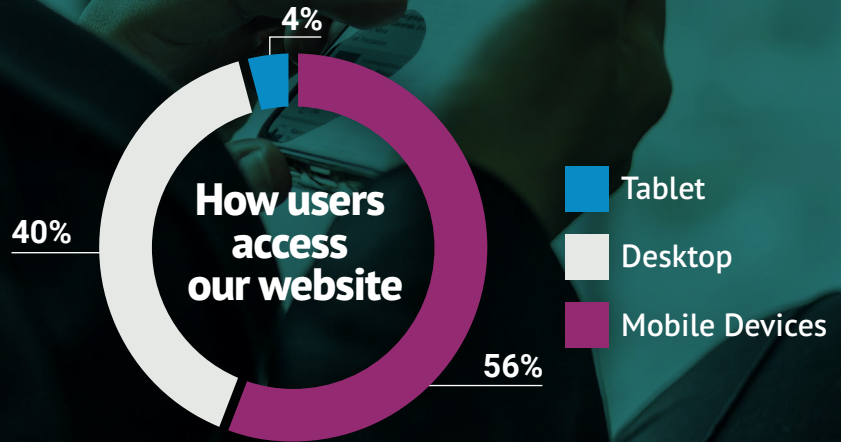
3,800 views
InvestDurham.ca

1.6 million views
DurhamRegionTransit.com

23,800 views
DurhamYorkWaste.ca

165,900 views
DurhamImmigration.ca

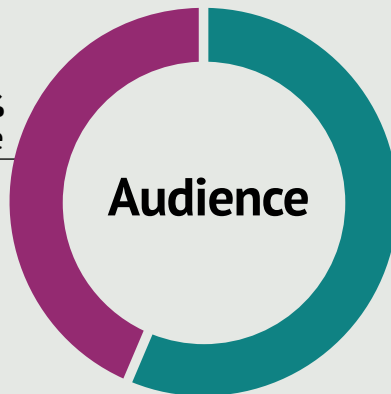
100,600 views
DurhamTourism.ca



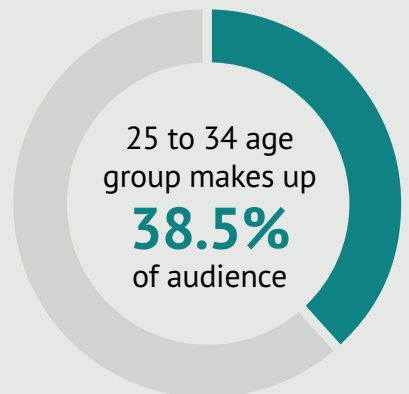
Twitter



43.6%
female



56.4%
male



Followers increase: **5,070**
15.9% vs. **31,806** in 2021

2.94 million
Impressions

2,324
Posts

59,298
Engagements

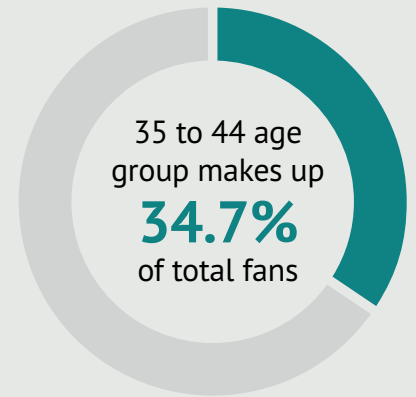
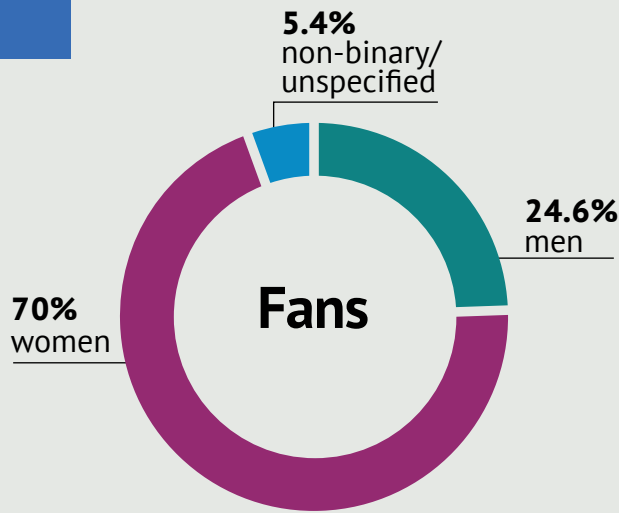
16,199
Link clicks



Facebook



Fans increase: **1,410**
10.3% vs. **13,753** in 2021



7.54 million
Impressions

2,805
Posts

307,481
Engagements

78,641
Link clicks

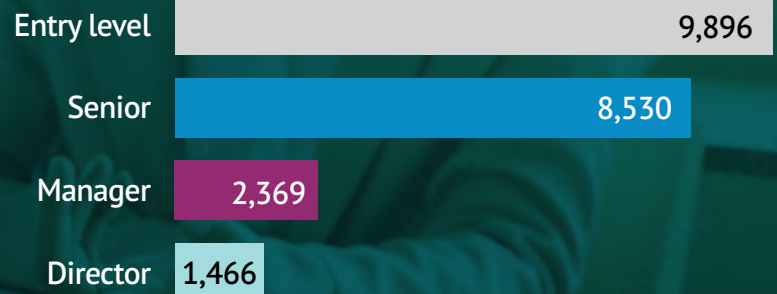


LinkedIn

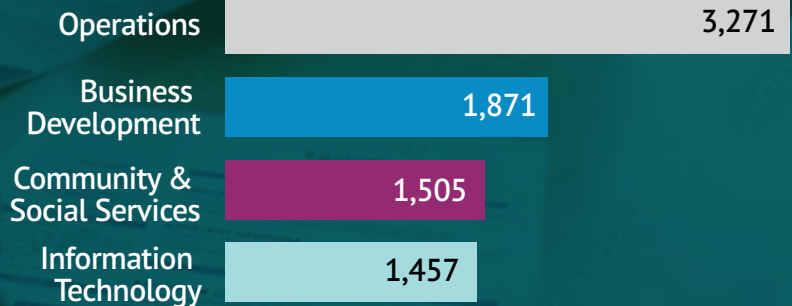


Followers increase: **4,183**
17.9% vs. **23,332** in 2021

Audience by seniority (top four)



Top job functions



830,053
Impressions

625
Posts

42,178
Engagements

33,187
Link clicks

Special Section: Strategic Plan 2020-2024

Durham Region's Strategic Plan is the guiding document that outlines how we deliver service excellence through leadership, collaboration, innovation, and environmental stewardship.

From revitalizing community housing and expanding sustainable transit to attracting

high-quality jobs and reducing its carbon footprint, Durham is on a mission. We are committed to advancing 23 priorities across five key goal areas: environmental sustainability, community vitality, economic prosperity, social investment, and service excellence.

The future of Durham Region is bright; it's a place where connections are made, supported by our Strategic Plan, which outlines the continued delivery of award-winning programs and services.

Durham Region Strategic Plan

- Environmental Sustainability**
Objective: To protect the environment for the future by demonstrating leadership in sustainability and addressing climate change.
- Community Vitality**
Objective: To foster an exceptional quality of life with services that contribute to strong neighbourhoods, vibrant and diverse communities, and influence our safety and well-being.
- Economic Prosperity**
Objective: To build a strong and resilient economy that maximizes opportunities for business and employment growth, innovation and partnership.
- Social Investment**
Objective: To ensure a range of programs, services and supports are available and accessible to those in need, so that no individual is left behind.
- Service Excellence**
Objective: To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.

Visit durham.ca/StrategicPlan to learn more.

Goal 1: Environmental Sustainability

Objective:

To protect the environment for the future by demonstrating leadership in sustainability and addressing climate change.

Achievements/ highlights:

- Launched the Durham Greener Homes Program, which makes it easier and more affordable for Durham Region residents to make energy improvements to their homes. The program is the first in Canada to feature partnerships with community-based financial institutions to offer energy retrofit financing services.
- Continued to work with local municipalities and partners to expand the availability of public Electric Vehicle (EV) charging stations. To date, 63 EV charging stations have been installed across municipally owned and publicly accessible sites, as part of the Zero Emission Vehicle Infrastructure Program.
- Approved the 2022-2040 Long-term Waste Management Plan.
- Added the Township of Brock and Municipality of Clarington to the growing partnership with LEAF (Local Enhancement and Appreciation of Forests) and the Region of Durham, to offer subsidized tree planting that boosts the Region's efforts to combat climate change.
- Continued to implement the Corporate Climate Action Plan, which includes Regional Council's approval to transition the Durham Region Transit fleet to zero-emission vehicles by 2037.
- Completed analyses for the Climate Change and Health Vulnerability Assessments to meet the Ontario Public Health Standards requirements related to climate change and healthy built environments.

“Durham Region residents will benefit greatly from the Durham Greener Homes Program. This initiative will help our communities access expert advice from home energy coaches to decide which retrofits best suit their needs; how to find skilled contractors; and how to take advantage of available rebate programs to reduce costs.

The program will make it easier for residents to implement energy improvements and help with Durham Region's low carbon transition.

We're thankful for the Federation of Canadian Municipalities and the Government of Canada's support in addressing climate change.”

– John Henry, Regional Chair and Chief Executive Officer



Looking ahead:

- Continue to implement the Corporate Climate Action Plan, including the low-carbon fleet; Durham Region Transit zero emissions strategy; and the Regional facility low-carbon pathway.
- Continue implementation of the Durham Greener Homes Program.
- Launch the Durham Climate Roundtable on Climate Change as a collaborative leadership accelerator in partnership with Ontario Tech University, local area municipalities, and other key organizations across the Region.
- Implement a new standard for the design and construction of corporate facilities that supports the Region's commitment to demonstrating leadership on climate change and transitioning to net zero carbon emissions.
- Commence deep energy retrofit work at four seniors housing facilities and the 101 Consumers Drive facility.
- Implement the Regional Cycling Plan Update, including construction of additional cycling infrastructure and completion of the Durham Region Signage and Wayfinding Strategy.
- Finalize and publish the Durham Meadoway Visioning Study.
- Expand the residential Green Bin Program to include pet waste and sanitary products, as early as 2024, and phase in a multi-residential Green Bin program starting in 2024.
- Awarded the contract for curbside collection of non-hazardous waste and organic wastes from residences and multi-residential properties in the City of Pickering and Town of Ajax for the Region of Durham, which will require a compressed natural gas/renewable natural gas-powered collection fleet in 2024.
- Finalize and publish climate change Health Vulnerability Assessments.

“Durham Region Transit’s (DRT) E-Mission Zero goals align with the Region’s Corporate Climate Change Action Plan, which sets greenhouse gas emissions reduction targets to become Net Zero by 2045.

The integration of hybrid buses in the fall of 2022 is already reducing DRT’s carbon footprint. With battery electric buses on the horizon, and infrastructure to support the electrification of buses, DRT is on track to transition to a zero-emission fleet by 2037.

We are excited about these initiatives that will benefit the environment and our community, while contributing to a sustainable future for public transit in the Region.”

– Bill Holmes, General Manager, Durham Region Transit



Goal 2: Community Vitality



Objective:

To foster an exceptional quality of life with services that contribute to strong neighbourhoods, vibrant and diverse communities, and influence our safety and well-being.

Achievements/ highlights:

- Approved the 2022-2025 Multi-Year Accessibility Plan, which outlines steps The Regional Municipality of Durham is taking to identify, remove, and prevent accessibility barriers; and to improve opportunities for people with disabilities.
- Received final approval and commenced construction of the Region of Durham

Paramedic Services Response Station and Training Centre in Seaton, within the City of Pickering.

- Installed red light and Automated Speed Enforcement cameras at select locations throughout Durham Region to reduce T-bone collisions at intersections and reduce speeds on regional roads. These initiatives support Durham Vision Zero, a long-term plan with the goal of eliminating all roadway deaths and serious injuries.
- Completed a Durham Region Employee Census to understand the diversity of our workforce in relation to the community we serve.

- Hosted the Community Safety and Well-Being Symposium, in partnership with Durham Regional Police Services and Greater Toronto and Hamilton Area (GTHA) partners. The event provided over 140 organizations—from over 30 Ontario municipalities—with the opportunity to learn from one another, share best practices, and raise awareness about priority risk areas.

Looking ahead:

- Enhance level of care and supports for residents in the Region's long-term care homes.
- Continue public health programs and services to address needs of priority populations.
- Continue to implement Durham Vision Zero countermeasures to improve community safety.

- Continue ongoing system enhancements for Emergency 9-1-1.
- Complete an employment Equity Audit to identify and address barriers to hiring, advancement, and inclusion that may be embedded within The Regional Municipality of Durham's organizational policies, practices and culture.
- Launch an Equity Strategy to respond to priorities identified by Durham's diverse communities, as well

as recommendations from the recently completed Employee Census and the Equity Audit currently underway.

- Implement DRT's Service and Financing Strategy (2023-2032) to enhance worker, student and resident mobility through a convenient and accessible transit network.
- Further enhance Health Neighbourhoods information with updated data and a new time trends dashboard.

Goal 3: Economic Prosperity

Objective:

To build a strong and resilient economy that maximizes opportunities for business and employment growth, innovation, and partnership.

Achievements/ highlights:

- Approved the new Economic Development and Tourism Strategy and Action Plan 2023-2027: Ready Set Future: A PLACE Blueprint for Durham.
- Continued to advocate for the GO Lakeshore East extension to Bowmanville, in partnership with the Municipality of Clarington and the City of Oshawa, following inclusion in the 2022 provincial budget.

- Initiated the implementation of the Durham Region's Broadband Strategy, which provides residents with access to fast, reliable and affordable broadband services so that they may fully participate, compete, and thrive in the 21st century.
- Approved Durham's first Nuclear Sector Strategy (2022-2032), to recognize nuclear industry opportunities that support a prosperous and sustainable community.
- Updated the Region of Durham's Agriculture Strategy to include new opportunities that support the long-term growth of the agriculture and agri-food sector. In 2022, Regional Council endorsed the Growing Agri-Food Durham Five-Year Plan.

Looking ahead:

- Advance bus rapid transit and higher-order transit projects.
- Continue engagement with the province and local area municipal partners on the delivery of the GO Lakeshore East Extension and Station Strategy.
- Implement Ready Set Future: A PLACE Blueprint for Durham.
- Implement actions under the new 2023-2027 Growing North Durham Rural Economic Development Action Plan.
- Continue implementation of the Region's Broadband Strategy.



Goal 4: Social Investment



Objective:

To ensure a range of programs, services and supports are available and accessible to those in need, so that no individual is left behind.

Achievements/ highlights:

- Launched the Regional Incentive Program for Affordable Housing, which supports the Region's commitment to initiate the development of 1,000 new affordable rental housing units by 2024.
- Since the introduction of DRT's Transit Assistance Program in late 2019, the program is estimated to have enabled almost 293,000 trips on DRT at no charge; saving Durham's most vulnerable residents a combined total of nearly \$1 million in transportation costs as of December 2022.
- Continued to participate in the Built for Zero campaign, which aims to end chronic homelessness and house the most vulnerable individuals

and families in Durham Region, a co-ordinated approach.

- In 2022, a total of 218 individuals were housed through move-ins, with 131 of those people experiencing chronic homelessness.

Looking ahead:

- Continue to advance At Home in Durham.
- Initiate community consultation, design and consulting for Durham Region Local Housing Corporation renewal and redevelopment.
- Reduce chronic homelessness by 10 per cent in 2023 by increasing housing move-ins and focusing on homelessness prevention.
- Advance the implementation of the Region's Community Safety and Well-Being Plan.
- Continue operation of the Community Paramedicine Program and expand the Primary Care Outreach Program.
- Evaluate the feasibility of expanding eligibility for the Transit Assistance Program (now a permanent product within DRT's fare structure) to include persons receiving assistance through other income-testing government support programs.
- Engage community partners and municipal stakeholders to develop and deploy a new online funding application system for the Community Social Investment Program that will ensure an accessible, efficient, and transparent process.

Goal 5: Service Excellence

Objective:

To provide exceptional value to Durham taxpayers through responsive, effective, and fiscally sustainable service delivery.

Achievements/ highlights:

- Launched myDurham 311 program, which provides customers (residents, businesses, clients and visitors) with information on non-emergency programs and services such as roads and traffic, transit, waste and recycling, water and sewer, and more.
- Council-endorsed 2022 Regional Municipality of Durham Asset Management Plan details the state of the Region's infrastructure, service levels, asset performance, life cycle analysis, climate change risks and adaptation and mitigation initiatives to protect the Region's assets.
- Hosted the 2023 Budget Town Hall where residents were invited to learn more about the Region's 2023 Business Plans and Budgets, share input on key priority areas, and gain an increased understanding of the Region's programs and services.

- Launched the Durham is our Home campaign, in partnership with the Durham Local Immigration Partnership, with the support from Immigration, Refugees and Citizenship Canada, to help create welcoming and inclusive communities.

“The myDurham 311 project isn't just about a phone number—it's all about providing better service to our customers. We're working toward a consistent, convenient, and personalized experience—beginning with a clear point of contact—online, by phone and in person. It's all about moving Durham Region into the future, and we're excited to continue our work toward a Durham that is as connected and accessible as possible.”

- Elaine Baxter-Trahair, Chief Administrative Officer

“We have a vision for a smart, connected Durham. It's about working collaboratively with local municipalities and community partners to focus on residents and businesses as we address our collective challenges. We are proud to be recognized on a world stage for our work to support healthier, more equitable and sustainable communities here in Durham.”

- Sandra Austin, Executive Director of Strategic Initiatives

Looking ahead:

- Continue to implement the multi-year myDurham311 project.
- Increase supports provided through the Local Immigration Partnership.
- Host the Top 7 Intelligent Communities of the Year Conference in 2023.
- Establish a partnership-based governance model for Intelligent Communities initiatives.
- Expand Regional online payment programs.
- Continue to advance Workplace Modernization at Regional Headquarters and 101 Consumers Drive and commence the modernization and renewal of Regional Public Depots.
- Exceed pre-pandemic Durham Region Transit ridership levels by 2025.



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